

MICHIGAN STATE

UNIVERSITY

Beta Presentation

New Customer Service Channel

The Capstone Experience

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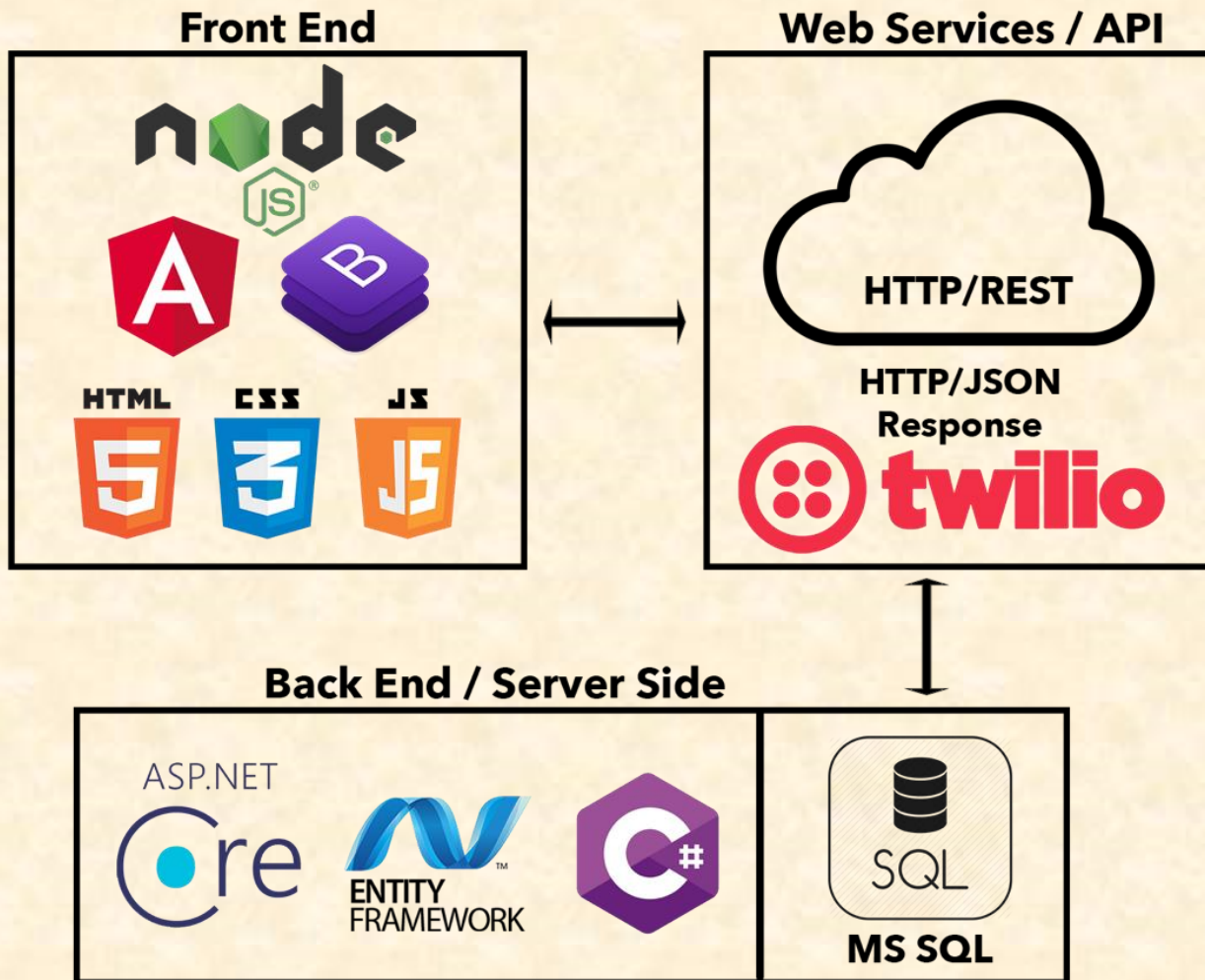
*From Students...
...to Professionals*

