2017

Mapcom Self-Service Portal

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Our team was tasked with building an application for the customers of Mapcom’s clients to interact with their respective telecomm companies more efficiently. Instead of building a static application to meet the blanket needs of all the client companies, we built an application that supports customization and extensibility. We delivered a prototype that, if implemented, will allow Mapcom to deliver personalized solutions to their clients.

**Introduction**
Mapcom is a software development company that primarily serves small, rural telecommunications companies across the country. The company is widely recognized for developing M4 Solutions, a visual operations platform that allows service providers to manage their workforce.

**Objective**
- Build an application that can be easily customized to suit the individual needs of Mapcom’s client companies.
- Achieve a high level of adaptability by implementing a Service Oriented Architectural Design featuring:
  - modularity
  - reusability
  - scalability

**Requirements**
- Design an easy to manage self-service portal to allow the customers of the telecomm companies to interact with their accounts.
- Self-service portal must have a web application, as well as companion mobile applications.
- **Constraint:** must be built using Microsoft technologies.

**Design**

**Implementation**

**Web Application**

**Conclusion**
Our team was tasked with building an application for the customers of Mapcom’s clients to interact with their respective telecomm companies more efficiently. Instead of building a static application to meet the blanket needs of all the client companies, we built an application that supports customization and extensibility. We delivered a prototype that, if implemented, will allow Mapcom to deliver personalized solutions to their clients.

**In the future...**
- Anonymous SMS with technician
- Guided troubleshooting
- Support for technician users
- Streamlined process for adding new services