

1. Introduction Context

1.1

WIDE



Time-lapse of ATC stairs - 3 seconds of time-lapse

1.2

MEDIUM



Hyper lapse walking from lobby of Level 6 into ATC620

1.3

MEDIUM

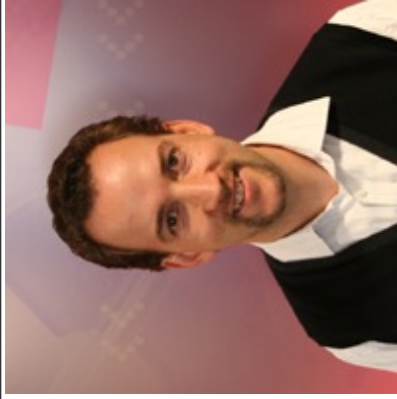


Hold on PHD for a few seconds. Introduce voiceover from Andrew

2. Context Interviews

2.1

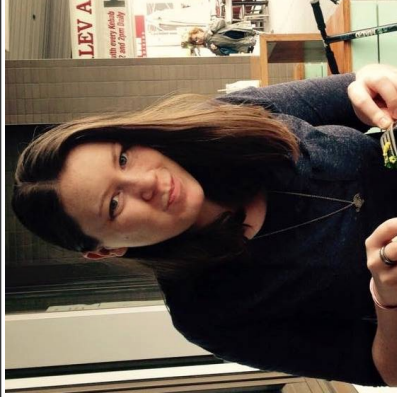
MEDIUM CLOSE UP



Andrew describes what the PHD is in a few sentences. Tag his name at the bottom.

