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

Project Plan
Member Digital Help Center

The Capstone Experience

Team MSUFCU

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From Students…
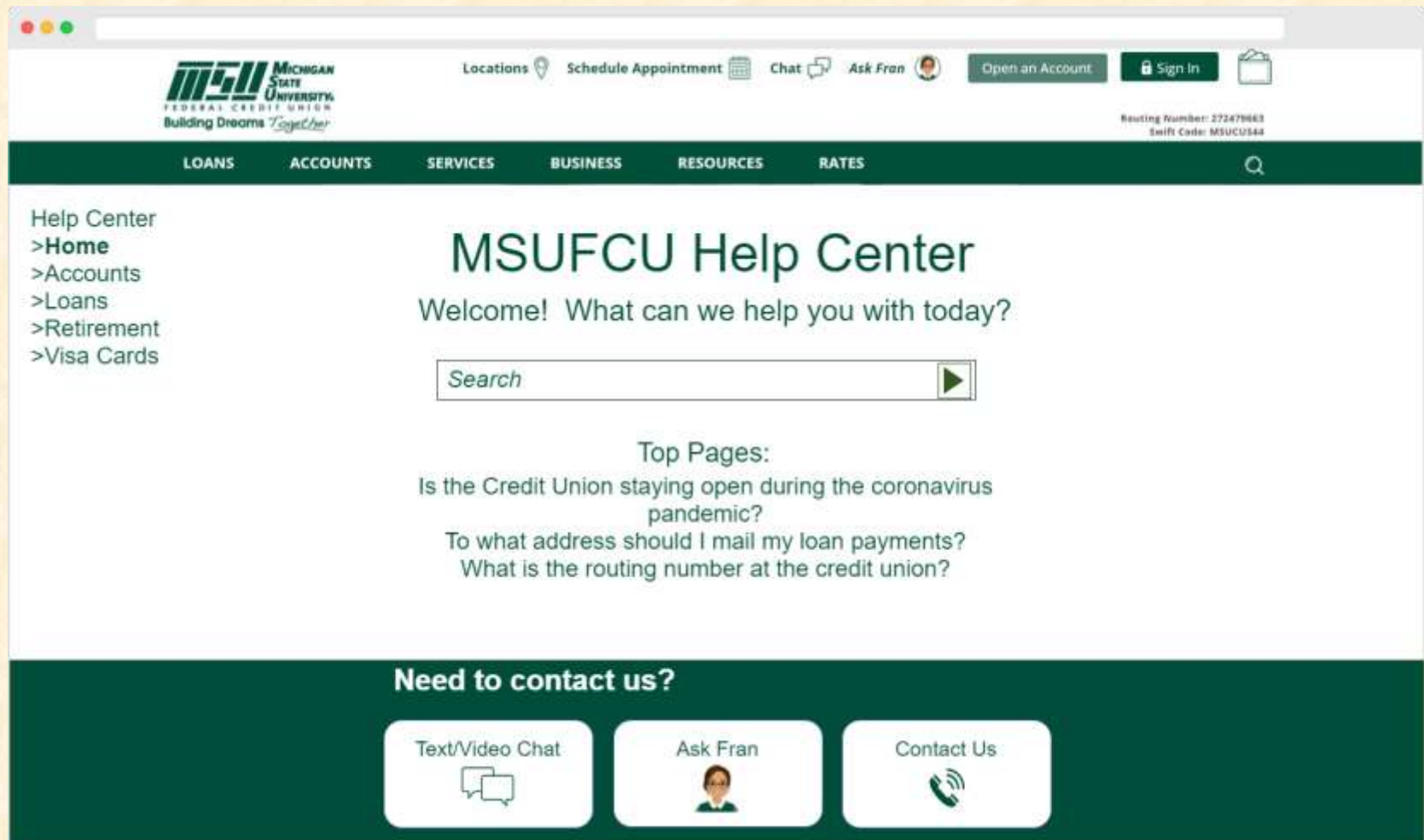*…to Professionals*

Functional Specifications

- Create a "one stop shop" for FAQs, educational resources, and personalized support

- Go beyond simply providing answers to questions by linking together related resources and providing action items

