

MICHIGAN STATE
UNIVERSITY

Beta Presentation

Browser Sharing for Customer Support

The Capstone Experience

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

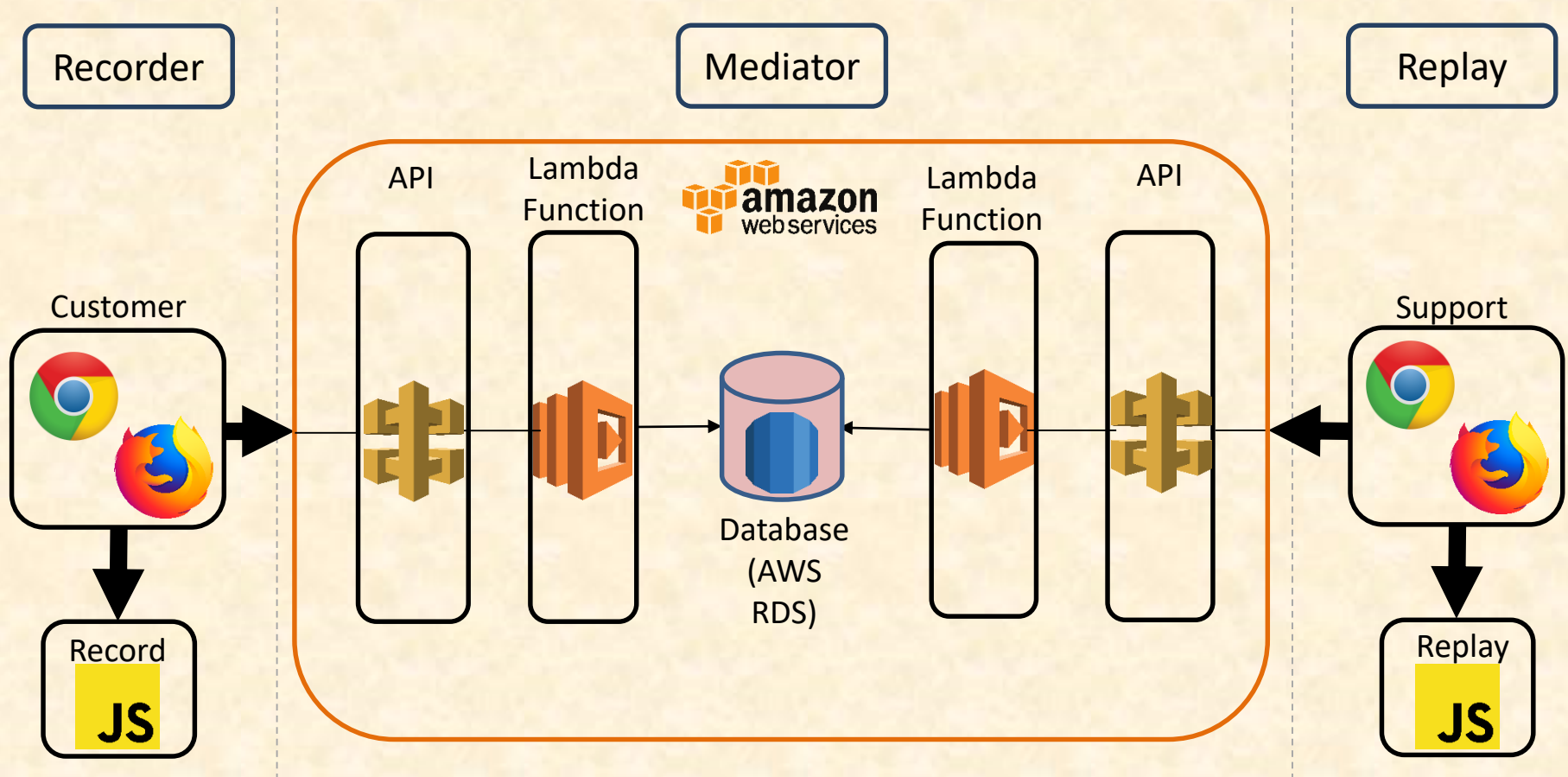
Department of Computer Science and Engineering
Michigan State University
Spring 2019

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

The image displays two side-by-side browser screenshots of the Amazon Support Dashboard, illustrating different views of the application.

