

MICHIGAN STATE

U N I V E R S I T Y

Alpha Presentation

IT Expert Live Help

The Capstone Experience

Team GM

Joe Dinkha

Zack Keith

Jake Price

Jenna Sanocki

Shuhao Zhang

Department of Computer Science and Engineering
Michigan State University

Spring 2016



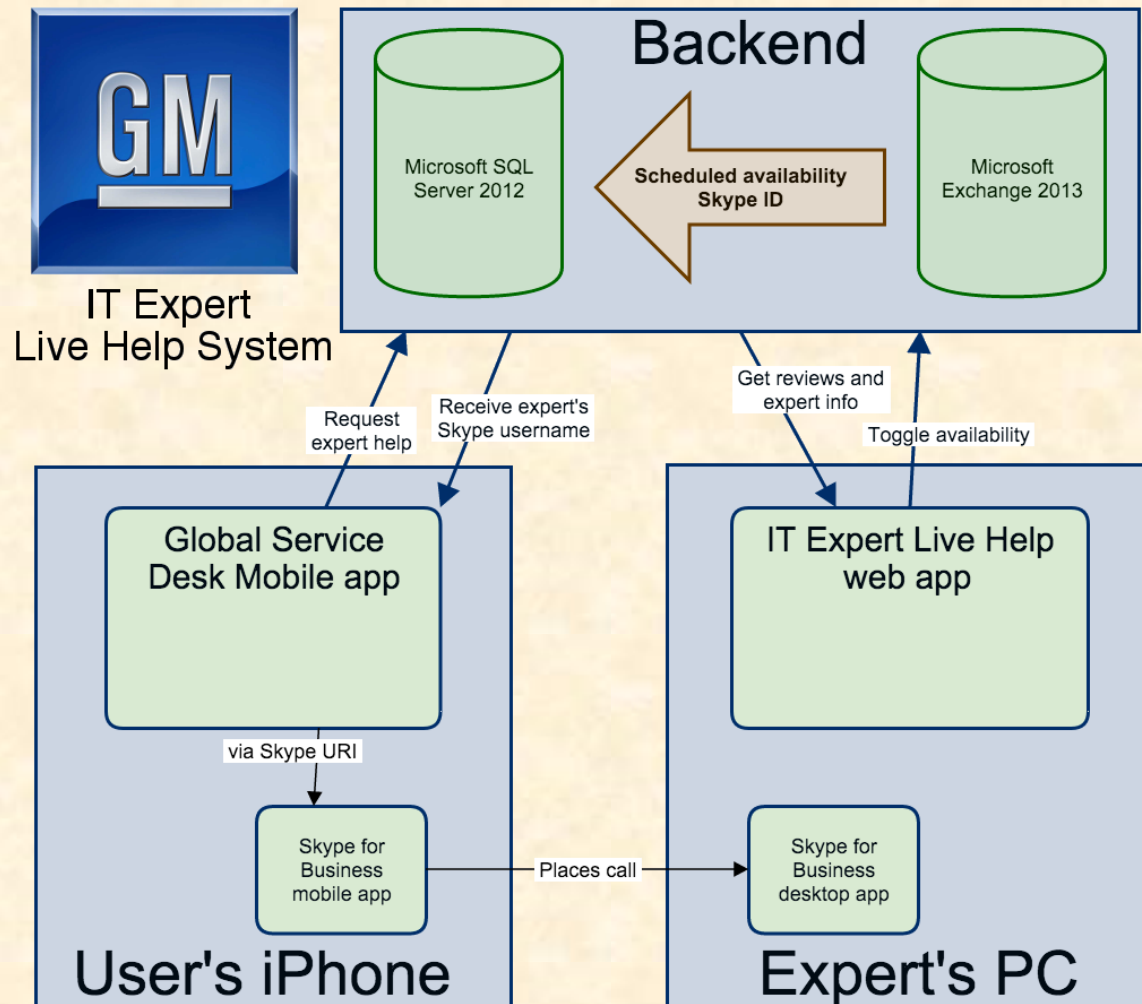
*From Students...
...to Professionals*

Project Overview


- Match users to volunteer technology experts
- Reduce load on formal ticket system
- Speed up resolution of tech issues
- Increase workplace productivity
 - Less time spent help desk ticket process / tool issues



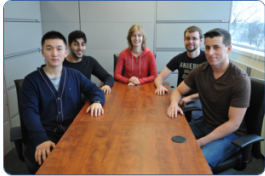
System Architecture



Web App - Expert Dashboard



IT Expert Live Help



dinkhajo

★★★★★

Online

Skills

- Microsoft Word
- Microsoft Outlook
- Microsoft PowerPoint
- Skype for Business

Save

Leaderboards

Log Out

Calendar

Add Office Hours

Best Feedback

★★★★★
dinkhajo (Jan 27, 2016)
Thanks for helping me with my browser display issues! That was fast.

