

Problem Statement

APS customers currently experience frustration due to limited real-time updates and communication during the generator installation process. This gap results in frequent inquiries, delays in response, and a lack of transparency, impacting customer satisfaction and trust.

Abstract

The APS Customer Experience Mobile Application addresses a critical need for transparency in generator installation services. Designed to bridge the communication gap between Anderson Power Services (APS) and its customers, the app provides real-time updates and milestone tracking, enabling users to monitor their installation progress conveniently from their devices. By reducing reliance on manual communication, the app enhances customer satisfaction and improves operational efficiency for APS by 20%.

Introduction

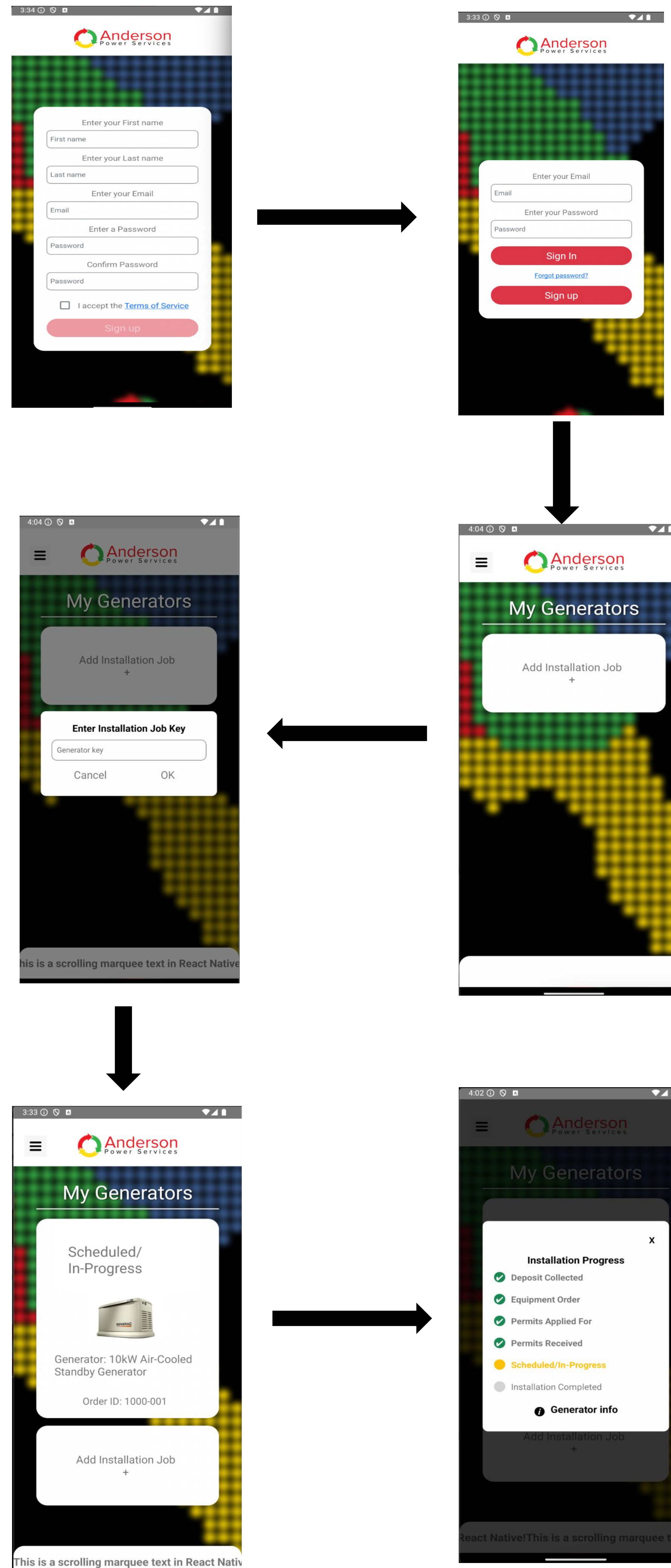
In response to customer frustration from limited updates during generator installations, APS identified a need for a Customer Experience Mobile Application to improve tracking and communication. Developed using React Native for a seamless cross-platform experience, the app offers key features such as real-time installation tracking, milestone notifications, technician contact information, and a service request function for maintenance.

Leveraging an Agile development approach, the project integrates data from Google Sheets (Phase 1) and Salesforce (Phase 2) through APIs, with PostgreSQL supporting backend data management. These capabilities enable APS to deliver timely updates, foster transparency, and enhance customer engagement, positioning the company as a forward-looking service provider.

Features

- **Users**
 - Successfully register new accounts
 - Returning users can sign-in
 - Manage/modify user profiles
 - Secure authentication
- **Real-Time Installation Tracking**
 - Tracks each phase of installation process and status via Google Sheets API
 - Scalable to allow for Salesforce (Phase 2) integration
- **Milestone Installations**
 - Supports multiple generator installation jobs
 - Includes detailed and intuitive timeline of major milestones like confirmation, delivery, and installation
- **Personalized Notifications**
 - Sends push notifications for status and milestone updates
 - Customers can stay informed without having to manually check their status
- **Higher Touches**
 - Light/Dark modes available
 - Many placeholders throughout the app for personalized APS ads, announcements, and company news
 - Maintenance service request form

App Layout



Tools



Acknowledgments

Our work was supported by our program coordinators (Taylor Cuffie and Alla Kemelmakher) and the KSU Writing Center. Anderson Power Services has also helped our work tremendously by facilitating an onsite visit to elicit requirements directly from their employees to better inform our development process.

Contact Information

Ibrahima Diallo:
 Joel Roche: joelroche23@gmail.com
 Brandon Portier: bdportier@gmail.com
 Ezra Boerman: ezralboerman@gmail.com
 Greg Loj: gregloj2001@gmail.com

linkedin.com/in/diallo9/
 linkedin.com/in/joel-j-roche//
 linkedin.com/in/brandon-portier/
 linkedin.com/in/ezraboerman/
 linkedin.com/in/greg-loj/

Goals

The Anderson Power Services Customer Experience App aims to boost customer satisfaction by providing real-time installation updates, easy generator tracking, and provide the user with technician information. With secure data integration from Google Sheets, customers get accurate insights, while scalable infrastructure ensure security as the app grows (as Salesforce is integrated in Phase 2). The app also enhances brand engagement and gathers valuable customer feedback creating a lasting connection with customers.

References

GitHub Repository - <https://github.com/IbrahimaDiallo32/Anderson-Power-Services-Mobile-App>

Figma - <https://www.figma.com/design/e0Y50EOmyH02SoBXXvYc3h>

High Level Design Diagram

