

```
while(true){}
```

Presents

Ping.IT

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Ping.IT

Helpdesk Companion for TLC

Android Application



Promo



Ping.IT's Purpose

Expedite helpdesk interactions

Move users off rush hour

Reduce waiting

Increase laptop throughput

Ping.IT's Users

Grove City College students

Get help anywhere

Convenient notification

Ping.IT's Users

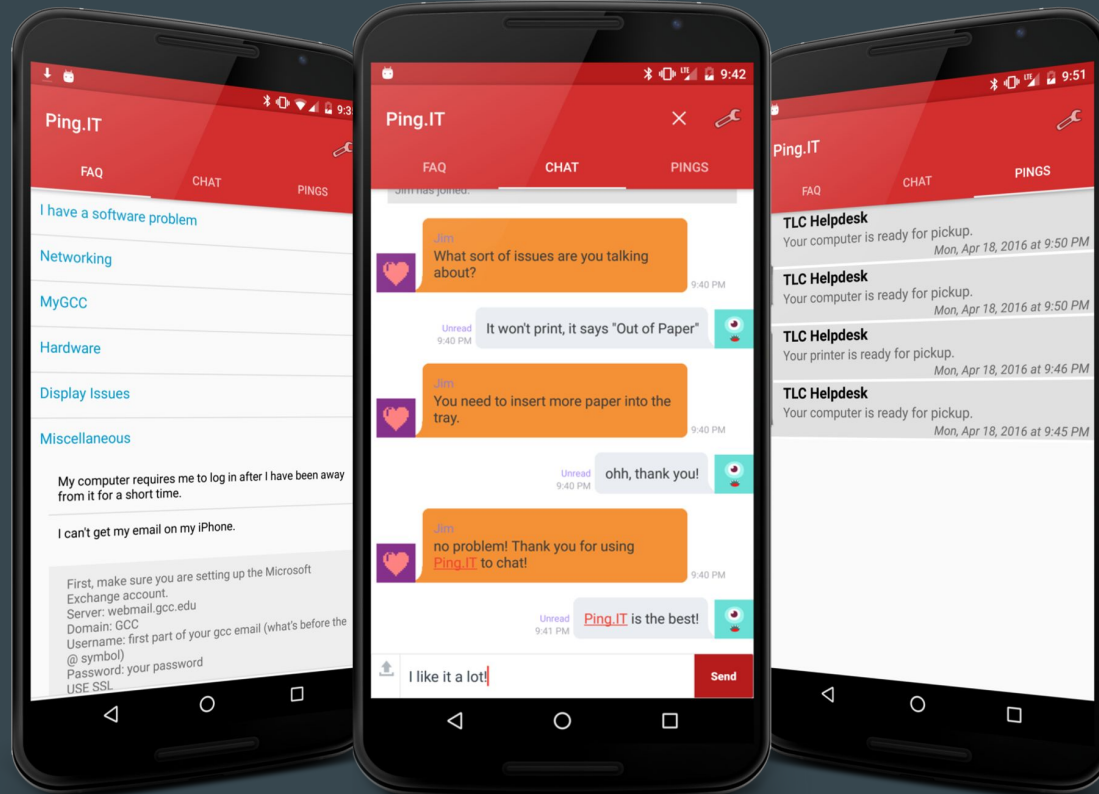
Grove City College students

