

**MICHIGAN STATE**  
**UNIVERSITY**

**Beta Presentation**

**Browser Sharing for Customer**

**Support**

**The Capstone Experience**

**Team Amazon**

Liyuan Duan

Megha Erappa

Jonathan Kushion

Rahul Yalamanchili

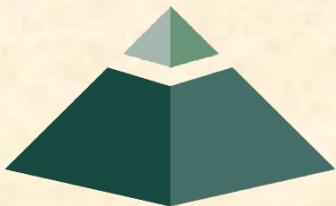
Eunice Yoon

Colin Zhong

Department of Computer Science and Engineering

Michigan State University

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*From Students...  
...to Professionals*

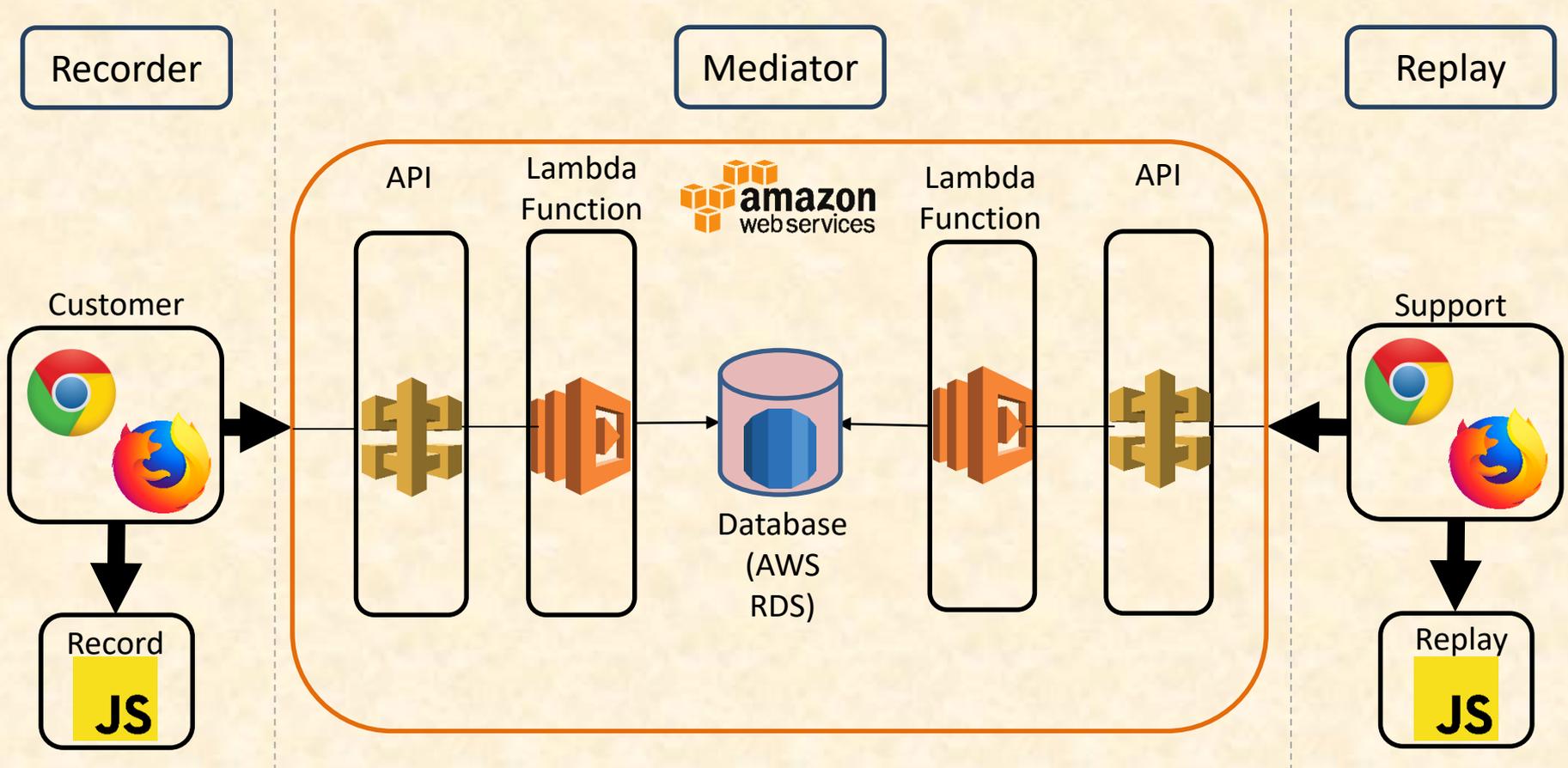
# Project Overview

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- Browser sharing between customer and support representative with no installation required.
- The representative sees exactly what the customer sees
- Any action taken on the customer side is recorded then replayed on representative side.
- Private customer credentials are masked.



