Beta Presentation
Global Service Desk Mobile App
The Capstone Experience

Team GM
Brian Hart
Evan Hlavaty
Michael Palmer
Sean Rabaut
Corbin Rangler

Department of Computer Science and Engineering
Michigan State University
Fall 2015
Project Overview

• Provide an additional way for users to interact with the Global Service Desk (GSD)

• Allow GSD agents to manage tickets more efficiently

• Streamline the User ⇔ Agent interaction as a whole
System Architecture
Login

WELCOME TO THE

Global Service Desk

by

GM

Username

Password

Login

user@gm.com

Login
My Tickets

SD0000000014  6 day ago
Open
I need updates installed on my computer

SD0000000008  Yesterday
Closed
create outlook message

SD0000000006  10-27-15
Closed
I have a lot of strange pop ups

SD0000000002  10-21-15
Closed
I need to convert a document to pdf

SD0000000007  10-21-15
Canceled
I don't like Windows 8

New Issue

New Issue
My Tickets Search/Filters

- Filters
  - Open
  - Closed
  - Canceled

- SD000000006 10-27-15
  - Closed
  - I have a lot of strange pop ups

- SD000000006 10-27-15
  - Closed

- SD000000002 10-21-15
  - Closed
  - I need to convert a document to pdf

- SD000000007 10-21-15
  - Canceled
  - I don't like Windows 8

Load More
Find a Resolution

- 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

Continue
Ticket Submission

Issue
Popups on my screen

Any other information we should know?
When I login into my computer I get the popups seen in the attached image

Please select one
CALL ME
NO CALL

Submit
Ticket Feedback

Rate Your Experience

★ ★ ★ ★ ★ ½

Comments
What a great process! My support agent was great!
IT Service Manager Login
IT Service Manager

- SD0000000028: Incident, Uninstall a program from ..., Open, Pending, 22 minutes ago, 5 days ago
- SD0000000042: Incident, Remove annoying popups, Open, Pending, 3 hours ago, 3 hours ago
- SD0000000038: Incident, ticket queue empty, Open, Pending, a day ago, a day ago
- SD0000000036: Incident, outlook, Open, Pending, 4 days ago, 4 days ago
- SD0000000035: Incident, word, Open, Pending, 4 days ago, 4 days ago

Corbin Rangler

Email: rangler@gmcapstone.com
Phone: 237-846-2277

Interaction ID
SD0000000042

Issue
Remove annoying popups

Status
Open

Phase
Pending

Description
I have popups in the bottom right corner of my screen at start up

Move to Personal
What’s left to do?

- Code clean up / better documentation
- Project Video
- Keep a look out for bugs