2.2

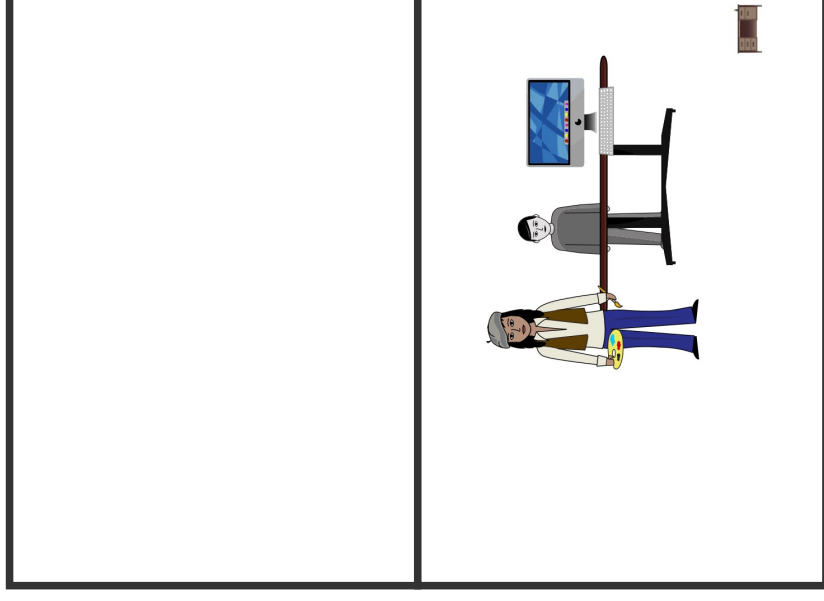
MEDIUM CLOSE UP



Show another tutor describing the helpdesk in a one sentence. x2-3

2.3

CUTAWAY



Show students getting help from tutors

2.4

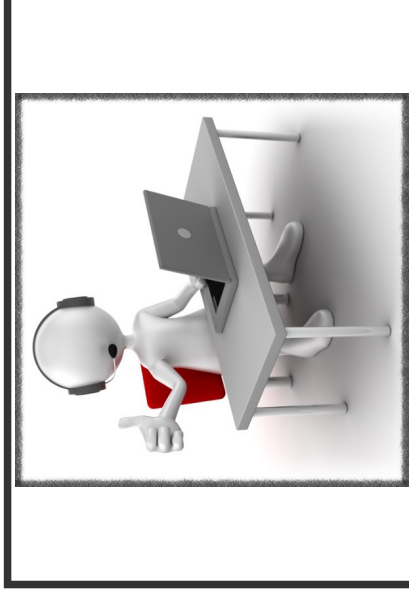
MEDIUM CLOSE UP



Ask a student:
Describe PHD is useful for you? x2-3

2.5

CUTAWAY



Time-lapse of the helpdesk

3. Problem

3.1

MEDIUM



Does the helpdesk get busy as a tutor? 1-2 sentences from 1-2 tutors

3.2

MEDIUM



Student's find it hard to get help when it's busy. 1-2 sentences

3.3

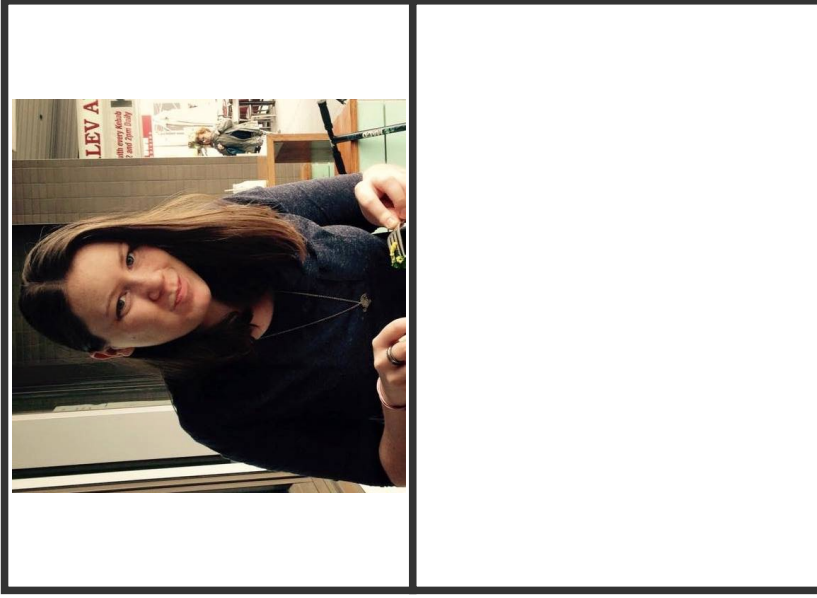
MEDIUM



Andrew: are your tutors always there on time? Getting stats on which tasks students need to get help from?

3.4

MEDIUM



Tutors find it hard to keep track of students when it's busy

4. Solution: Ticketing

4.1

POV

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Introduce ticketing system. Write dot points on paper fast forwarded.

- 1. Ticketing system (ticket icon?)
- 2. Easy to use (happy)
- 3. Noninvasive (hurt)
- 4. Don't deter students (happy?)

Pause between shots. Allow for voiceover.

5. Benefits

5.1

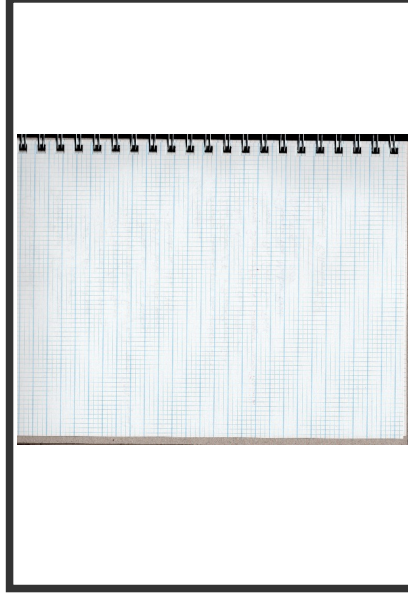
MEDIUM



Tracking who comes to the helpdesk when.
Portfolio versus assignment-based.

