Project Plan
Member Digital Help Center
The Capstone Experience
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Functional Specifications

• Create a "one stop shop" for FAQs, educational resources, and personalized support
• Go beyond simply providing answers to questions by linking together related resources and providing action items
• Improve the search functionality to be more accurate and tolerant of errors
• If time, implement the same functionality for iOS and Android
Design Specifications

• Integrated main page, search page, FAQs page and support page to create a "one stop shop" design.

• Search bar supported with a drop-bar for categories and result types; smart search functionality. FAQs provided for user convenience.

• Wikipedia-like structure for articles to navigate through similar topics, and buttons for fast navigation.

• Android, iOS will have similar, but vertical layout.
Screen Mockup: Help Center Home Page

MSUFCU Help Center
Welcome! What can we help you with today?

Search

Top Pages:
Is the Credit Union staying open during the coronavirus pandemic?
To what address should I mail my loan payments?
What is the routing number at the credit union?

Need to contact us?
Text/Video Chat  Ask Fran  Contact Us
Screen Mockup: Search Results Page

Help Center
>Home
>Accounts
>Loans
>Auto Loans
>Home Loans
>Refinancing
>Retirement
>Visa Cards

![Mockup Image]

Need to contact us?

- Text/Video Chat
- Ask Fran
- Contact Us

Results for "Loans"

Documents
Can I refinance my MSUFCU auto loan?
What documents are needed to apply for an MSUFCU Business Loan?
How long do I have to accept a loan offer?

Education
Avoid Student Loan Scam
Money Smart Week Campus Event
Financial Literacy

More...
Can I refinance my MSUFCU auto loan?

Yes, you may **refinance** your MSUFCU auto loan; however, the balance of the loan will be increased by $2,500. The vehicle must have at least $2,500 in equity for the loan to be refinanced.

Was this helpful?
Screen Mockup: Educational Page

Refinancing a Loan

Refinancing a loan means changing the terms of an already existing loan, such as lowering the interest rate. For help refinancing a loan, visit one of our branch locations.

Recommendations
- Personal Loans
- Home Loans
- Vehicle Loans
- Checking and Saving

Need to contact us?
- Text/Video Chat
- Ask Fran
- Contact Us
Screen Mockup: Mobile Applications
Technical Specifications

• phpMyAdmin
  ▪ SQL

• PhpStorm
  ▪ PHP
  ▪ HTML
  ▪ CSS
  ▪ JavaScript

• Android Application
  ▪ Java
  ▪ Kotlin

• iOS Application
  ▪ Objective-C
  ▪ Swift
System Architecture
System Components

• Hardware Platforms
  ▪ Computers (laptop, desktop and virtual device)
  ▪ Mobile devices (Android and iOS Devices)

• Software Platforms / Technologies
  ▪ PhpStorm
  ▪ Android Application
  ▪ iOS Application
  ▪ phpMyAdmin
Risks

- Redoing search function to be more efficient
  - Current search function not working as intended such as typos returning no results (no flexibility)
  - Implement "smarter" search functionality making it more dynamic and adopt similar features from other successful search engines
- Unexpected complexity when integrating existing features
  - Couple of tricky features that are difficult and tricky to integrate (chatbot, videos, tools, etc.)
  - In case the group gets overwhelmed or comes across major issues, development of the site will progress in small steps and pieces (categorizing).
- Ensuring compliance with brand standards
  - Webpage/Help Center must look part of the official MSUFCU website.
  - MSUFCU is giving a document with their brand standards (such as company colors and basic templates). UX designer brought in to give feedback and to answer design questions
Questions?