Helpdesk staff

Easy addition to normal workflow

Easier to return equipment

Main Features



Development & Testing Process

Distributed work

Individual branches

Standardized code review process

Development & Testing Process

Independent work

Build server

Automatic unit and integration tests

Caught errors before they became an issue

Development & Testing Process

Independent work

Build server

Bug Tracking

Categorized, tracked, and assigned bugs

Ensured bugs were fixed on time

Action Bar Changes

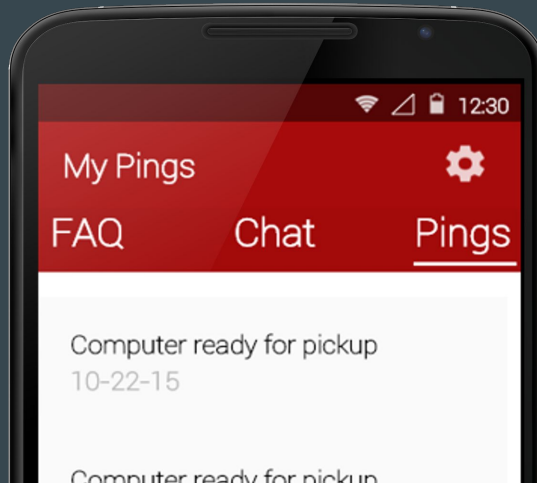
Size

Color

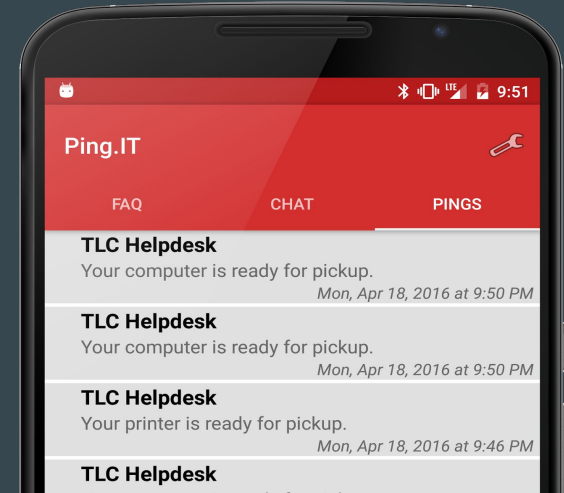
Text

Icon

Before



After

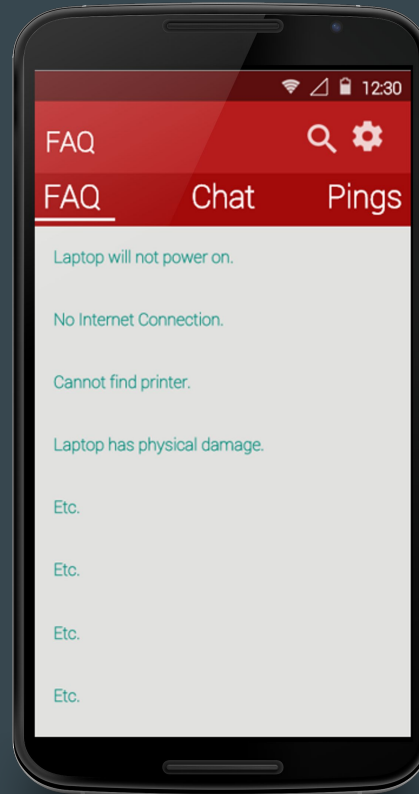


FAQ Changes

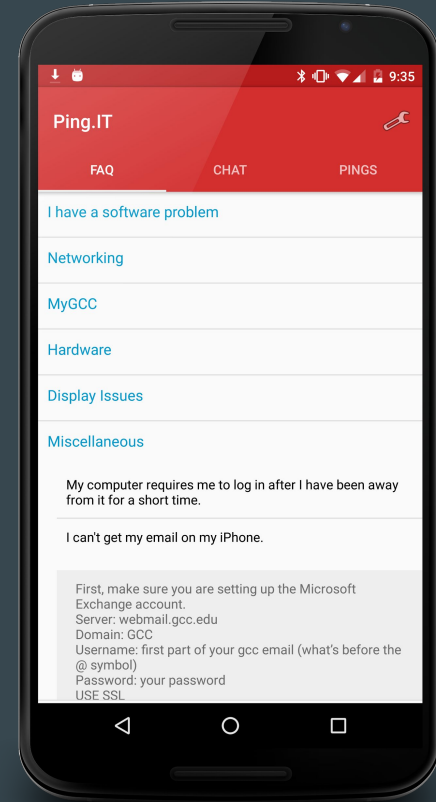
Removed search

Categories & questions on
same activity

Before



After



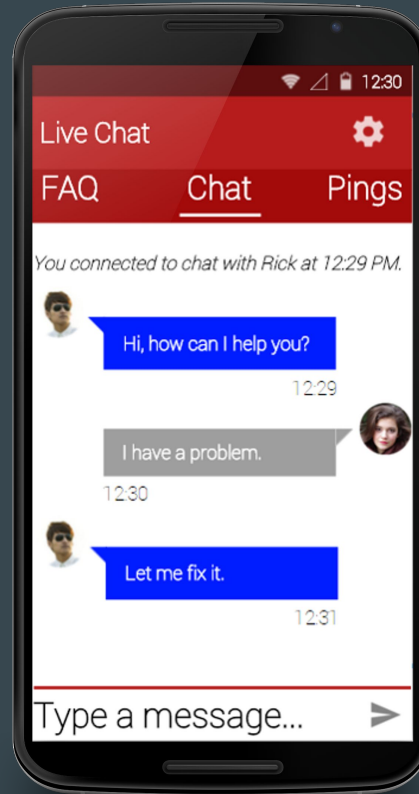
Chat Changes

Removed personal pics

