Alpha Presentation
Customer Service System with Chatbot

The Capstone Experience
Team Phoenix Group

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Spring 2018
Project Overview

• Quick Reference Guides (QRGs)

• Platform by which employees digitize QRGs

• Easy searching and viewing

• Chatbot to answer general customer questions
System Architecture
QRG Viewer Application: Home Screen
QRG Viewer Application: View Screen
Customer Service Chatbot

Hello

Good day! This is the Phoenix Chatbot. How can I help you?

I would like to place an order

There are a few ways to order: Call 866-559-7672; Fax 636-329-1710; Email orders@phoenixgrouppos.com. After you have a TPG Customer ID, you can place an order through our TPG Elite online portal.

Ask something...
What’s left to do?

• QRG Viewer App
  ▪ Integrate image transfer
  ▪ User privileges, login and signup
  ▪ Searching by voice
  ▪ Handle multiple users interfacing with the app

• Chatbot
  ▪ Connect to MongoDB database
  ▪ Integrate with company website
  ▪ User testing and refining NLP responses
Questions?