# System Architecture



# Dashboard and Form Sample

The image displays two side-by-side screenshots of an Amazon Support Dashboard, illustrating different views and form components.

**Left Screenshot: Dashboard View**

- Navigation Sidebar:** Dashboard (selected), Record Form, Record Carousel.
- Main Content Area:**
  - Dashboard:** Overview cards showing 1 Customer In Queue and 2 Customers Helped.
  - Customer Support Queue:** A table with columns for Name, Time of Entry, and Actions. It shows one entry for Jonathan Kushion on 04/01/2019 at 19:03:07.
  - Form:** A section titled "Customer Support Queue" with a text input field labeled "Enter your name here:" containing the text "Amazon Support".

**Right Screenshot: Forms View**

- Navigation Sidebar:** Dashboard, Record Form (selected), Record Carousel.
- Main Content Area:**
  - Basic Form Elements:** A collection of form controls including:
    - Text Input:** A simple text field.
    - Text Input with Placeholder:** A text field with the placeholder text "Enter text".
    - Static Control:** A text field with the value "email@example.com".
    - Text area:** A larger text area for multi-line input.
    - Checkboxes:** Three individual checkboxes labeled "Checkbox 1", "Checkbox 2", and "Checkbox 3".
    - Inline Checkboxes:** Three checkboxes labeled "1", "2", and "3" displayed inline.
    - Radio Buttons:** Three radio buttons labeled "Radio 1", "Radio 2", and "Radio 3".
    - Inline Radio Buttons:** Three radio buttons labeled "1", "2", and "3" displayed inline.
    - Selects:** A "New Page Testing" section with a "Selects" dropdown menu containing the value "1".
    - Multiple Selects:** A "Multiple Selects" dropdown menu containing the values "1", "2", "3", and "4".
    - Buttons:** "Submit Button", "Reset Button", and "Error Button".
    - Need Assistance?:** A yellow button in the bottom right corner.



# Screen Sharing with Chat

The image displays two side-by-side screenshots of the Amazon Support Dashboard, illustrating screen sharing with chat. Both screenshots show the 'Forms' section of the dashboard, which includes various form elements like text inputs, placeholders, static controls, and text areas. A chat window is overlaid on the bottom of each screenshot, showing a conversation between a user and an Amazon Support representative. The chat window includes a 'Send' button and a 'Disconnect' button. The left screenshot shows the user's name as 'Jonathan Kushion' and the right screenshot shows the user's name as 'Amazon Support'. The chat messages are: 'Hi! I am an Amazon Support Representative, how can I assist?' (grey), 'I need help filling out this form' (blue), and 'What in the form do you need help with?' (grey).

Disabled Form States

Disabled Form States



# Amazon Screen Sharing

The image displays four screenshots from an Amazon Seller Support chat session, illustrating the process of screen sharing to assist a customer.