5.2

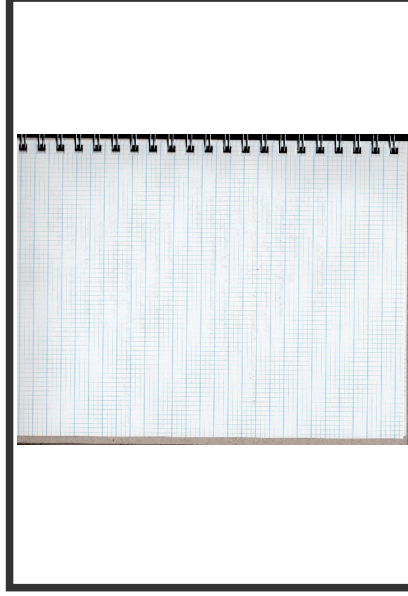
MEDIUM



Data: which tutors are on time, and which
are not.

5.3

WIDE

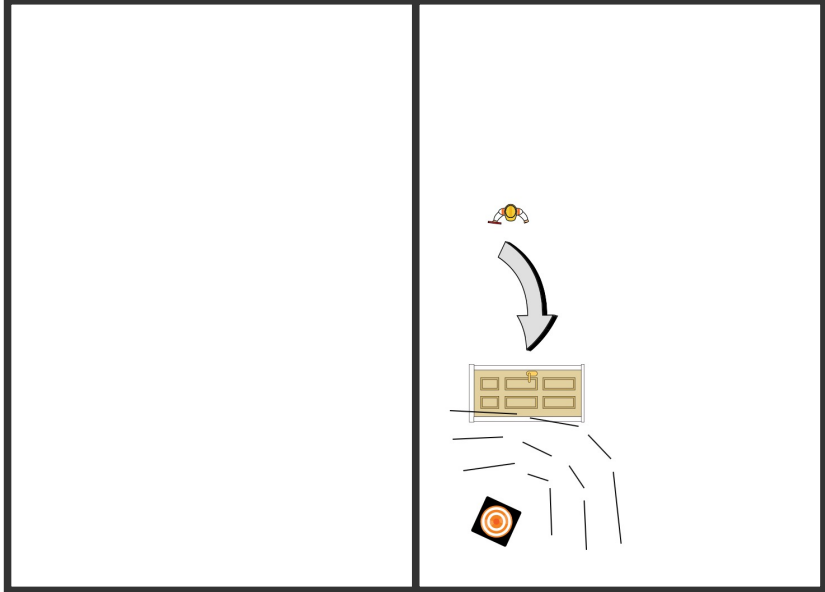


Data: students who need help with specific
work

6. Implementation

6.1

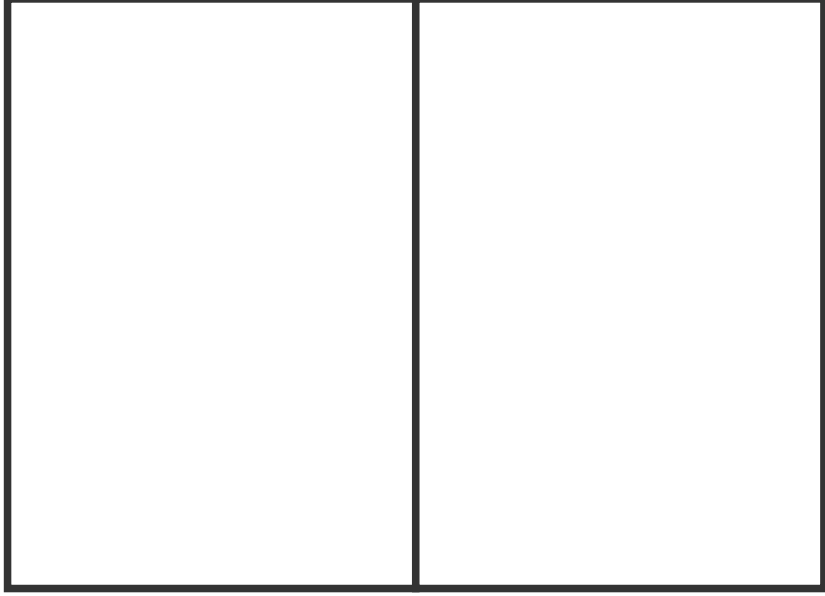
POV



Deployment into Helpdesk via beacons

6.2

POV



Demo the iPhone and Android app

Initially start with an empty topdown shot and place each phone down on the desk.

