Alpha Presentation
Asynchronous Service Desk Callback App
The Capstone Experience

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Project Overview Before

- Currently there are two options in order to receive help from the Global Service Desk.
  - Call
  - Chat

- This creates peeks and valleys of incoming calls throughout the day, which causes staffing and resource issues.
Project Overview After

• There are now three options to get help from the Global Service Desk (GSD).
  ▪ Call
  ▪ Chat
  ▪ GSD Mobile App

• The mobile app takes pressure off the GSD, and smooths the curve.
Project Overview After

• Benefits for GM employees using the mobile app:
  ▪ Fast/Simplified help ticket submission
  ▪ Ability to submit help tickets for multiple issues
  ▪ Receive real time notifications as the tickets are being processed
  ▪ Self help tutorials to solve issues
  ▪ Allows employees to continue with normal daily activities
System Architecture

Website
- Ticket Queue
- Ticket View

iOS
- Service Request
- Status View
- Queue View
- Call Scheduling
- Login

Website gets updated with User Tickets and Availability

JSON Requests to Apache2, Data Posted back

ME Authenticates Logins and references user schedules to avoid calling while a user is busy

Apache 2
- PHP

Ubuntu

MySQL

Windows
- Exchange

Azure

DC/DNS
Tickets List

- **Incident** Open
  01:00 PM
  How do I set up voice mail on my office phone

- **Incident** Open
  Yesterday
  I have annoying pop ups on my computer

- **Incident** Closed
  01:02 PM
  I need an alternate text editor installed on my computer

- **Incident** Canceled
  Yesterday
  I can’t find Microsoft word

- **Incident** Closed
  Thursday
  I need to set up a signature in my outlook

+ Add Ticket

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+ Add Ticket
Details View

Incident

Open \ Pending
Interaction ID: SD0000000016
Created on 10-10-15 at 12:58 PM
Last Updated: Yesterday

Issue:
I have annoying pop ups on my computer

Additional Information:
Usually just happens when I login for the first time

Call Global Service Desk
Mark Resolved
Cancel Ticket
Issue Input/Search

Add Signature to Message - Outlook
Guide to add a signature to an outgoing Outlook message.

Create Email Message - Outlook
Guide to create a new email message from Outlook.

Add a signature to messages
In Outlook 2013 and Outlook 2016, you can create personalized signatures for your email messages that include text, images, your electronic business card, a logo, or even an image of your handwritten signature. You can set it up so that signatures can be added automatically to all outgoing messages, or you can choose which messages include a signature.

Set up a signature to appear automatically in every email you send
1. On the Home tab, click New Email.
2. On the Message tab, click Signature > Signatures.

Was this helpful?
If not, choosing No will continue submitting ticket

Yes

No

Cancel
Ticket Submission

Issue

I need to update my signature in outlook

100

Any other information we should know?

I've looked in settings and options and I can't find the area to set one at

175

Please select one

CALL ME

NO CALL

Submit
Web Login

GM Global Service Desk

Email

Password

LOG IN
Web Ticket Queue

The Capstone Experience

Team GM Alpha Presentation

The ticket queue shows several incidents:

- SD0000000312: Incident, I need to reset my pass..., Pending, Open, Submitted On: 10-08-15, 09:19:06 PM ...
- SD0000000320: Incident, how do I add a signatu..., Pending, Open, Submitted On: 10-10-15, 02:48:22 PM ...
- SD0000000332: Incident, I need to change my ou..., Pending, Open, Submitted On: 10-14-15, 07:07:28 PM ...
- SD0000000333: Incident, I have a pop up on my ..., Pending, Open, Submitted On: 10-14-15, 07:07:51 PM ...

Interaction id: SD000000033
Description: I have a pop up on my screen
What’s left to do?

• Handle push notifications in iOS app
• Finish MS Exchange integration to web app
• Finish functionality to work tickets on web app
• Improve relevant help-file search algorithm
• User testing using TestFlight