Project Overview

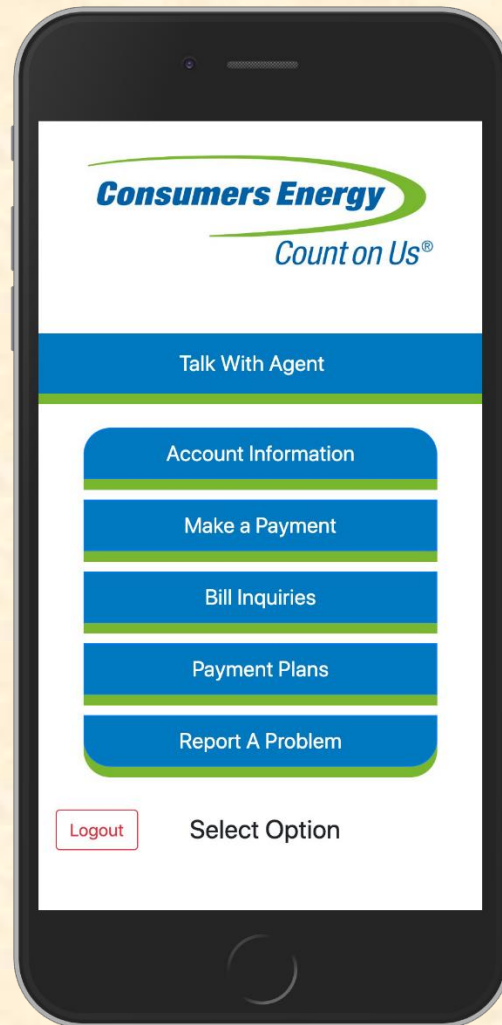
- Create a web application that utilizes technologies to sync with an ongoing phone call that allows the user to navigate a call tree and save valuable time.
- The web application would allow the user to make payments, inquiries, and setup other services that do not require a phone representative's help.
- 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.



