MICHIGAN STATE
U N I V E R S I T Y

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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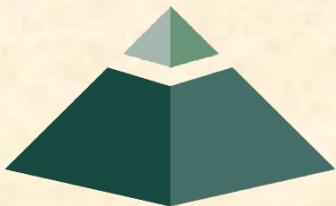
Project Overview

- 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
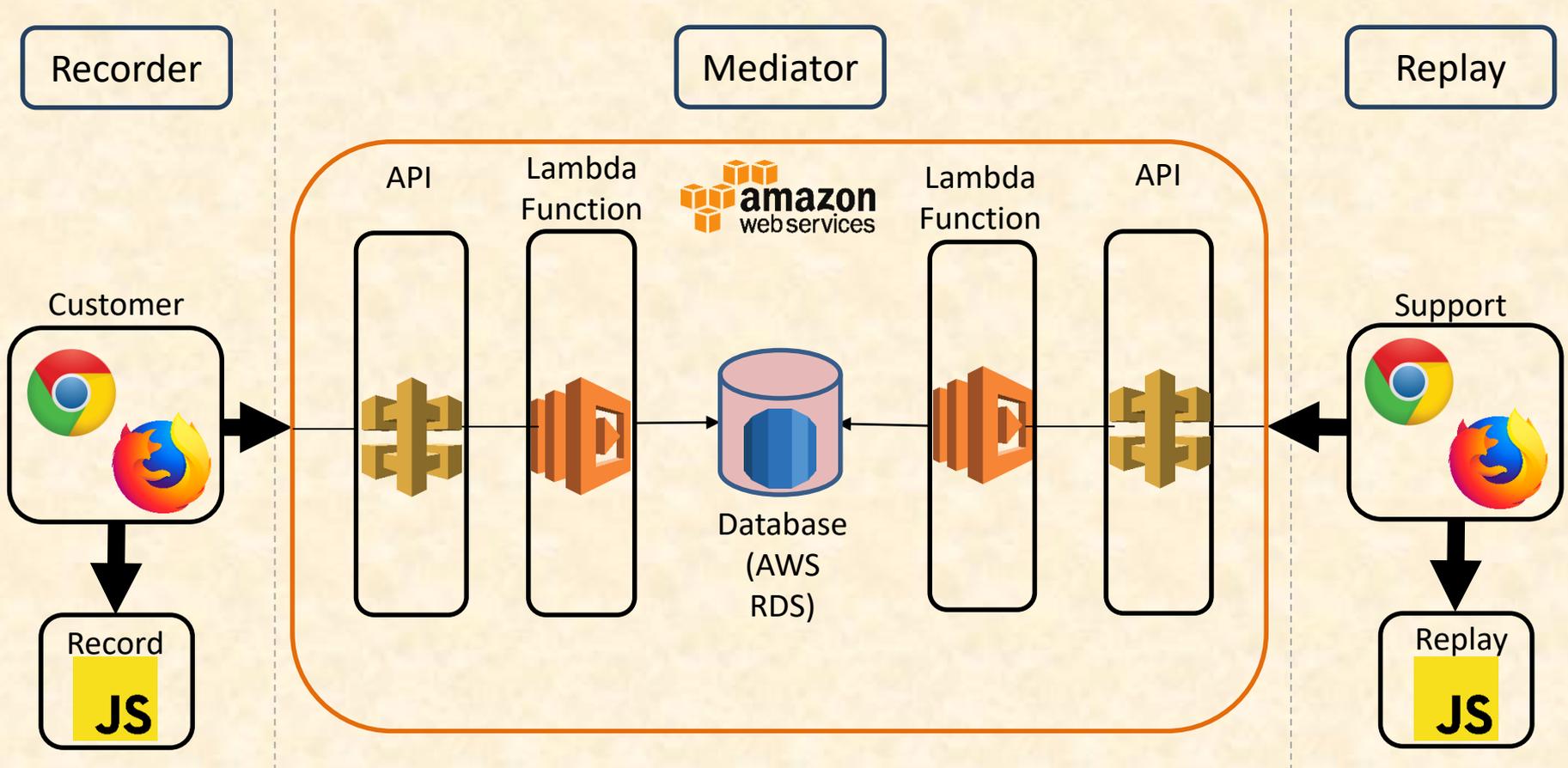
Dashboard and Form Sample