★★★★★
Jenna Sanocki (Jan. 15, 2016)
I appreciate you helping me set up my Outlook signature settings.

★★★★★
Zack Keith (Jan. 15, 2016)
Quick and simple help towards fixing my Skype issues! Thanks again.

Show More Feedback

Worst Feedback

★★★
Shuhao Zhang (Feb. 1, 2016)
You weren't as knowledgeable with Skype as I thought you'd be...

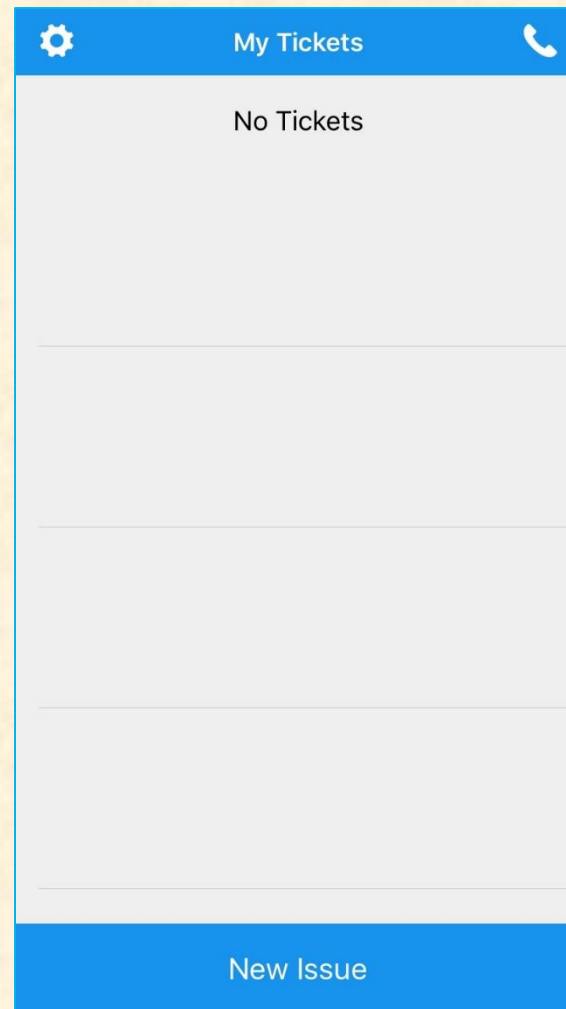
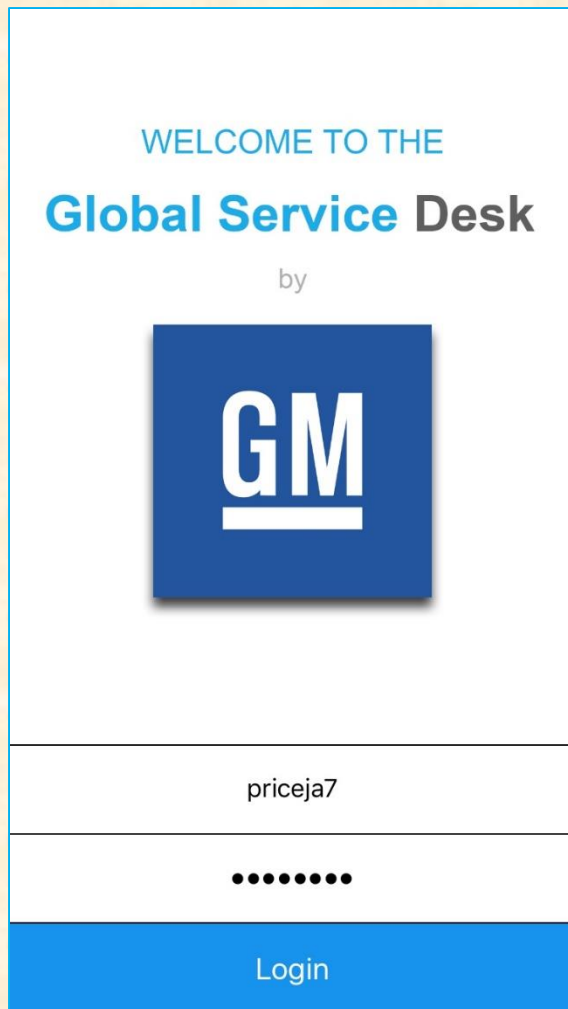
★★★
Jake Price (Jan. 6, 2016)
You weren't able to help me fix the issue I was having with Microsoft Word.