Left Screenshot (Dashboard View):

- Header:** Amazon Support Dashboard
- Navigation:** Dashboard, Record Form, Record Carousel
- Dashboard Metrics:**
 - 1 Customers In Queue (Help Next in Queue)
 - 2 Customers Helped (View Details)
- Customer Support Queue:**
 - Show 10 entries
 - Table with columns: Name, Time of Entry, Actions
 - Entry: Jonathan Kushion, 04/01/2019, 19:03:07
 - Showing 1 to 1 of 1 entries
- Form:** Customer Support Queue, Enter your name here: Amazon Support

Right Screenshot (Forms View):

- Header:** Amazon Support Dashboard
- Navigation:** Dashboard, Record Form, Record Carousel
- Forms Section:**
 - Basic Form Elements:**
 - Text Input
 - Text Input with Placeholder
 - Static Control
 - Text area
 - Checkboxes:** Checkbox 1, Checkbox 2, Checkbox 3
 - Inline Checkboxes:** 1, 2, 3
 - Radio Buttons:** Radio 1, Radio 2, Radio 3
 - Inline Radio Buttons:** 1, 2, 3
 - New Page Testing Selects:** 1
 - Multiple Selects:** 1, 2, 3, 4
 - Buttons:** Submit Button, Reset Button, Error Button
 - Need Assistance?** (Yellow button)



Screen Sharing with Chat

The screenshot shows the Amazon Support Dashboard with a sidebar containing 'Dashboard', 'Record Form', and 'Record Carousel'. The main content area is titled 'Forms' and includes sections for 'Basic Form Elements', 'Text Input' (with an 'Example text' field), 'Text Input with Placeholder' (with an 'Enter text' field), 'Static Control' (with an 'email@example.com' field), and 'Text area'. A chat window is open in the foreground, titled 'Jonathan Kushion'. The chat history shows a sequence of messages: a grey bubble from the user saying 'Hi! I am an Amazon Support Representative, how can I assist?', a blue bubble from the support agent saying 'I need help filling out this form', and a grey bubble from the user asking 'What in the form do you need help with?'. At the bottom of the chat window is a text input field and a blue 'Send' button. Below the chat window, the text 'Disabled Form States' is visible.

amazon Support Dashboard

Dashboard

Record Form

Record Carousel

Forms

Basic Form Elements

Text Input

Example text

Example block-level help text here.

Text Input with Placeholder

Enter text

Static Control

email@example.com

Text area

Jonathan Kushion

Hi! I am an Amazon Support Representative, how can I assist?

I need help filling out this form

What in the form do you need help with?

Send

Disabled Form States

This screenshot is similar to the one on the left, showing the Amazon Support Dashboard and the 'Forms' section. The chat window is open, titled 'Amazon Support'. The chat history shows a sequence of messages: a blue bubble from the support agent saying 'Hi! I am an Amazon Support Representative, how can I assist?', a grey bubble from the user saying 'I need help filling out this form', and a blue bubble from the support agent asking 'What in the form do you need help with?'. At the bottom of the chat window is a text input field and a blue 'Send' button. Below the chat window, the text 'Disabled Form States' is visible.

amazon Support Dashboard

Dashboard

Record Form

Record Carousel

Forms

Basic Form Elements

Text Input

Example text

Example block-level help text here.

Text Input with Placeholder

Enter text

Static Control

email@example.com

Text area

Amazon Support

Hi! I am an Amazon Support Representative, how can I assist?

I need help filling out this form

What in the form do you need help with?

Send

Disabled Form States

Amazon Screen Sharing

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Calvin Klein Sonoma Reversible Novelty North/South Tote

Price: \$144.74 & FREE Shipping, Details

Color: Light Yellow

Man made, Imported, Man made lining, 25.5" shoulder drop, 13.5" high, 12" wide

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Qty: 1

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Buy Now

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Add a Protection Plan: 4-Year Protection for \$29.99, 3-Year Protection for \$21.99

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Send

Beta Screenshot

Hello! I am an Amazon Support Representative what do you need help with?

Hi! I cant find the color handbag I am looking for

Amazon Support Dashboard

Amazon.com: Calvin Klein Revers...