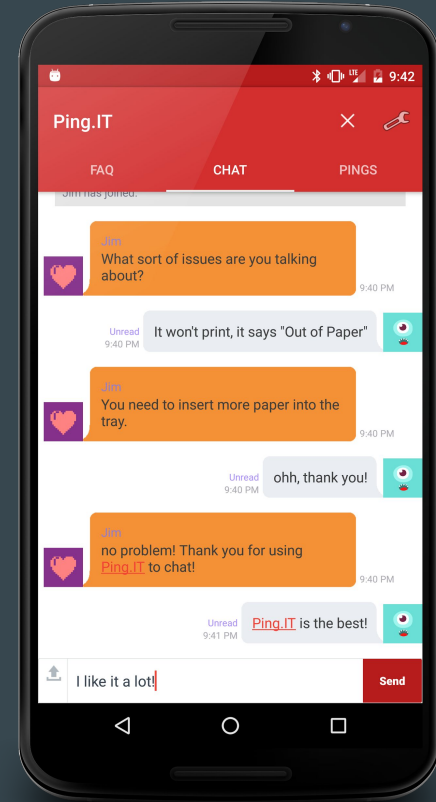
Chat color

Close chat on actionbar

Before



After



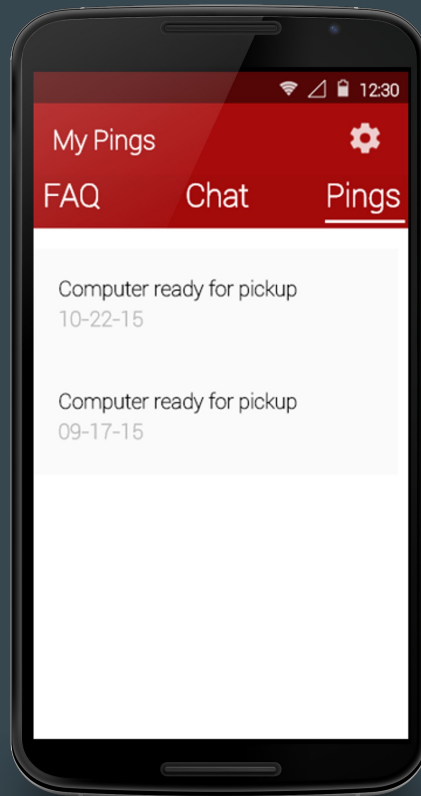
Pings Changes

Small whitespace

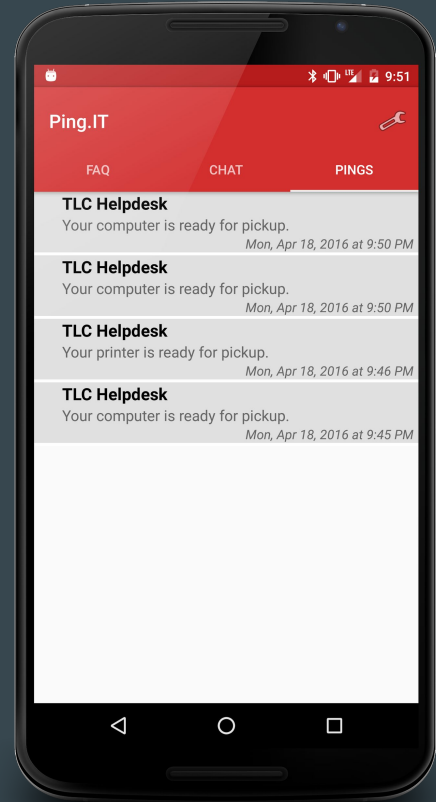
More info per ping

Pull down to refresh

Before



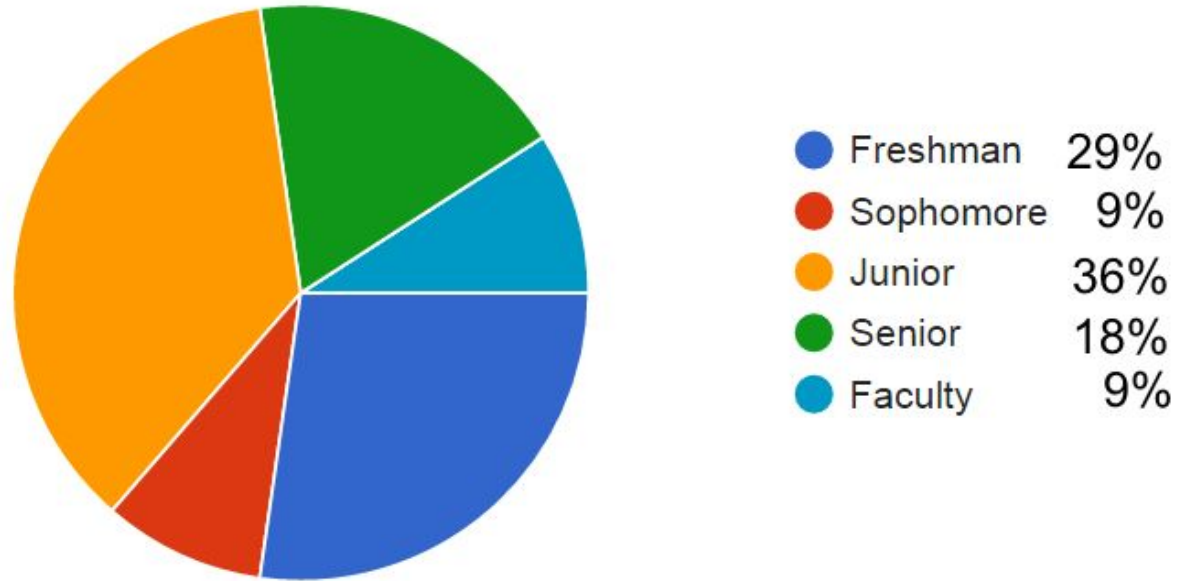
After



User Testing Results

Surveyed 10 GCC students and one GCC faculty member

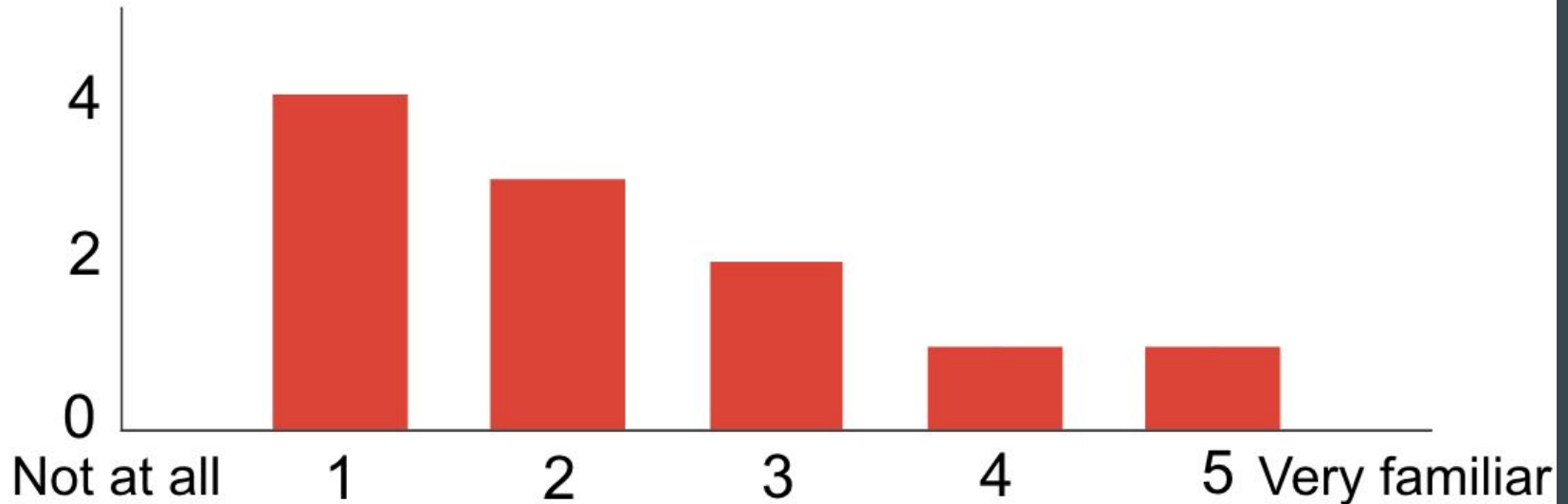
What is your current academic year?



