Alpha Presentation
Browser Sharing for Customer Support

The Capstone Experience

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Project Overview

• Browser sharing between customer and support representative with no installation required.
• The representative sees exactly what the customer sees.
• Any action taken on the customer side is recorded then replayed on representative side.
• Private customer credentials are masked.
System Architecture

Customer Record

Recorder

Load Balancer

Recorder

Replay

Mediator

Load Balancer

Recorder

Replay

Database (AWS RDS)

EC2

EC2

Support

Record

Replay

JS

JS
Support Representative Dashboard
HTML Element Testing

Customer Service Representative Dashboard

Forms

Basic Form Elements

Text Input

Another input
Example block-level help text here.

Text Input with Placeholder

Enter text

Static Control

email@example.com

Text area

Our vision is to be earth's most customer-centric company; to build a place where people can come to find and discover anything they might want to buy online.

Checkboxes

- Checkbox 1
- Checkbox 2
- Checkbox 3

Inline Checkboxes

1 2 3

Radio Buttons

Disabled Form States

Disabled input

Disabled select menu

Form Validation States

Input with success

Succeeded

Input with warning

Warning

Input with error

Need Assistance
Masking Personal Information
Masking Personal Information

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Team Amazon Alpha Presentation
Button Injection
What’s left to do?

• Chat box implementation.
• Optimization
  ▪ Record
  ▪ Replay
  ▪ Data transmission
• Possibly implement stretch goal.
Questions?