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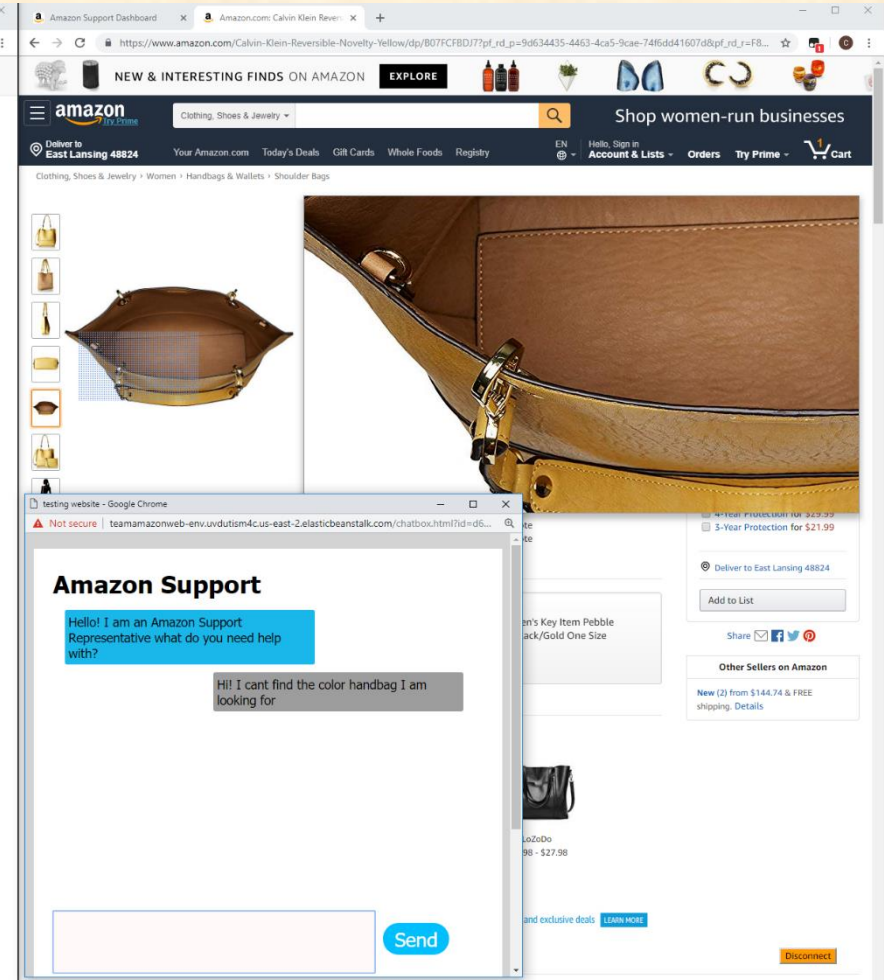
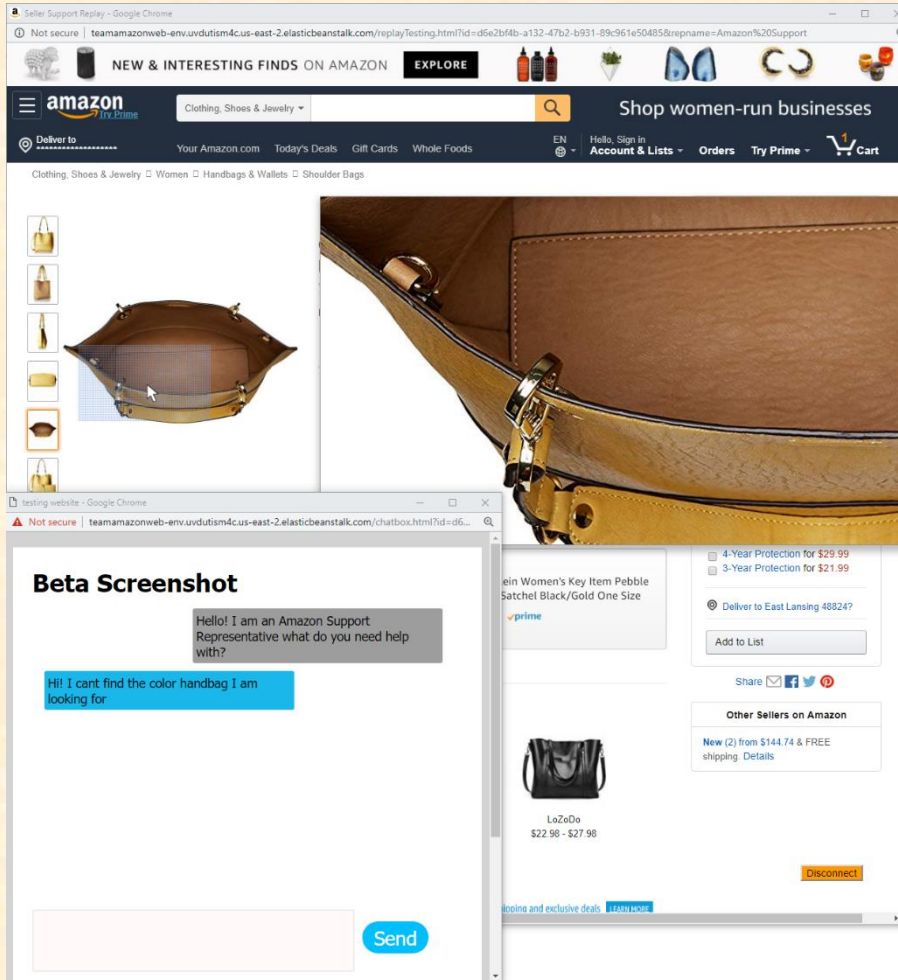
Send

Amazon Support

Hello! I am an Amazon Support Representative what do you need help with?

Hi! I cant find the color handbag I am looking for

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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