MICHIGAN STATE UNIVERSITY

Alpha Presentation
Member Digital Help Center

The Capstone Experience

Team MSUFCU

James Im
Andrew Kim
Daniel Tan
Scott Shumway

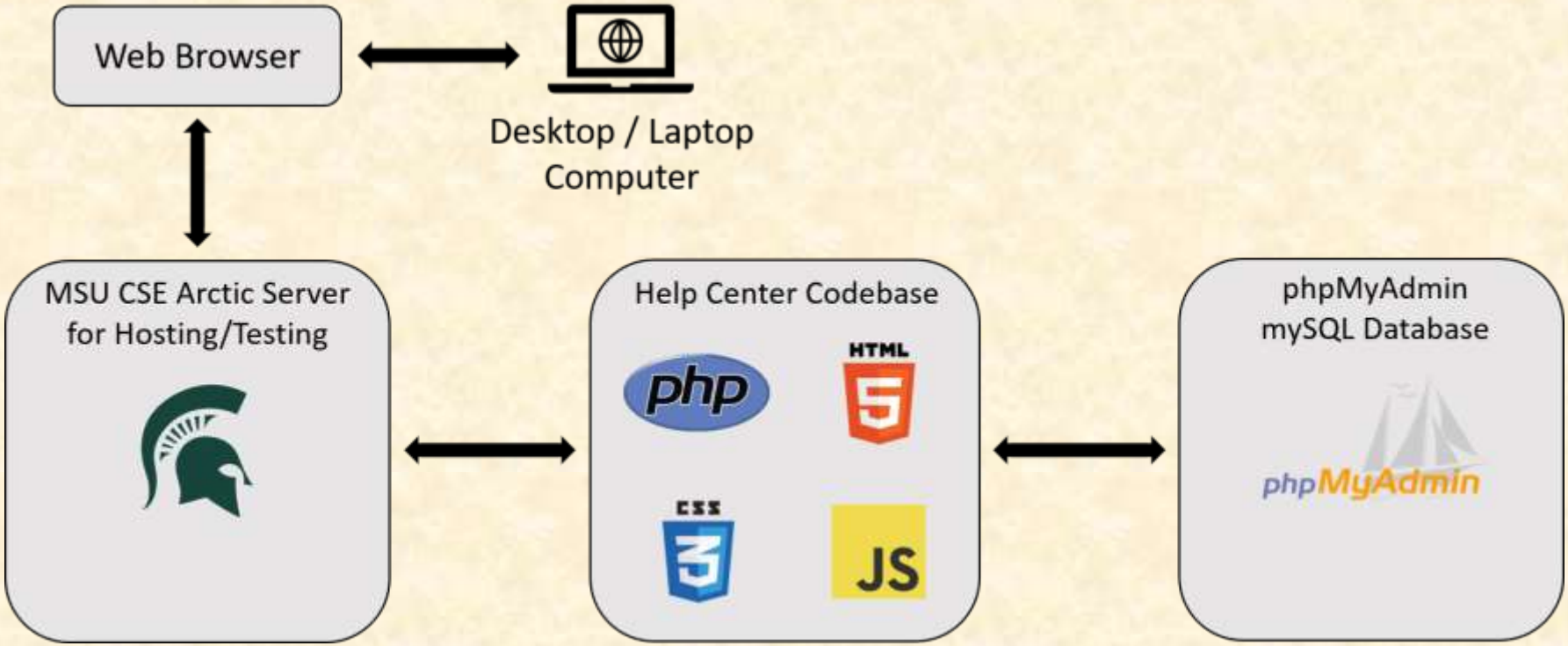
From Students…
…to Professionals

Department of Computer Science and Engineering
Michigan State University
Fall 2020

