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

Alpha Presentation
IT Expert Live Help

The Capstone Experience

Team GM

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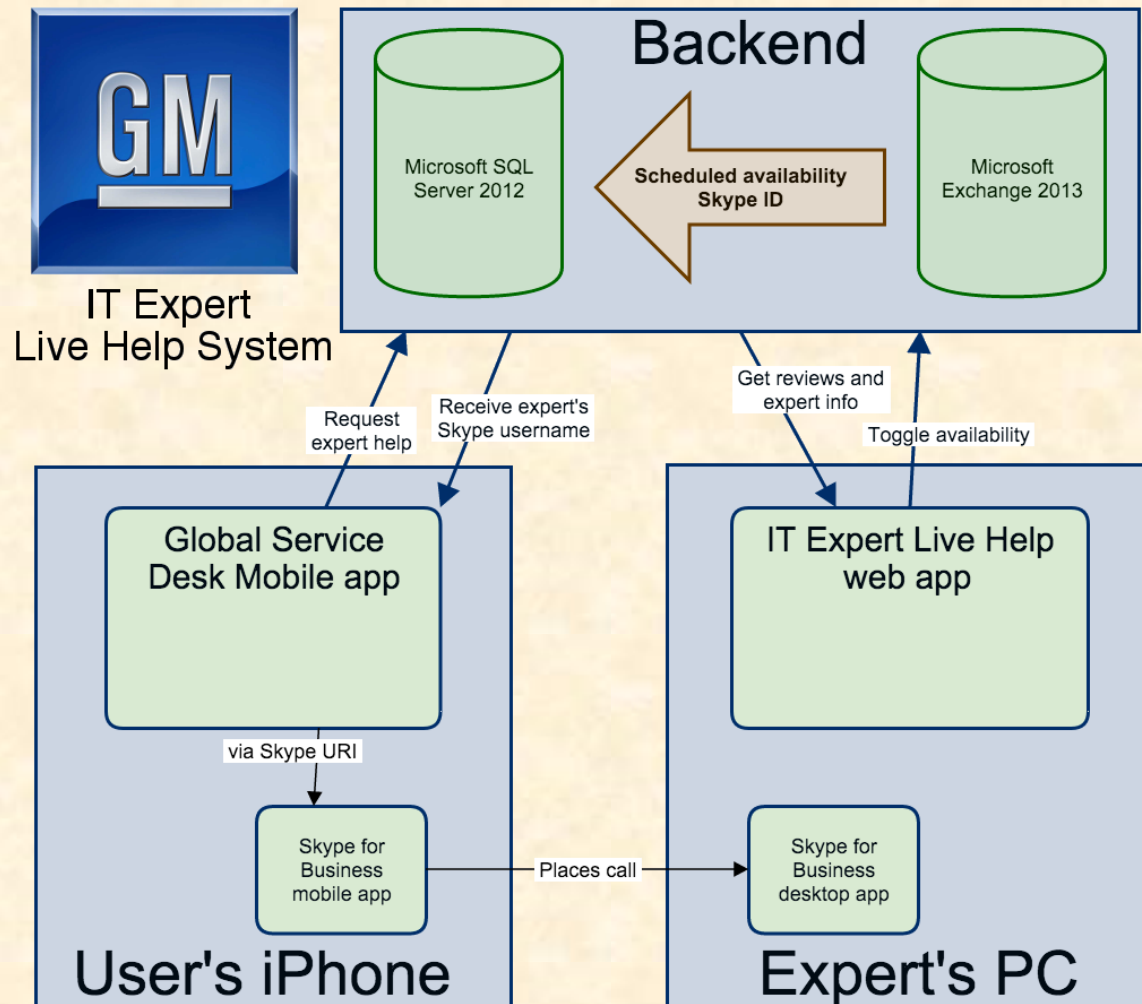Michigan State University

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
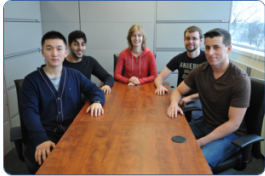 - Less time spent help desk ticket process / tool issues