User Testing Results

Most of our users were not familiar with Android...

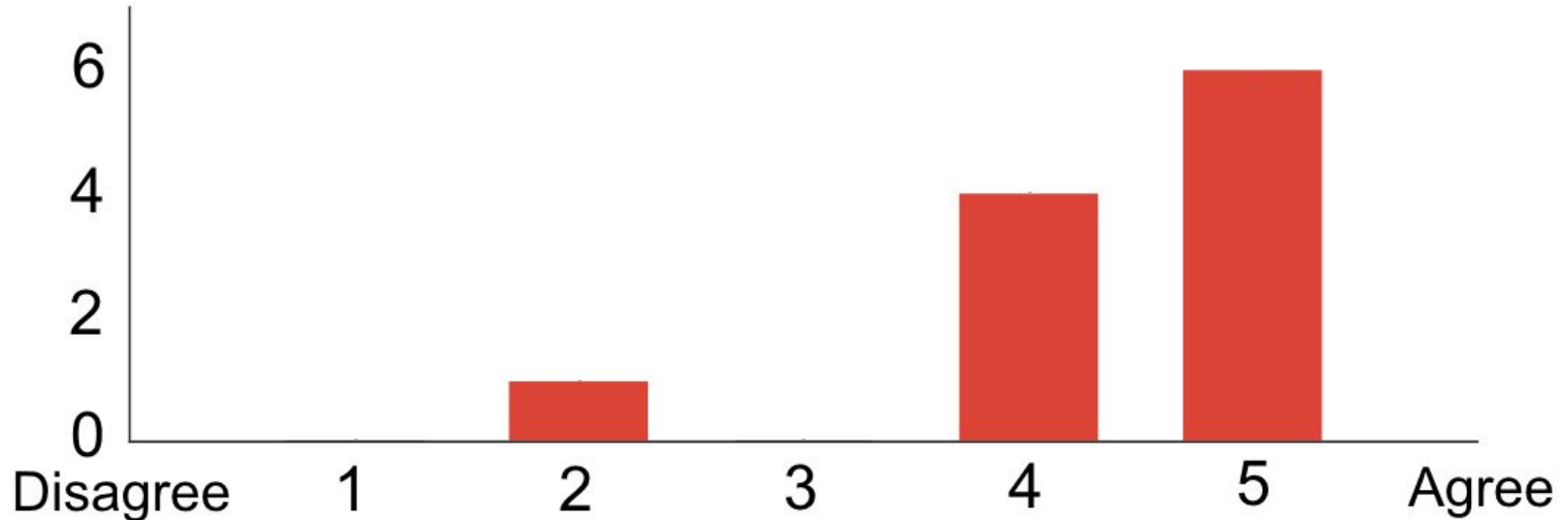
How familiar are you with Android phones?



User Testing Results

But Ping.IT is intuitive, even without Android experience.

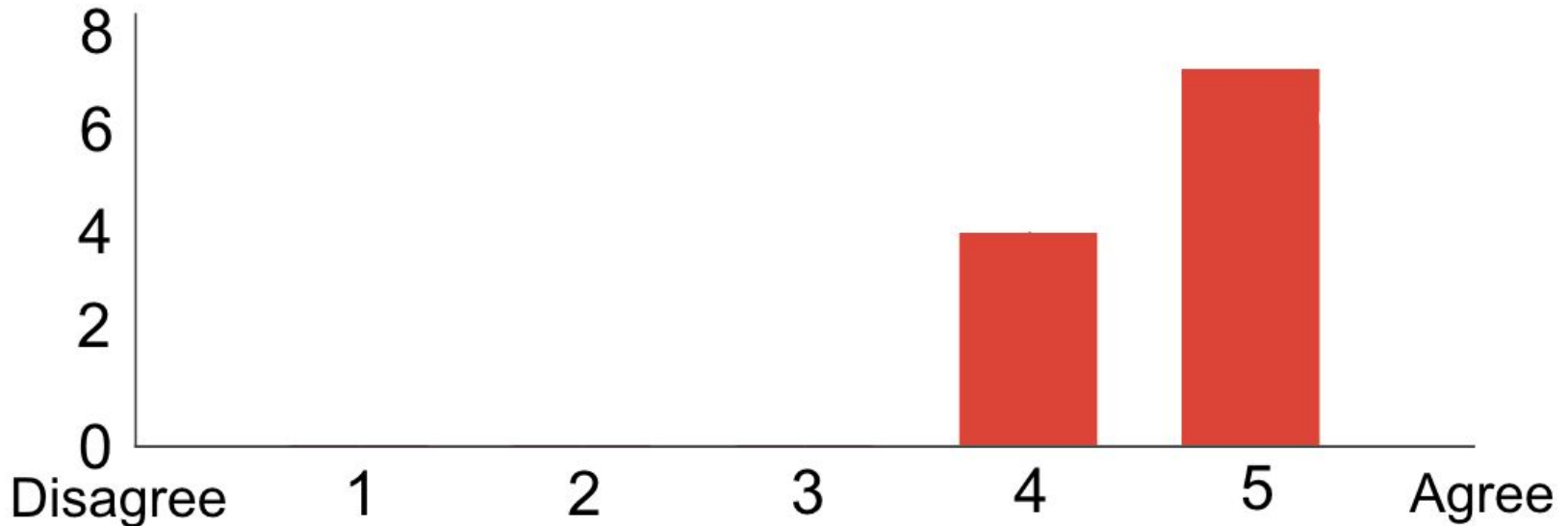
I immediately understood how to use this app.