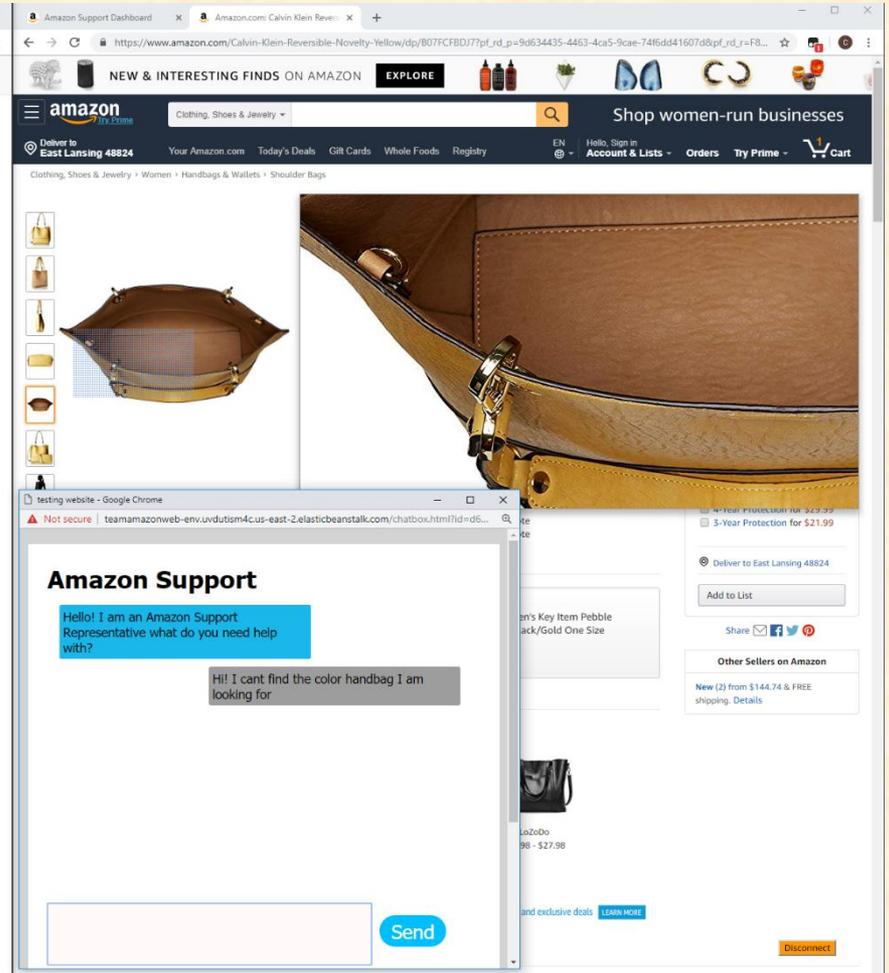
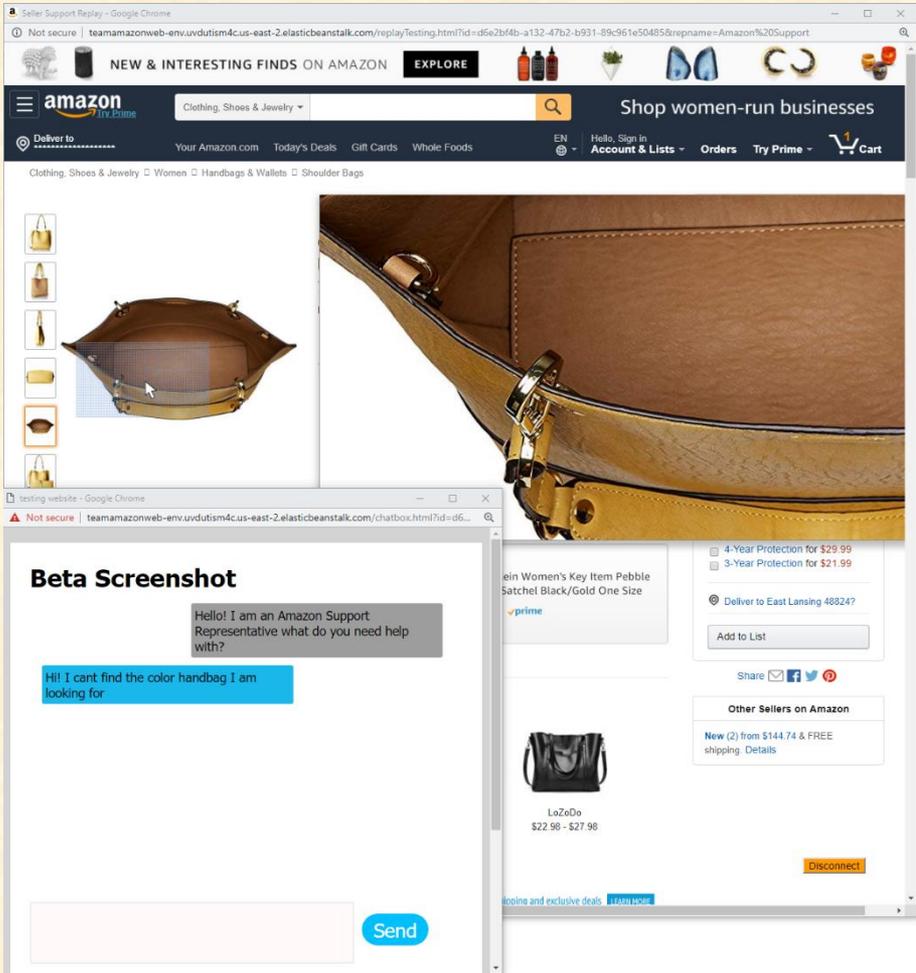
**Top Left Screenshot:** Shows the Amazon product page for the Calvin Klein Sonoma Reversible Novelty North/South Tote. The price is \$144.74 with free shipping. The product is in stock, and the chatbot is visible in the bottom right corner.

**Top Right Screenshot:** Shows the same product page, but with the chatbot interface more prominent, indicating the start of the support interaction.

**Bottom Left Screenshot:** Shows the chat interface. The customer asks: "Hi! I cant find the color handbag I am looking for". The support representative responds: "Hello! I am an Amazon Support Representative what do you need help with?".

**Bottom Right Screenshot:** Shows the chat interface with the support representative's response: "Hi! I cant find the color handbag I am looking for". The chatbot is still visible in the bottom right corner.

# Dynamic Zoom on Hover



# What's left to do?

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- Optimization
  - Record
  - Replay
- Bug fixes
- UI Improvements
  - Integrating chat box into webpage



# Questions?

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