★
UofM Fan (Jan. 30, 2016)
I'm mad that MSU is better at literally everything.

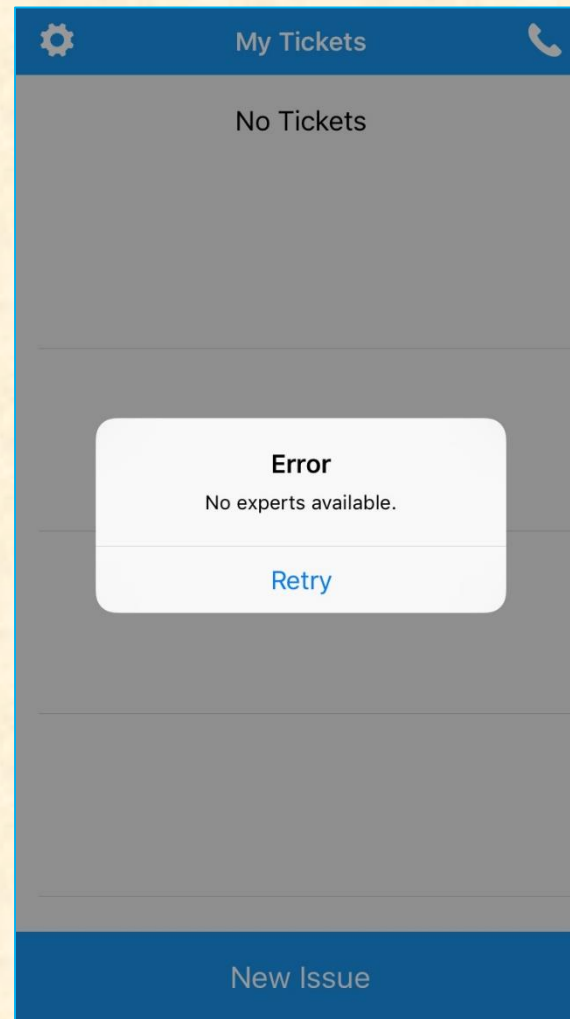
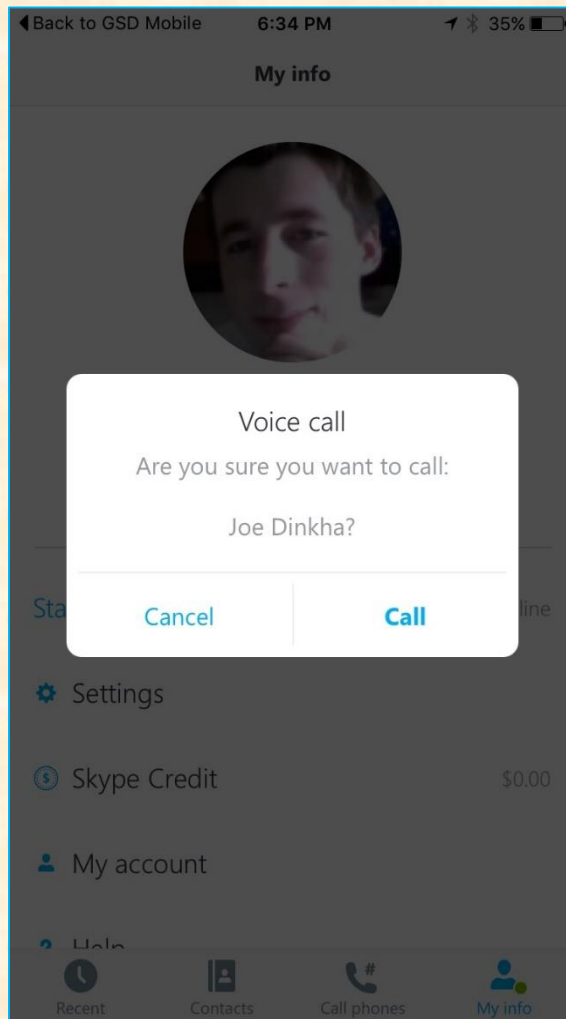
Show More Feedback



Mobile App – Login / Home Screen



Mobile App – Help Request Match



What's left to do?

- Implement Exchange calendar office hours
- Recreate demo knowledgebase of original app
- Change URI from Skype to Skype for Business
- Handle edge cases in communication
 - Dropped/missed calls, expert not signed in / in-call...
- Optimize user/expert matchmaking algorithm
- Refine user experience and interface
- Stretch features...