System Architecture

Web App - Expert Dashboard

Mobile App – Login / Home Screen
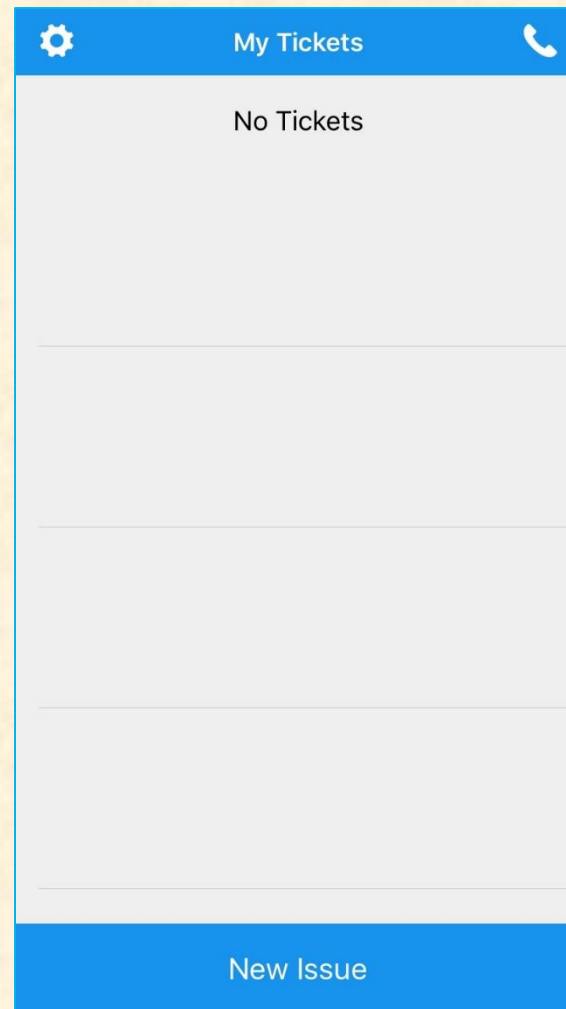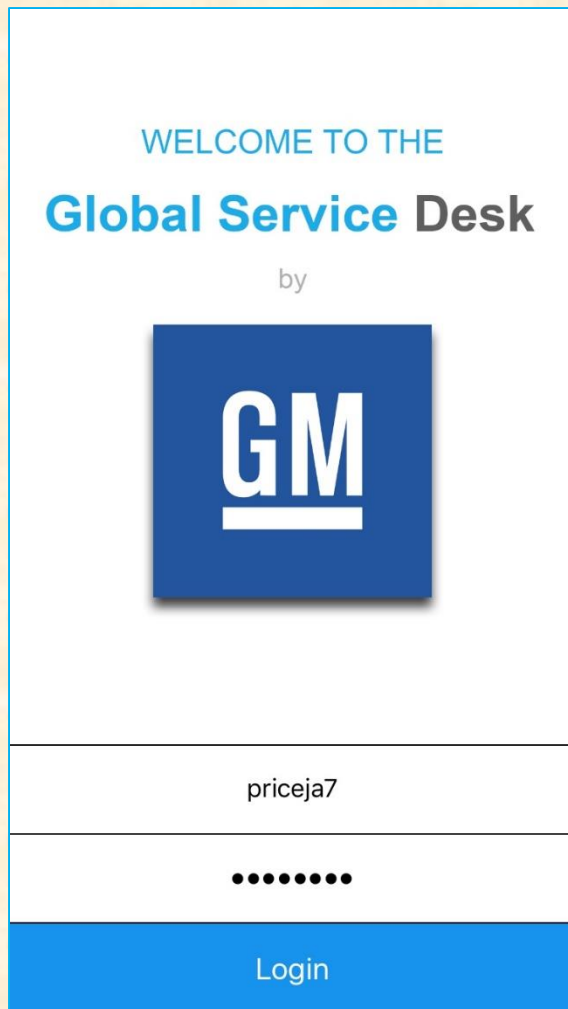