Each phone starts with the Android and iOS lock screen.

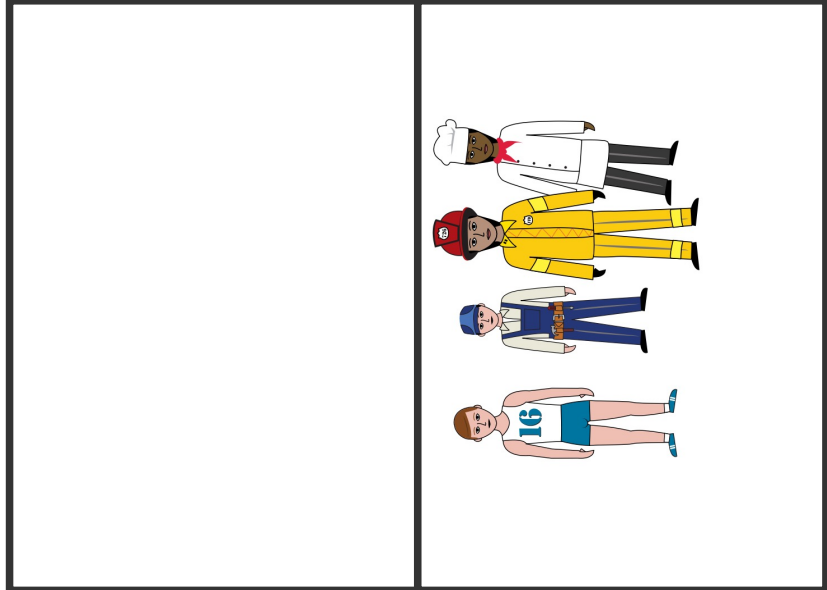
Get a push notification.

Run through basic of the prototype.

7. Conclusion

7.1

WIDE

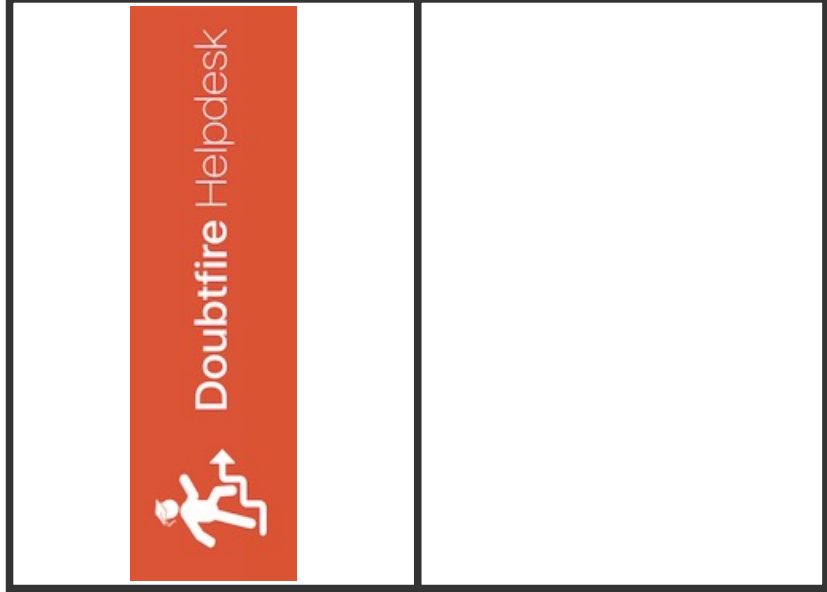


Shot in the helpdesk of us four.

We're the doubt fire helpdesk ticket system team. Our prototype is done and has undergone usability testing. We're to keen to get started

7.2

MEDIUM



Show doubt fire helpdesk logo