- Improve the search functionality to be more accurate and tolerant of errors

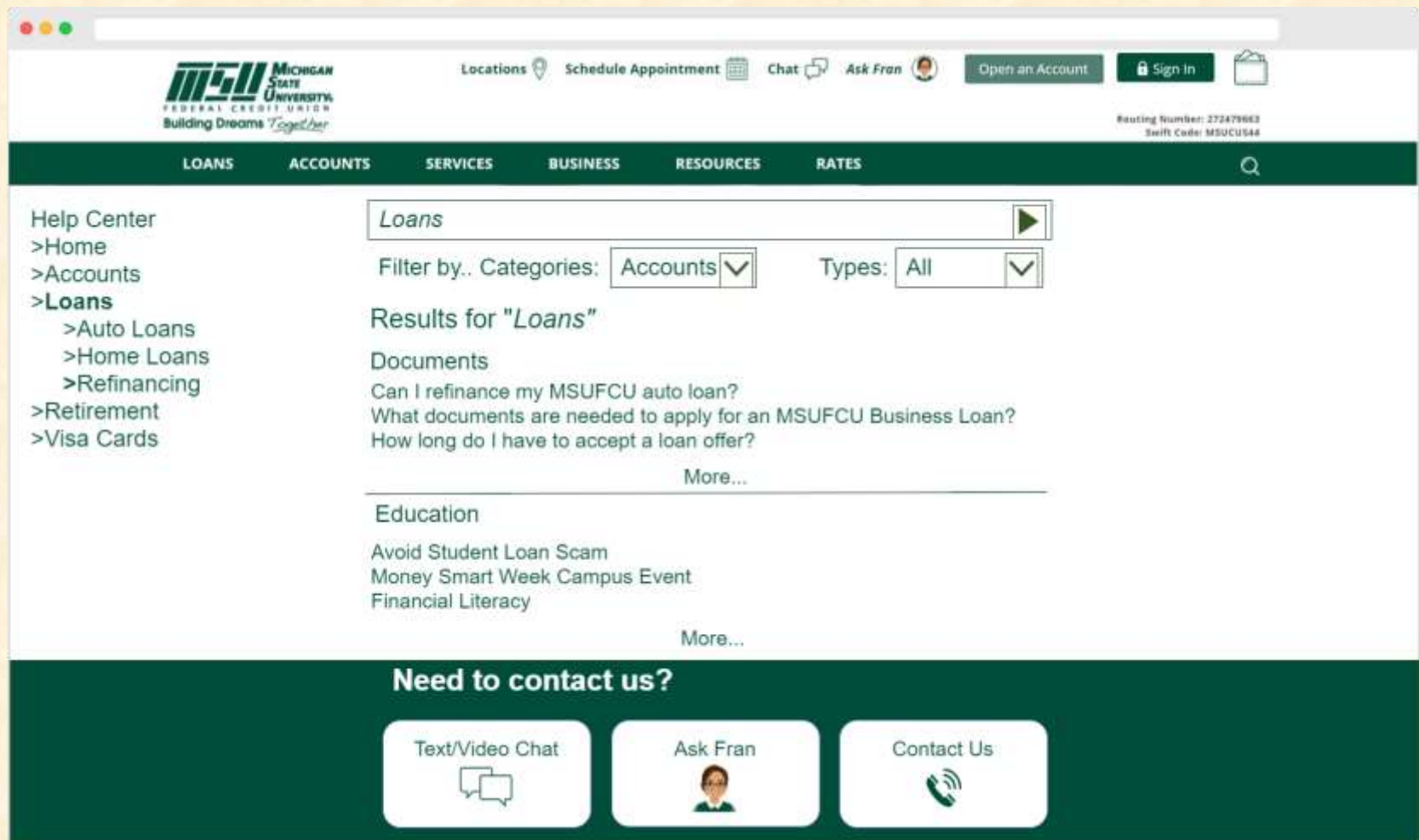- If time, implement the same functionality for iOS and Android

Design Specifications

- Integrated main page, search page, FAQs page and support page to create a "one stop shop" design.

- Search bar supported with a drop-bar for categories and result types; smart search functionality. FAQs provided for user convenience.

- Wikipedia-like structure for articles to navigate through similar topics, and buttons for fast navigation.