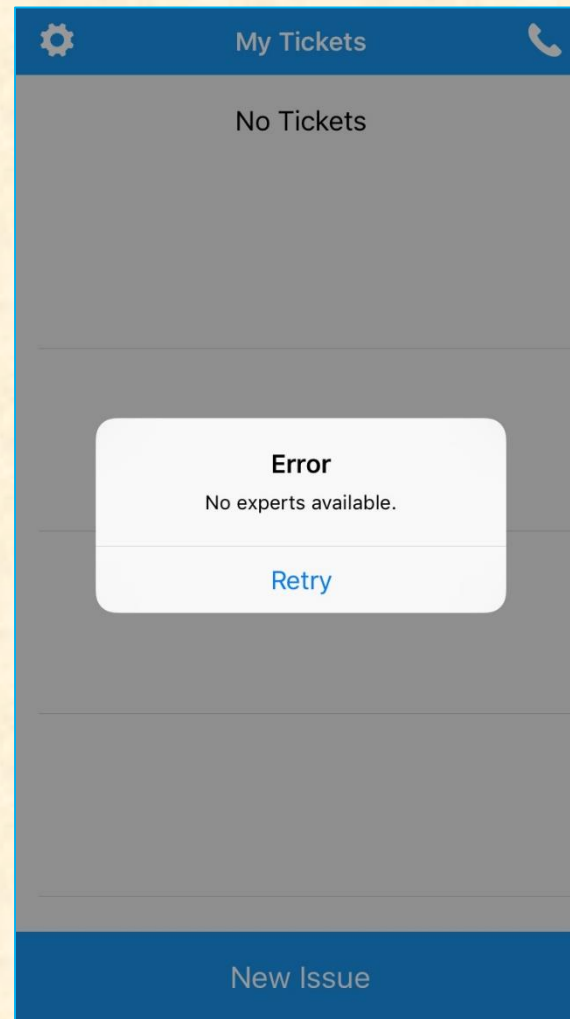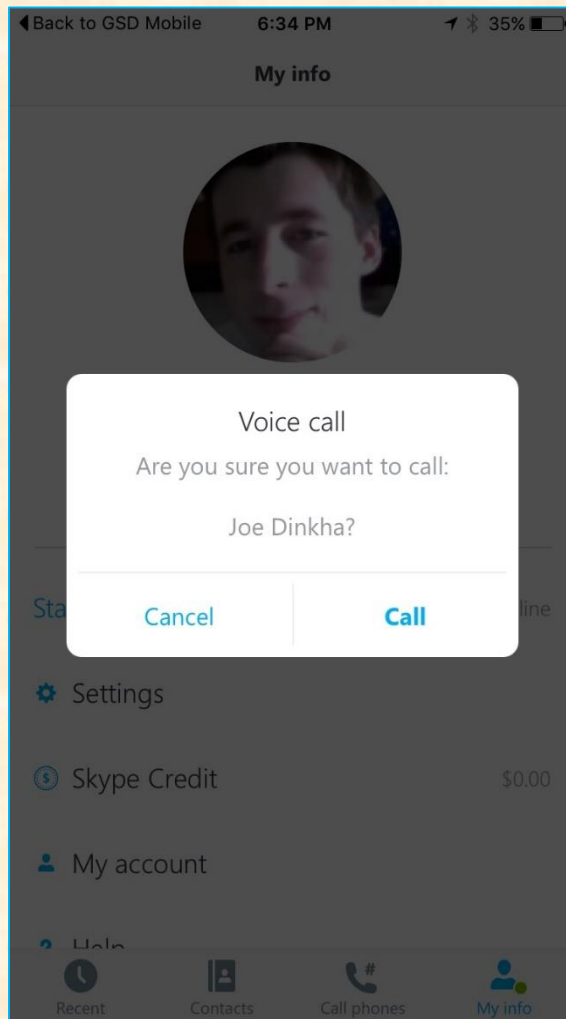# Mobile App – Help Request Match

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…