User Testing Results

Ping.IT's usefulness is clearly evident.

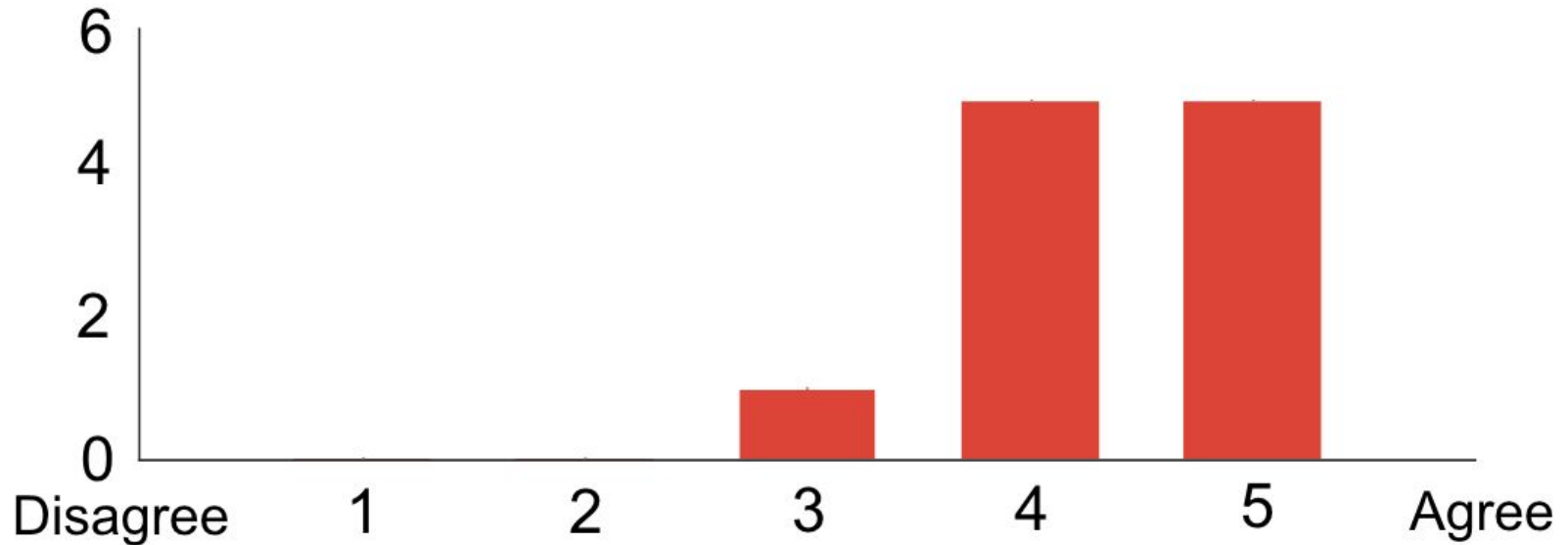
I found this app's features to be useful.



User Testing Results

Students are excited to use it!

I would use this app if the helpdesk offered it.



Changes from User Testing

Displayed email & password requirements upon registration

Changed “Name” to “First Name”

Updated color of settings icon

Summary

Helpdesk still deciding on use

Students found it to be useful!

Ping.IT is already on Google Play