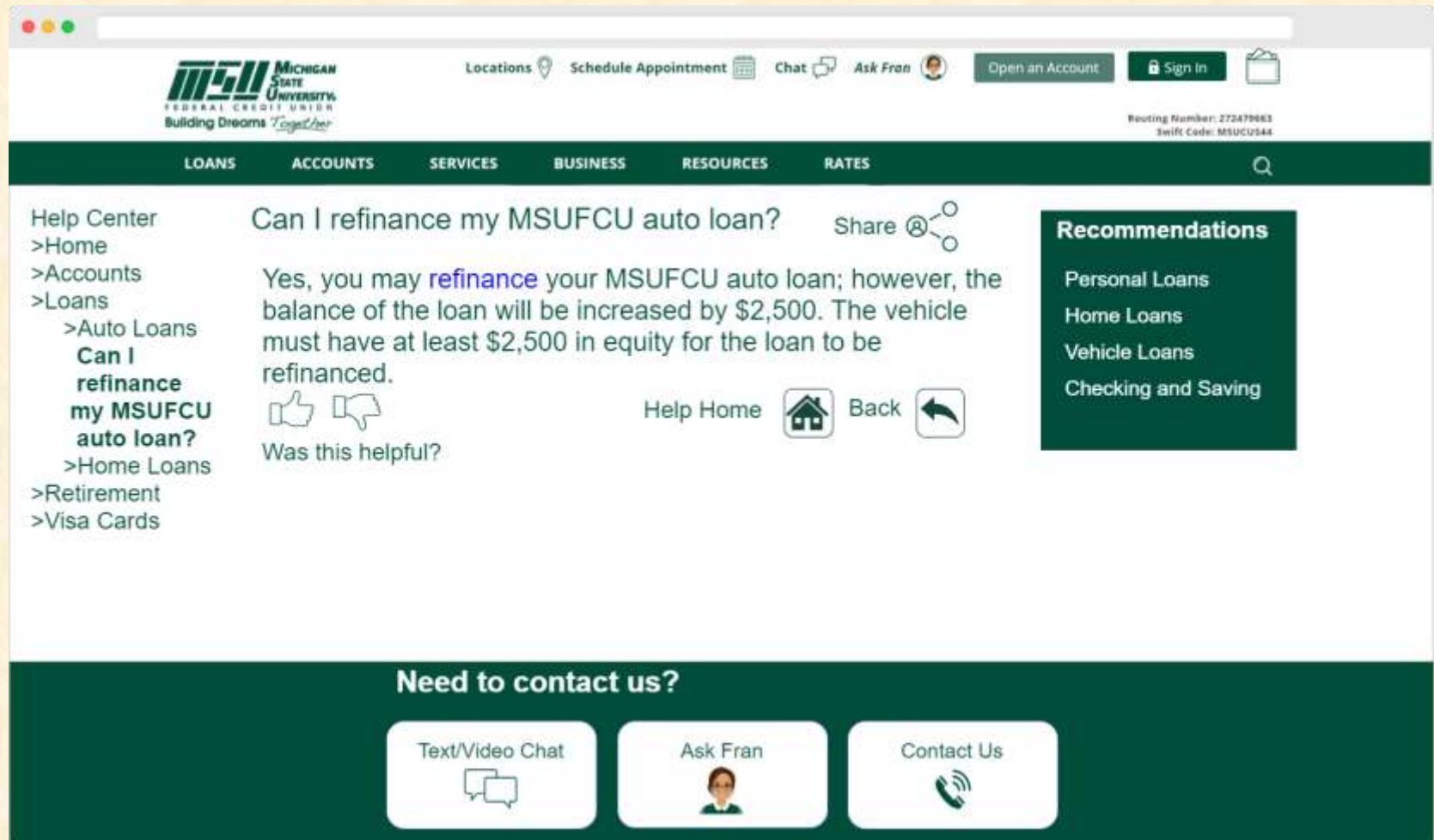- Android, iOS will have similar, but vertical layout.
