MICHIGAN STATE
UNIVERSITY

Beta Presentation
New Customer Service Channel

The Capstone Experience

Team Consumers Energy

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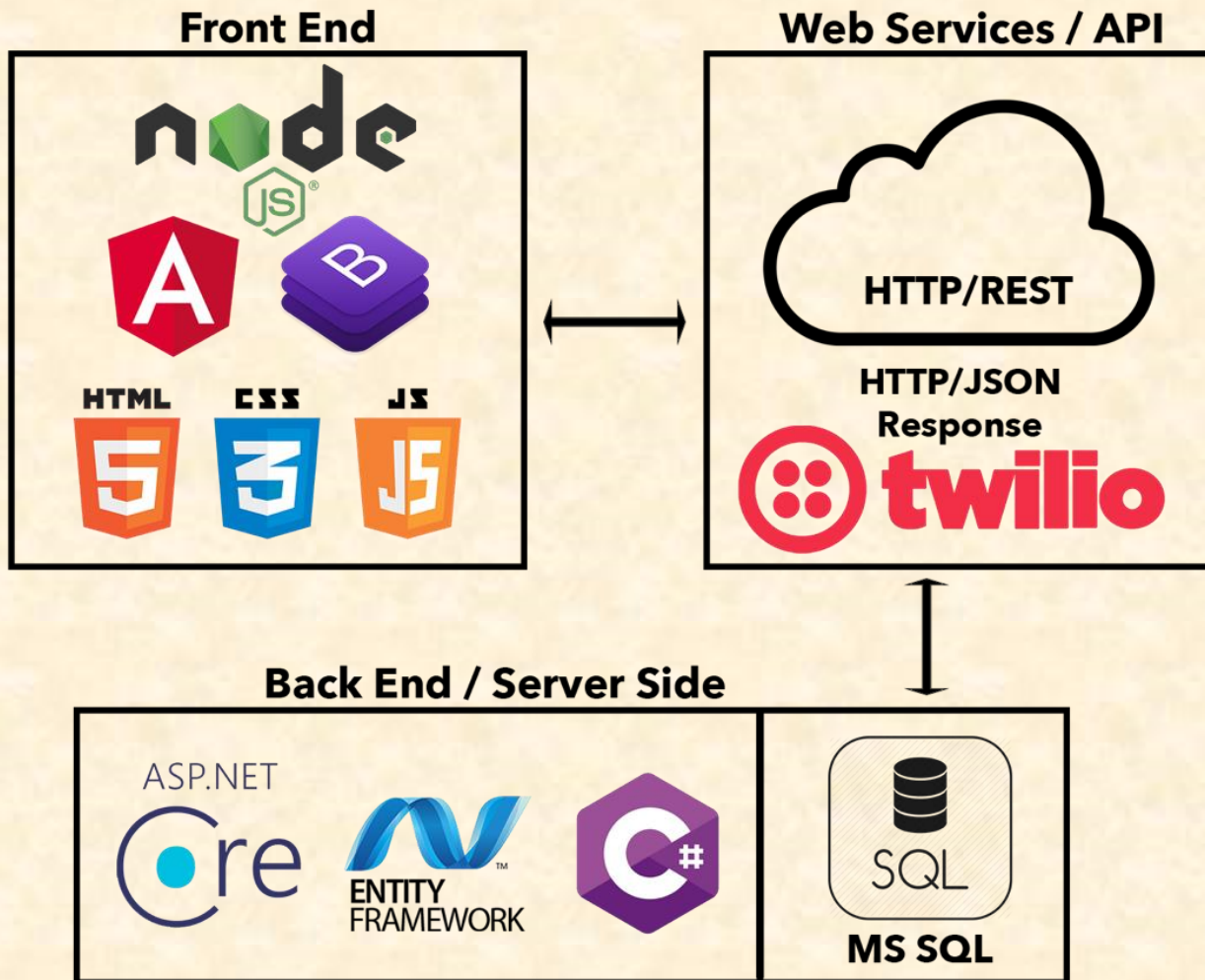Michigan State University
Spring 2019

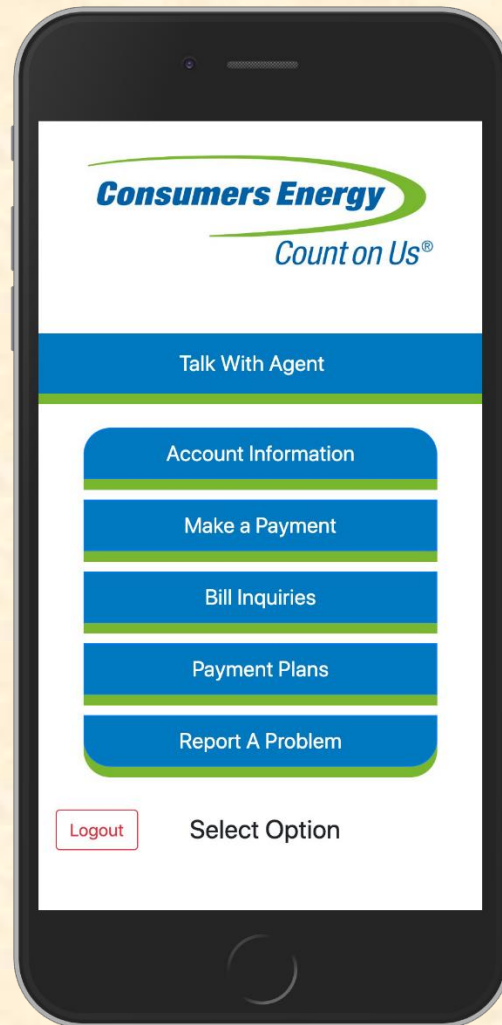*From Students…*
   …to Professionals

Project Overview

- Create a web application that utilizes technologies to sync with an ongoing phone call that allows the user to navigate a call tree and save valuable time.