Project Overview

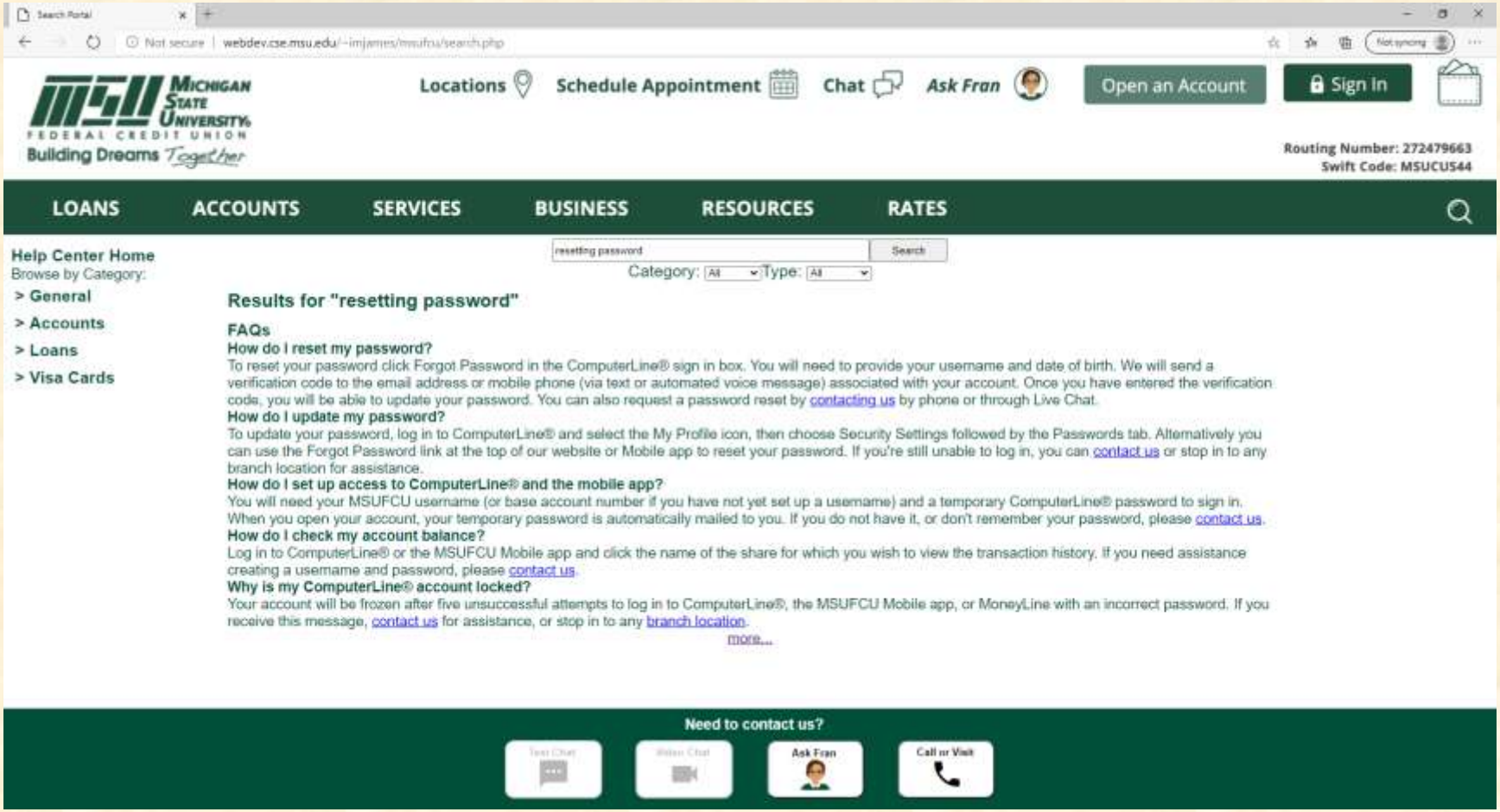
- Create an online help center for MSUFCU members
- The help center will serve as a single access point for the various help resources MSUFCU offers
- Improve the search functionality to return more relevant results
- Add ability for users to filter search results