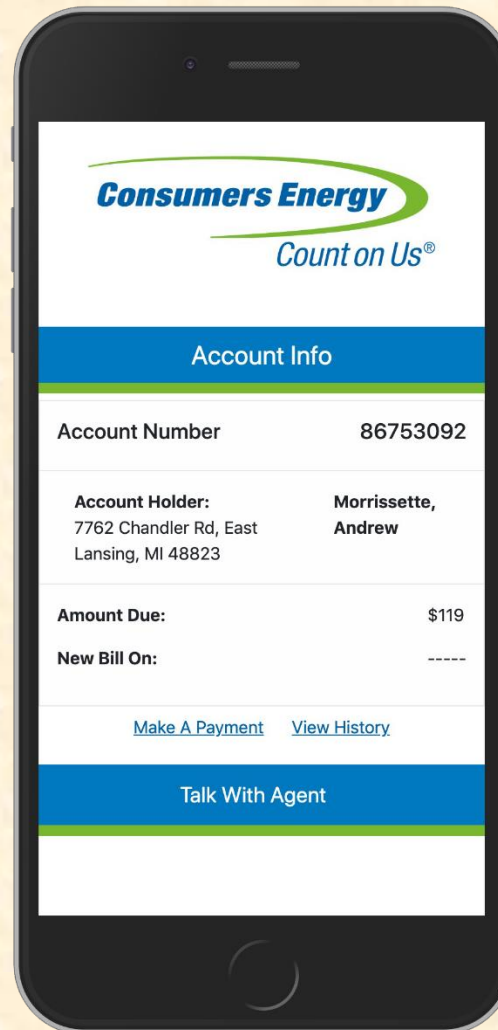
System Architecture



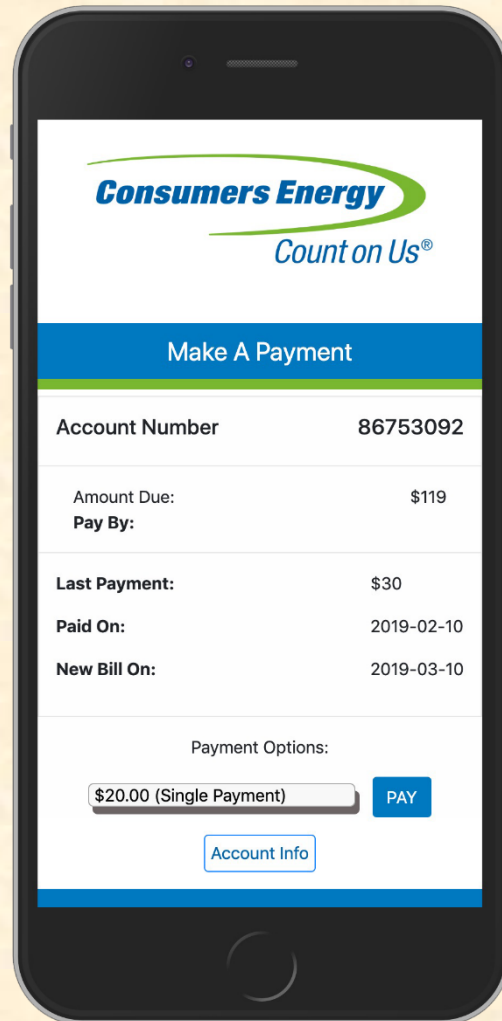
Main Screen



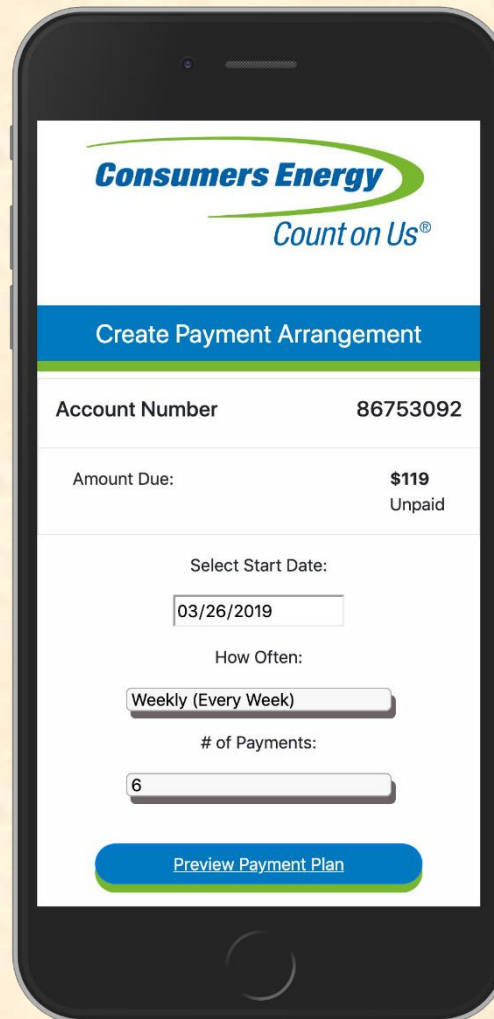
Account Information



Make A Payment



Payment Arrangements



The image shows a smartphone screen with the Consumers Energy mobile app interface. At the top is the Consumers Energy logo with the tagline "Count on Us®". Below the logo is a blue button labeled "Create Payment Arrangement". The screen displays the following information and input fields:

Account Number	86753092
Amount Due:	\$119 Unpaid
Select Start Date:	<input type="text" value="03/26/2019"/>
How Often:	<input type="text" value="Weekly (Every Week)"/>
# of Payments:	<input type="text" value="6"/>

At the bottom of the form is a blue button labeled "Preview Payment Plan".

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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