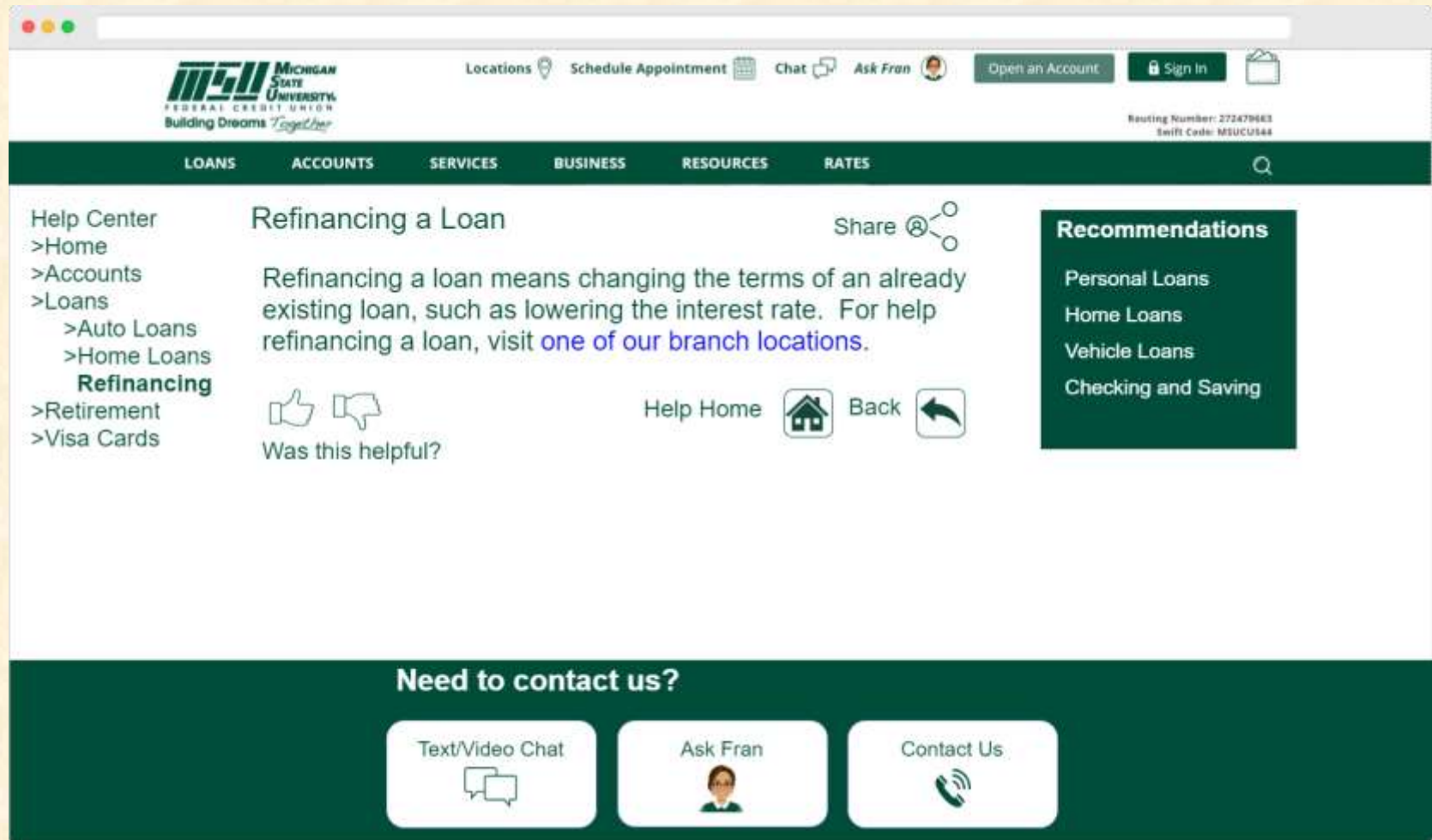
Screen Mockup: Help Center Home Page