- The web application would allow the user to make payments, inquiries, and setup other services that do not require a phone representative's help.

- If the specific inquiry requires a phone representative's assistance, the user can select to resume their position in the call queue and be routed to the next available representative for further assistance.
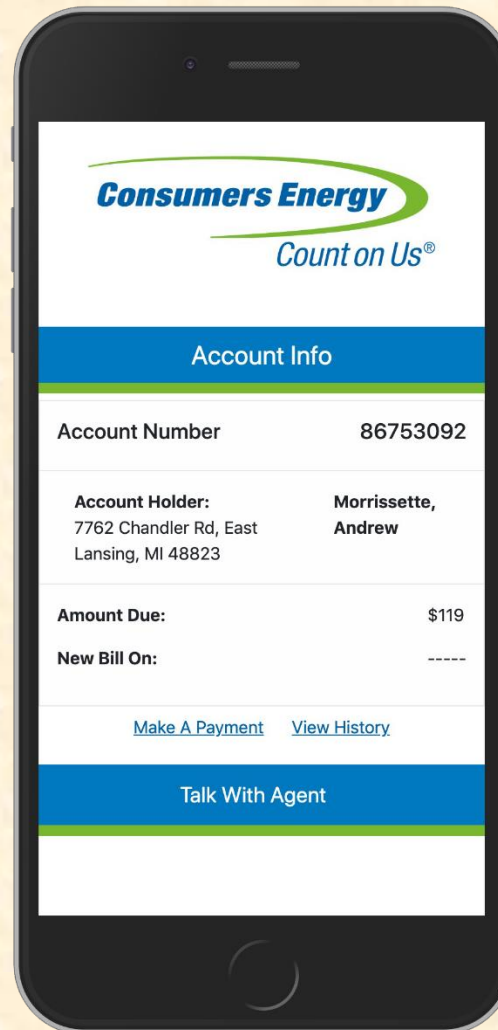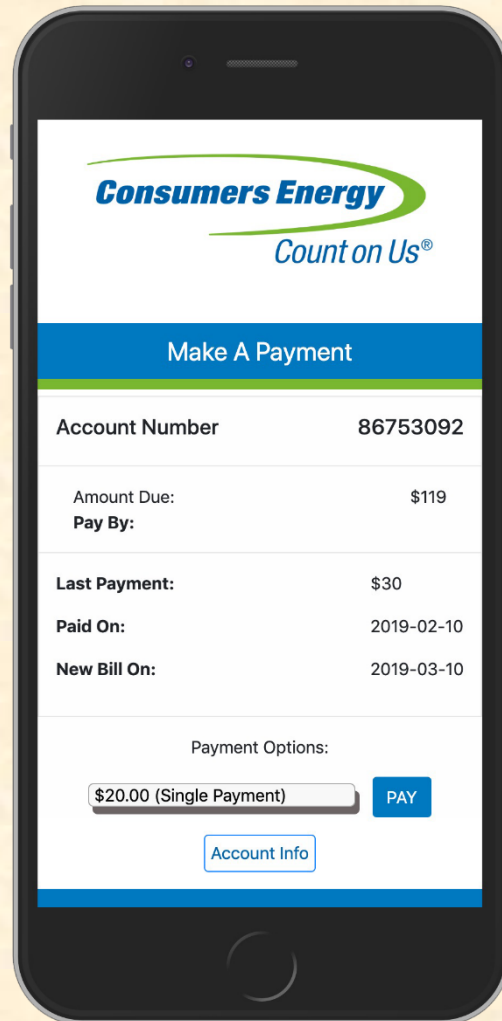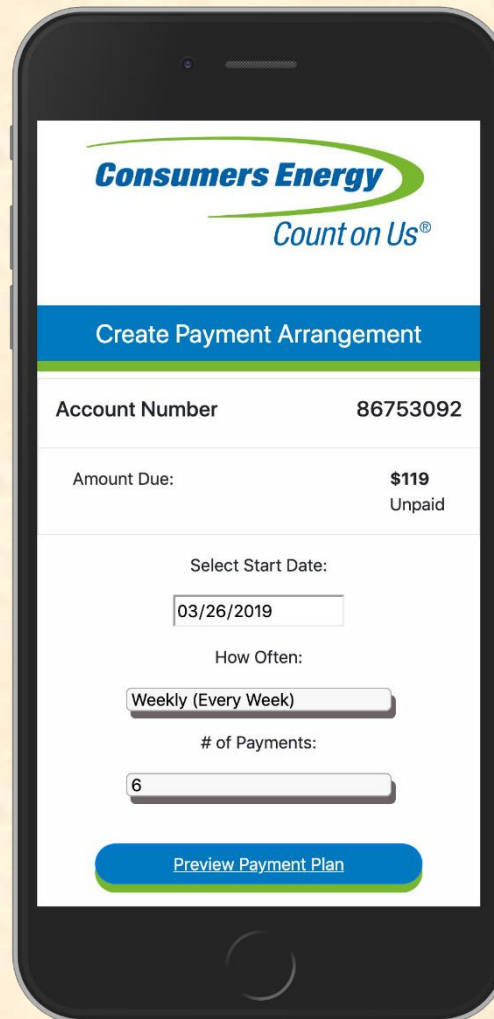
System Architecture

Main Screen

Account Information

Make A Payment

Payment Arrangements

What's left to do?

- Provide users an update on their position in the priority queue (verbally and potentially visually within the web app)

Questions?

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