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

Beta Presentation
Customer Service System with Chatbot

The Capstone Experience

Team Phoenix Group

Fatema Alsaleh
Sarah Fillwock
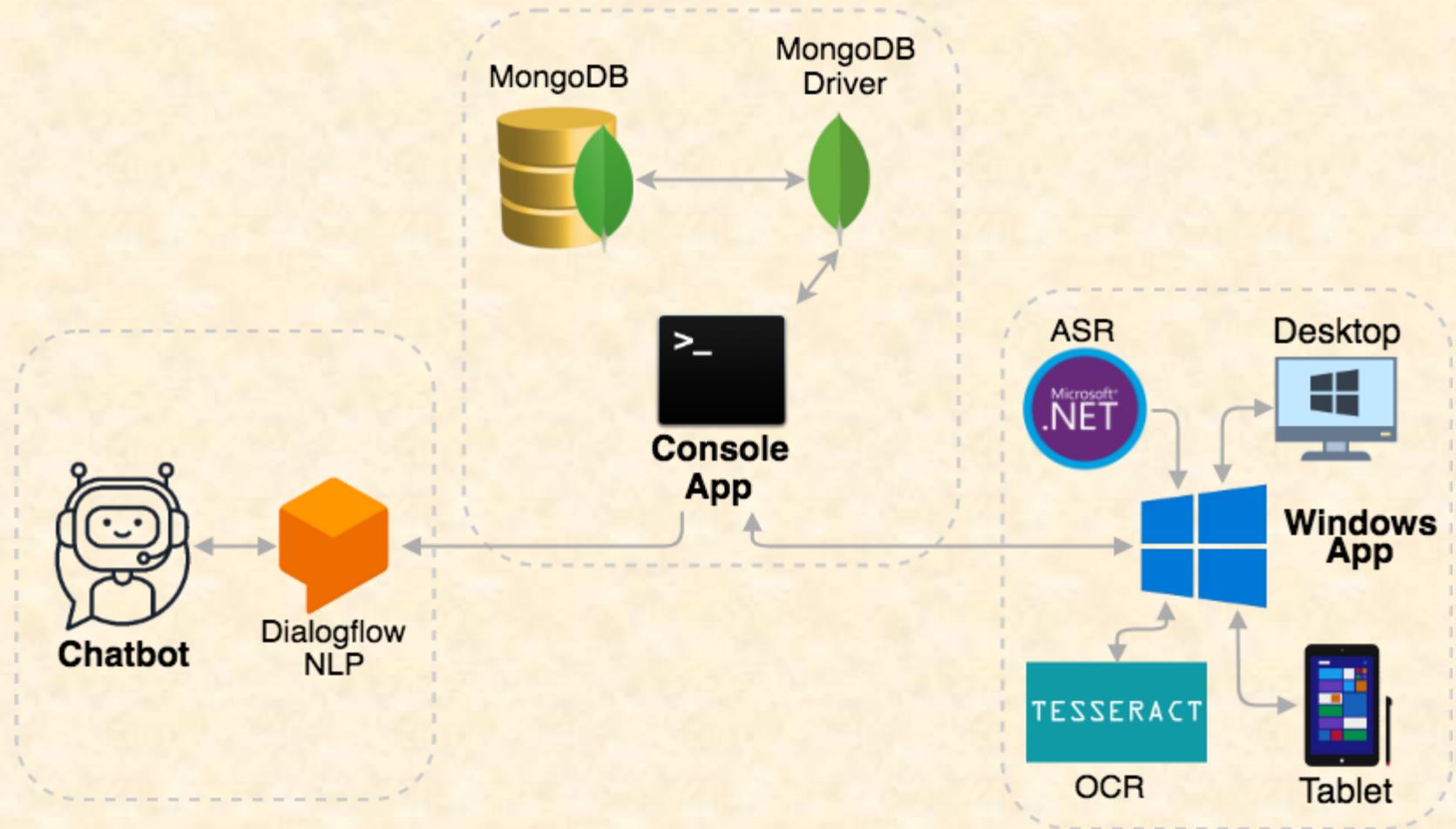James Finch
Amanuel Goshu
Daniel Shumaker

Department of Computer Science and Engineering
Michigan State University
Spring 2018

From Students…
   …to Professionals

Project Overview

- Quick Reference Guides (QRGs)

- Platform by which employees digitize QRGs

- Easy searching and viewing

- Chatbot to answer general customer questions

System Architecture

QRG Manager Application: Home Screen

QRG Manager Application: Edit Screen

QRG Manager Application: Administration Screen

Customer Service Chatbot

What's left to do?

- QRG Manager App

  - Stress testing

  - UI enhancement

- Chatbot

  - Intent recognition

  - UI enhancement

Questions?