System Architecture

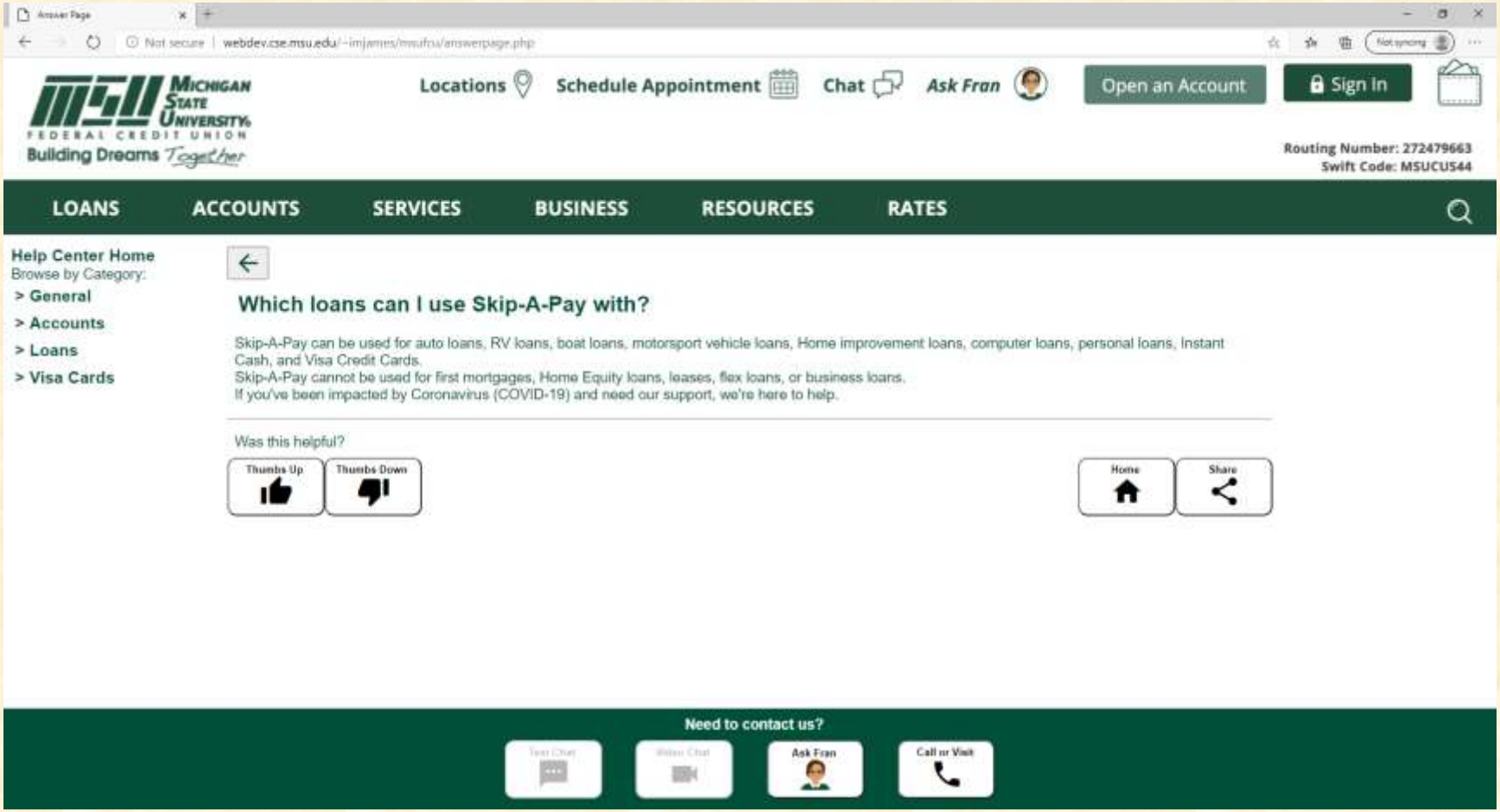


Help Center Home

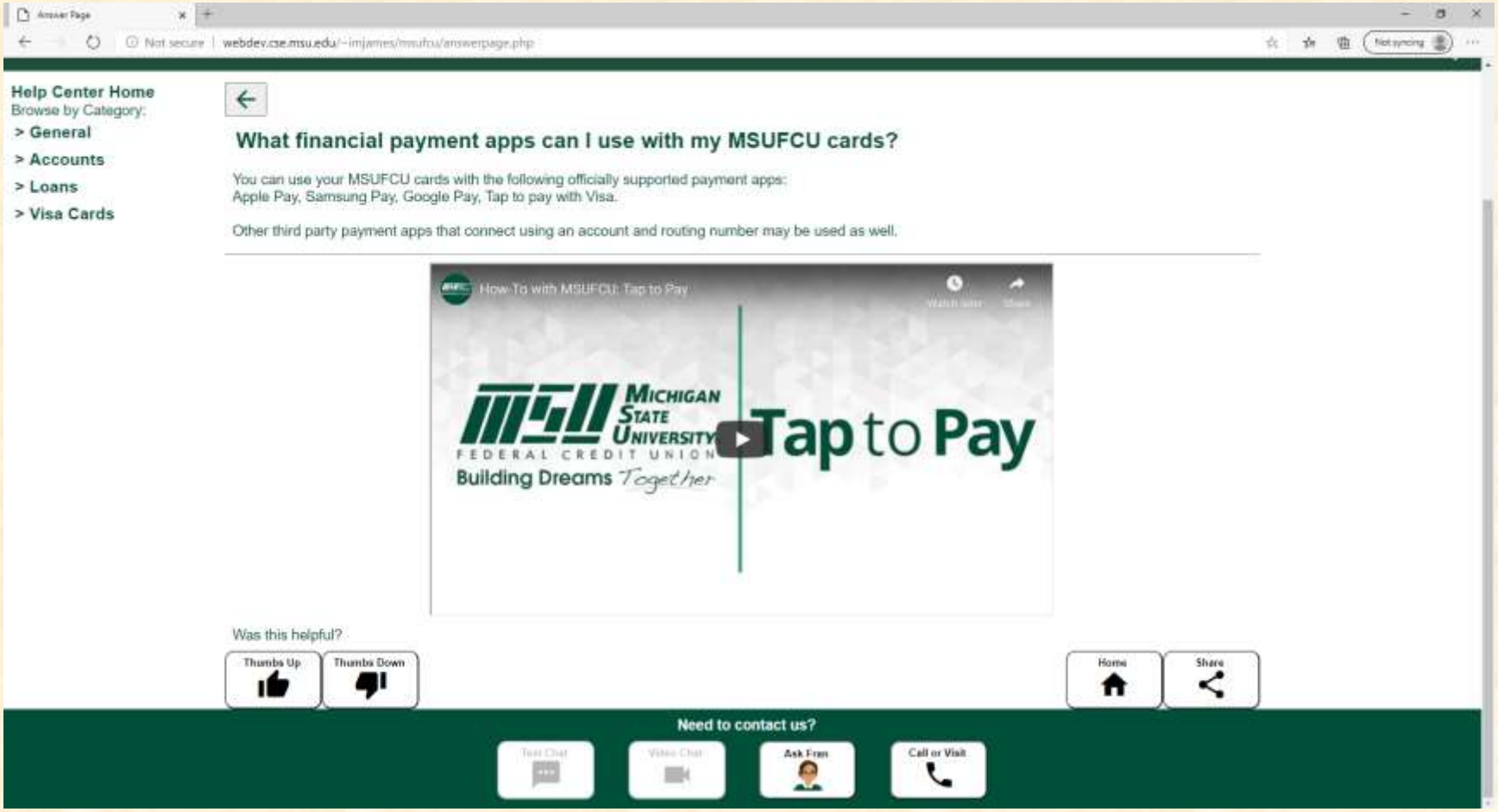
Search Results



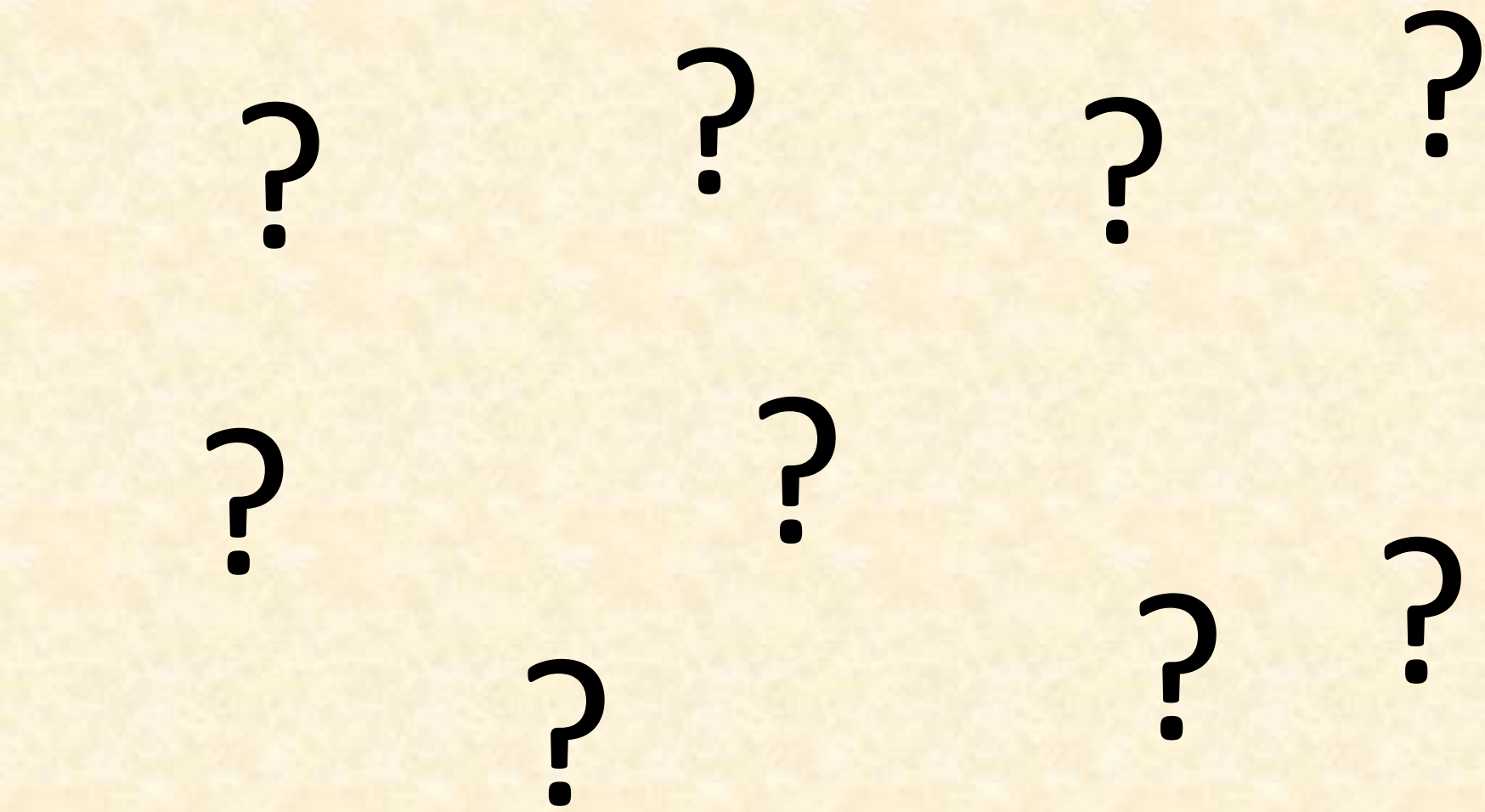
Answer Page


Answer Page
webdev.cse.msu.edu/~imjames/msufcu/answerpage.php
Michigan State University Federal Credit Union
Building Dreams Together
Locations
Schedule Appointment
Chat
Ask Fran
Open an Account
Sign In
Routing Number: 272479663
Swift Code: MSUCU544
LOANS
ACCOUNTS
SERVICES
BUSINESS
RESOURCES
RATES
Help Center Home
Browse by Category:
> General
> Accounts
> Loans
> Visa Cards
Which loans can I use Skip-A-Pay with?
Skip-A-Pay can be used for auto loans, RV loans, boat loans, motorsport vehicle loans, Home improvement loans, computer loans, personal loans, Instant Cash, and Visa Credit Cards.
Skip-A-Pay cannot be used for first mortgages, Home Equity loans, leases, flex loans, or business loans.
If you've been impacted by Coronavirus (COVID-19) and need our support, we're here to help.
Was this helpful?
Thumbs Up
Thumbs Down
Home
Share
Need to contact us?
Ask Fran
Call or Visit

Answer Page (Video Embedded)



What's left to do?

- Refining search algorithm
- Integrating more features client wants
- Analyzing user behavior and applying it to interface
- Combining individual features to work
- Refactoring code to handle security issues
- Refining web design

Questions?