

hp Fleet Service Responder

Problem Description

Printer troubleshooting has always been a time-consuming and frustrating endeavor. Meetings are delayed, contracts don't get signed, and work grinds to a halt whenever a printer ceases to function properly.

The most time-consuming part of the printer troubleshooting process is getting in touch with a technician and explaining the issue. Hewlett-Packard is working to streamline the troubleshooting process for a user on all HP printers by shortening this communication process.

Project Goals

"Design and develop an application, runnable from an HP printer, that provides service acknowledgement for discovered issues."

This application should:

- Provide an advanced HELP button that a user can easily identify.
- Send technical support an error summary, along with any relevant customer and printer information.
- Provide a method for the IT/Managed Print Service to respond to the customer and provide a resolution, or an estimated time of repair.

Project Learning

*"We focused our project around the **three areas of project learning** and used **design thinking** to build our solution with the user in mind."*
- Print Response Team



People

- Surveyed users to determine key focus points
- Conducted usability tests to make the user interface easier to use.

Product

- Research revealed there is no product on the market to communicate directly to technician through the printer.
- Used previously gathered information to influence product development

Technology

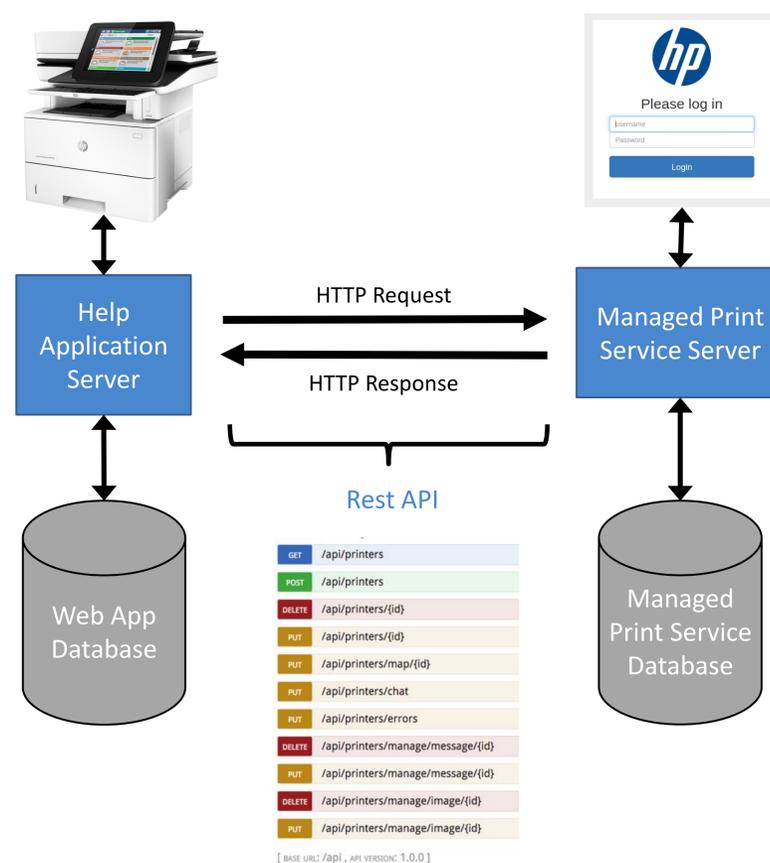
- Created interactive prototypes for quick feedback from stakeholders
- Used current technologies to build the product

The Print Response Team

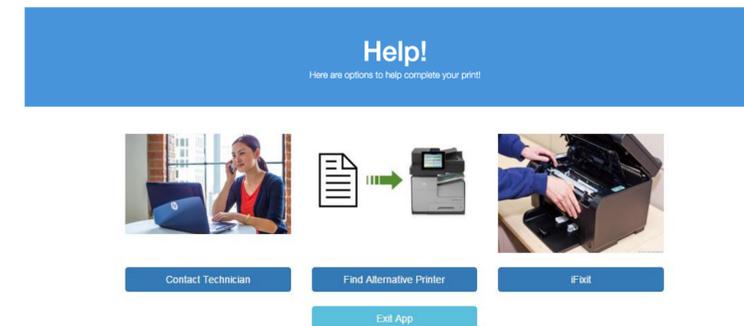


Arthur Putnam, Gavin Quinn, Cody Helbling

System Architecture



Solution



To reduce the time it takes to troubleshoot printer problems we created a, simple and easy to use, application on the printer that gives the user immediate assistance with their printer problems.

Help Application

Main roles of the Help Application:

- Assist users with printer problems with real time chat and web content.
- Notify technicians of problems.
- Allow technicians to fix printer problems remotely.
- Help users transfer their print jobs to another printer.



Locating and identifying nearby printers enables users to continue being productive without waiting for a technician to arrive on the scene.



Live chat with technicians gives users an immediate response from an IT service while providing relevant error and location information to the IT service.

Managed Print Service Server

The Managed Print Service Server (MPSS) is a web interface that technicians can use to manage printers. Technicians can login to respond to help requests, view printer details, chats with printer users and schedule repairs. All of the information is gathered through the REST web API commands in the Help Application. This allows managed print systems to implement their own MPSS or plug it into an existing system. This provides scalability and flexibility.

