KIOSK

**To Improve your operation and Productivity efficiency
By Continuous Feedback Assessment(IT/OT)**

ABOUT KIOSK

The KIOSK application is developed for customers to provide feedback on all our existing products. Customers can also give comments for our yet-to-be-launched products and provide ratings on aspects of our service such as amenities, staff behavior, atmosphere, cleanliness, etc. This feedback system is essential for maintaining customer satisfaction and improving the quality of our services.

ADMIN

In the Admin module, the administrators can download the products from the BI portal and upload the comments, feedback, and ratings provided by the users(Customer,Supplier,Employee) to the BI portal.
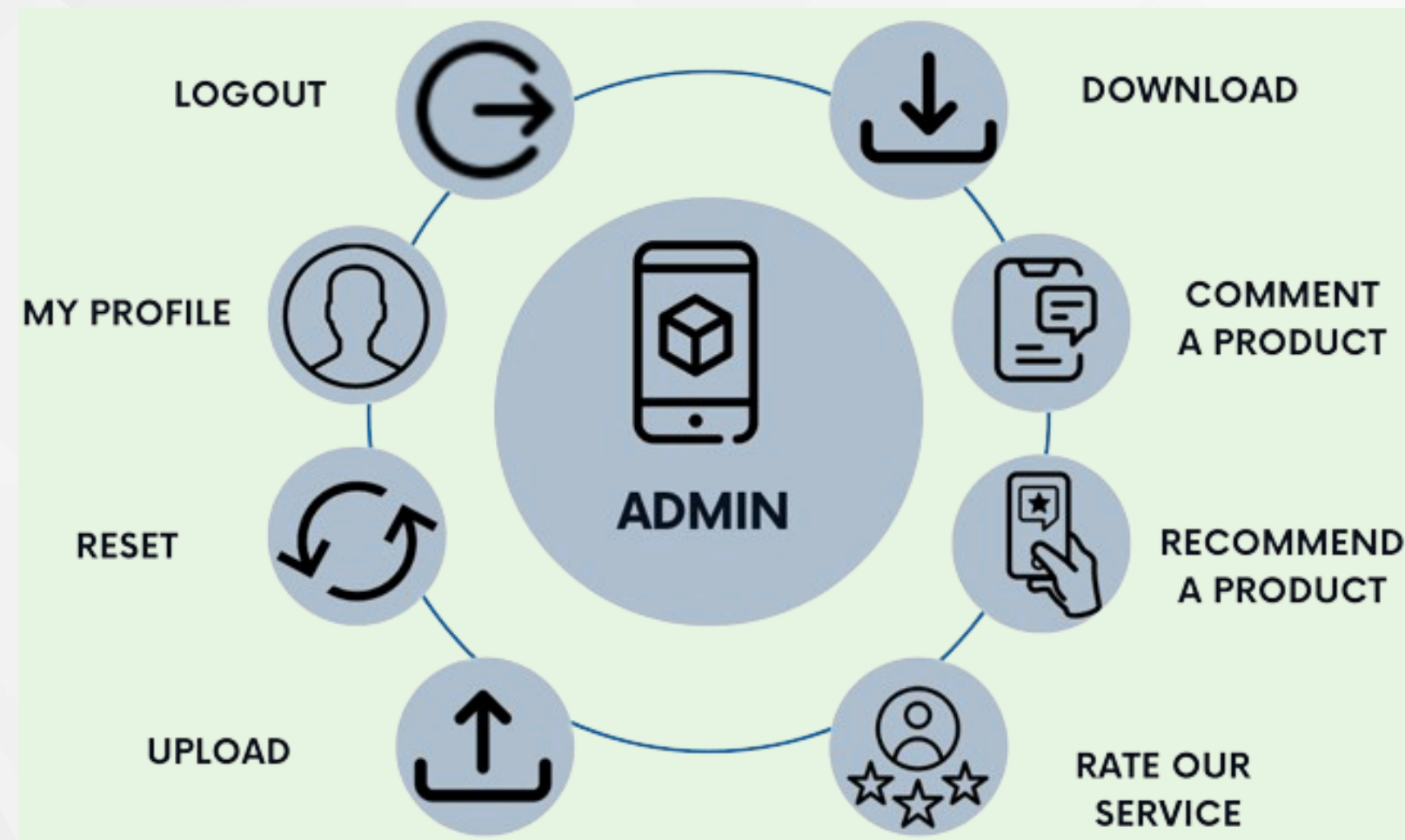
CUSTOMER