Screen Mockup: Search Results Page

Screen Mockup: FAQ Answer Page

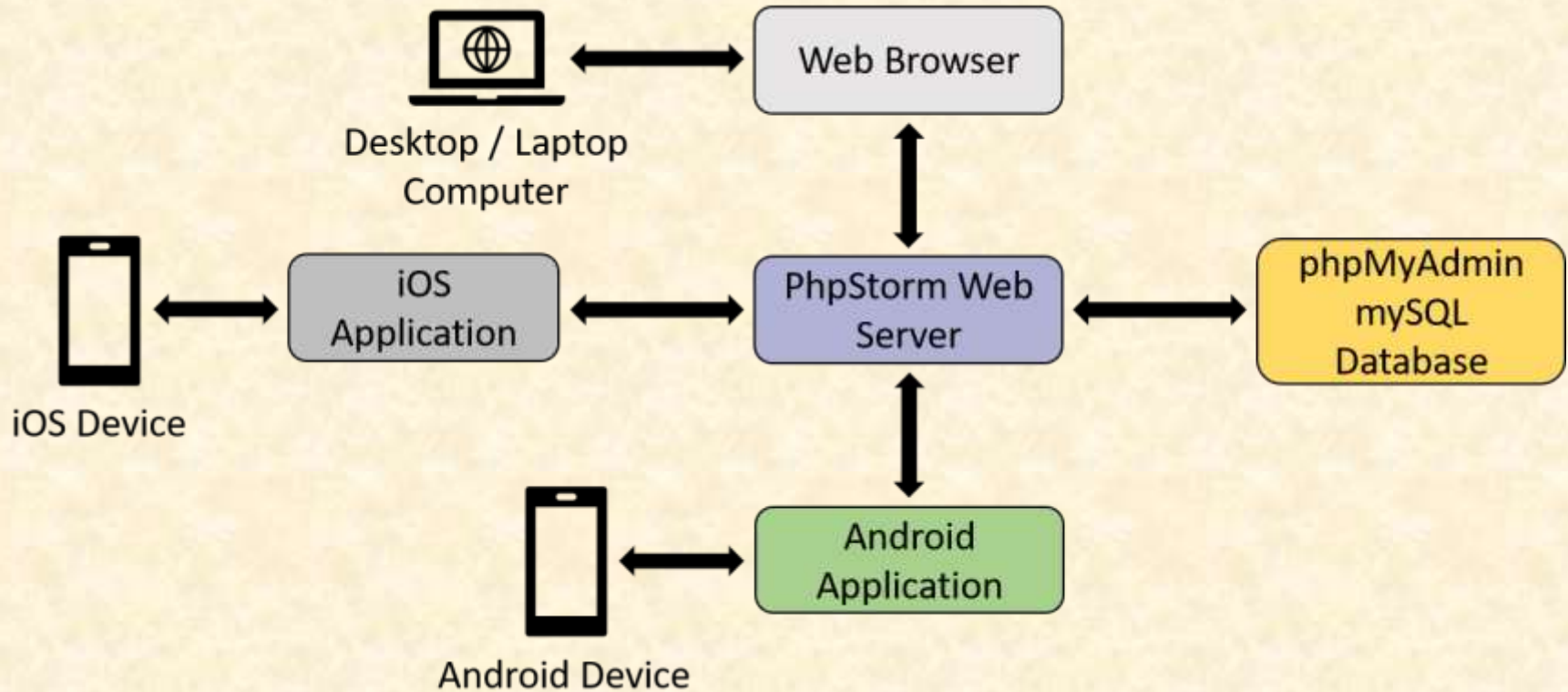# Screen Mockup: Educational Page

Screen Mockup: Mobile Applications

Technical Specifications

- phpMyAdmin
  - SQL
- PhpStorm
  - PHP
  - HTML
  - CSS
  - JavaScript
- Android Application
  - Java
  - Kotlin
- iOS Application
  - Objective-C
  - Swift

System Architecture

System Components

- Hardware Platforms
  - Computers (laptop, desktop and virtual device)
  - Mobile devices (Android and iOS Devices)
- Software Platforms / Technologies
  - PhpStorm
  - Android Application
  - iOS Application
  - phpMyAdmin

Risks

- Redoing search function to be more efficient
  - Current search function not working as intended such as typos returning no results (no flexibility)
  - Implement "smarter" search functionality making it more dynamic and adopt similar features from other successful search engines
- Unexpected complexity when integrating existing features
  - Couple of tricky features that are difficult and tricky to integrate (chatbot, videos, tools, etc.)
  - In case the group gets overwhelmed or comes across major issues, development of the site will progress in small steps and pieces (categorizing).
- Ensuring compliance with brand standards
  - Webpage/Help Center must look part of the official MSUFCU website.
  - MSUFCU is giving a document with their brand standards (such as company colors and basic templates). UX designer brought in to give feedback and to answer design questions

Questions?