Screen Sharing with Chat

Amazon Screen Sharing

Dynamic Zoom on Hover
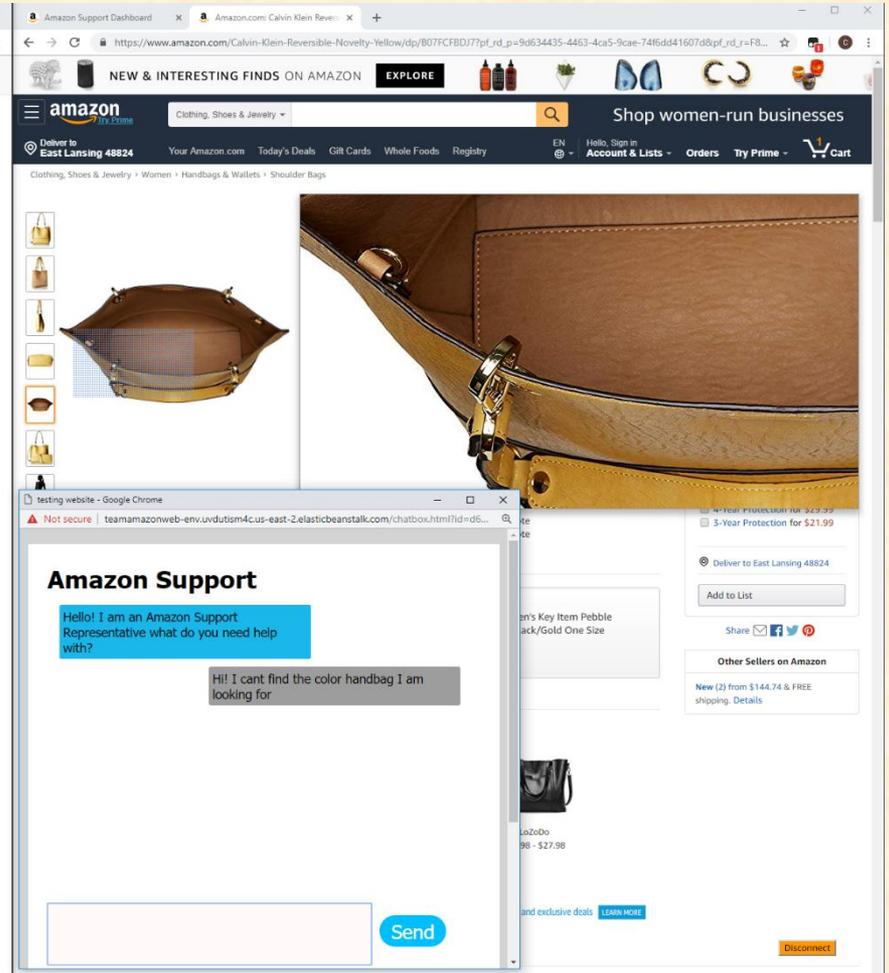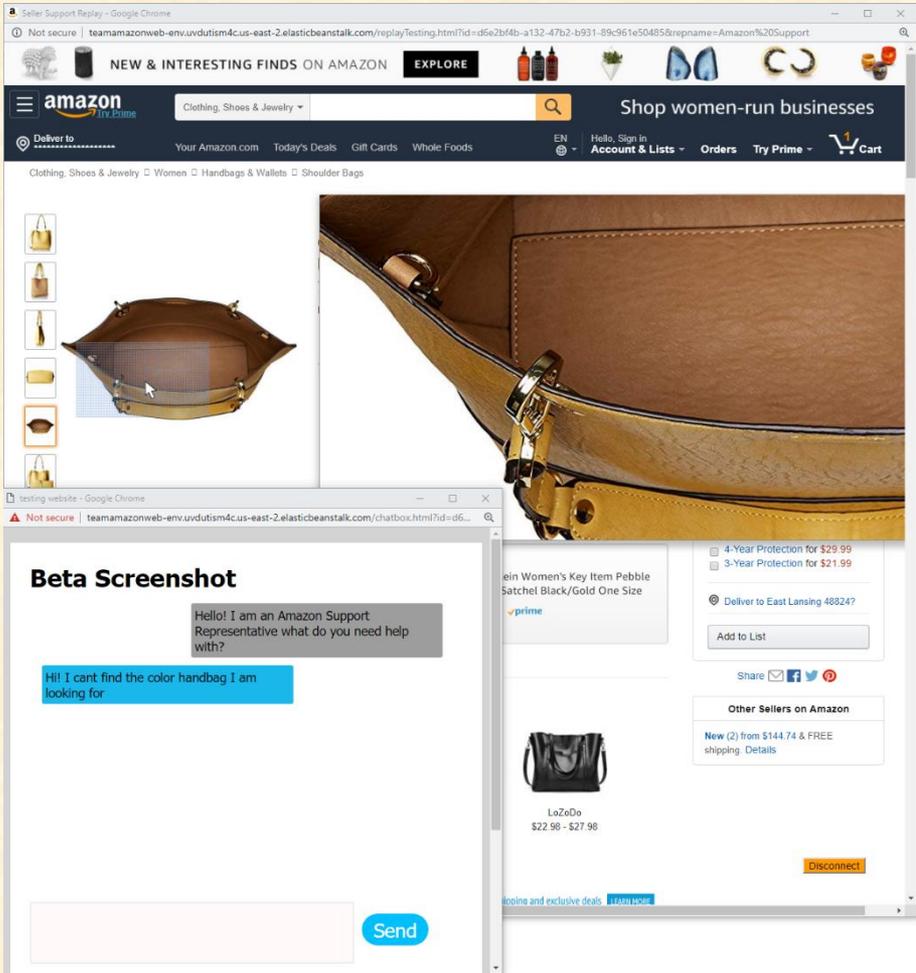
What's left to do?

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

Questions?

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