In the User module(Customer,Supplier,Employee), customers can provide comments, feedback, and ratings.
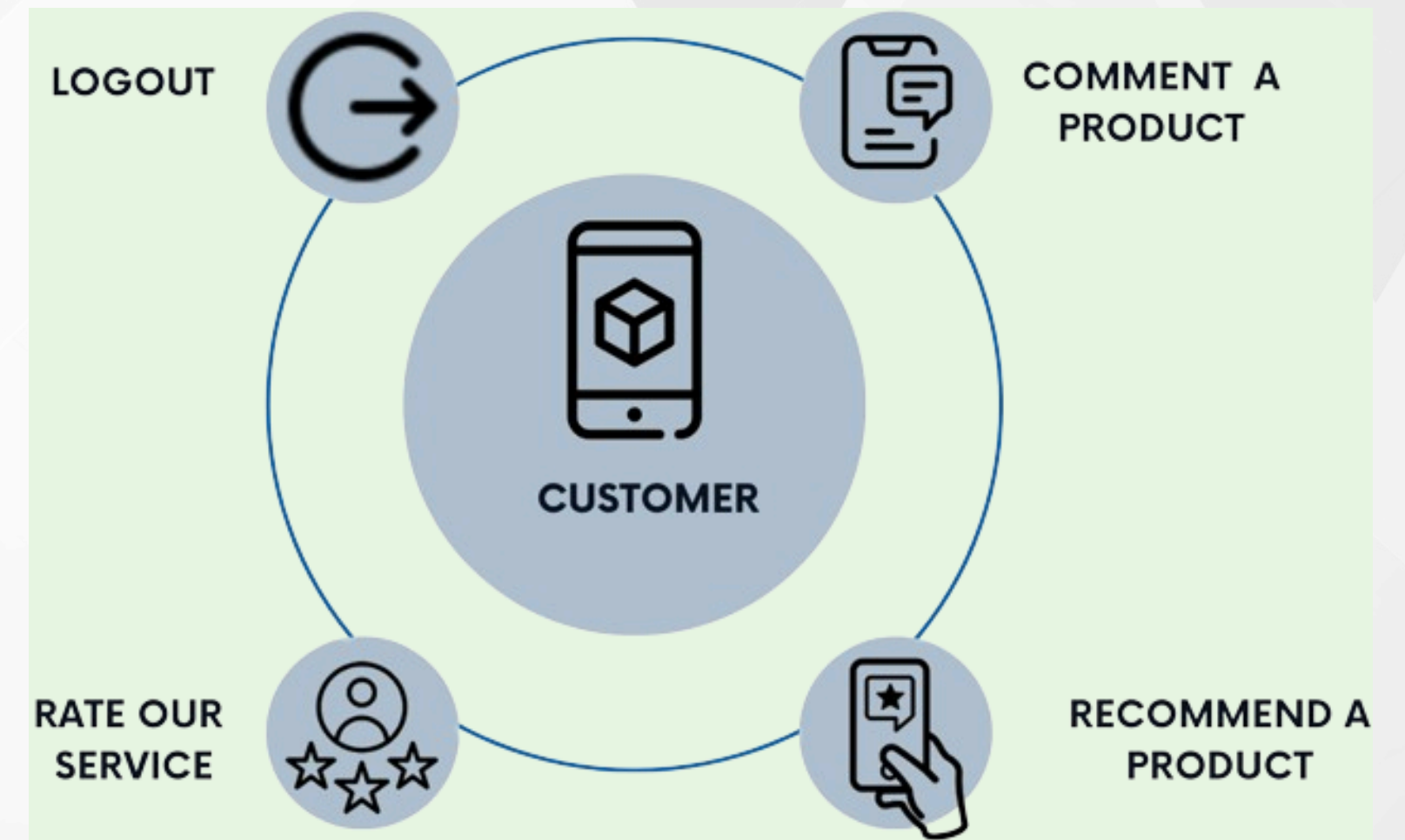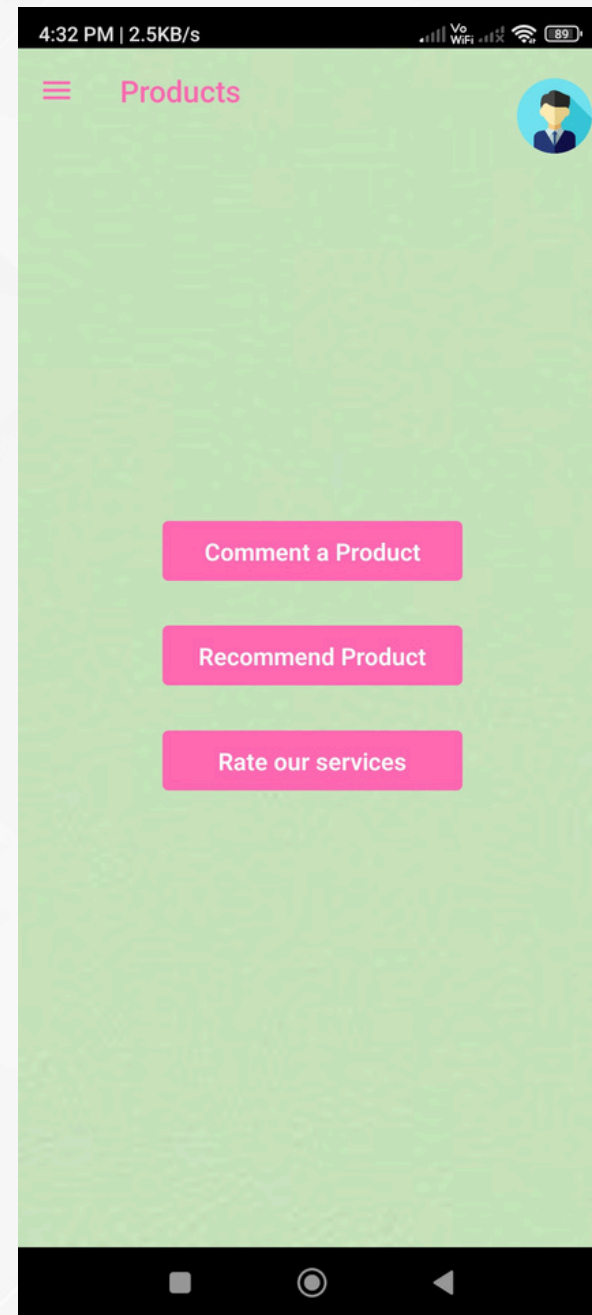
WORKFLOW

ADMIN

LOGOUT
DOWNLOAD
MY PROFILE
COMMENT A PRODUCT
RESET
RECOMMEND A PRODUCT
UPLOAD
RATE OUR SERVICE
ADMIN

CUSTOMER

LOGOUT
COMMENT A PRODUCT
RATE OUR SERVICE
RECOMMEND A PRODUCT
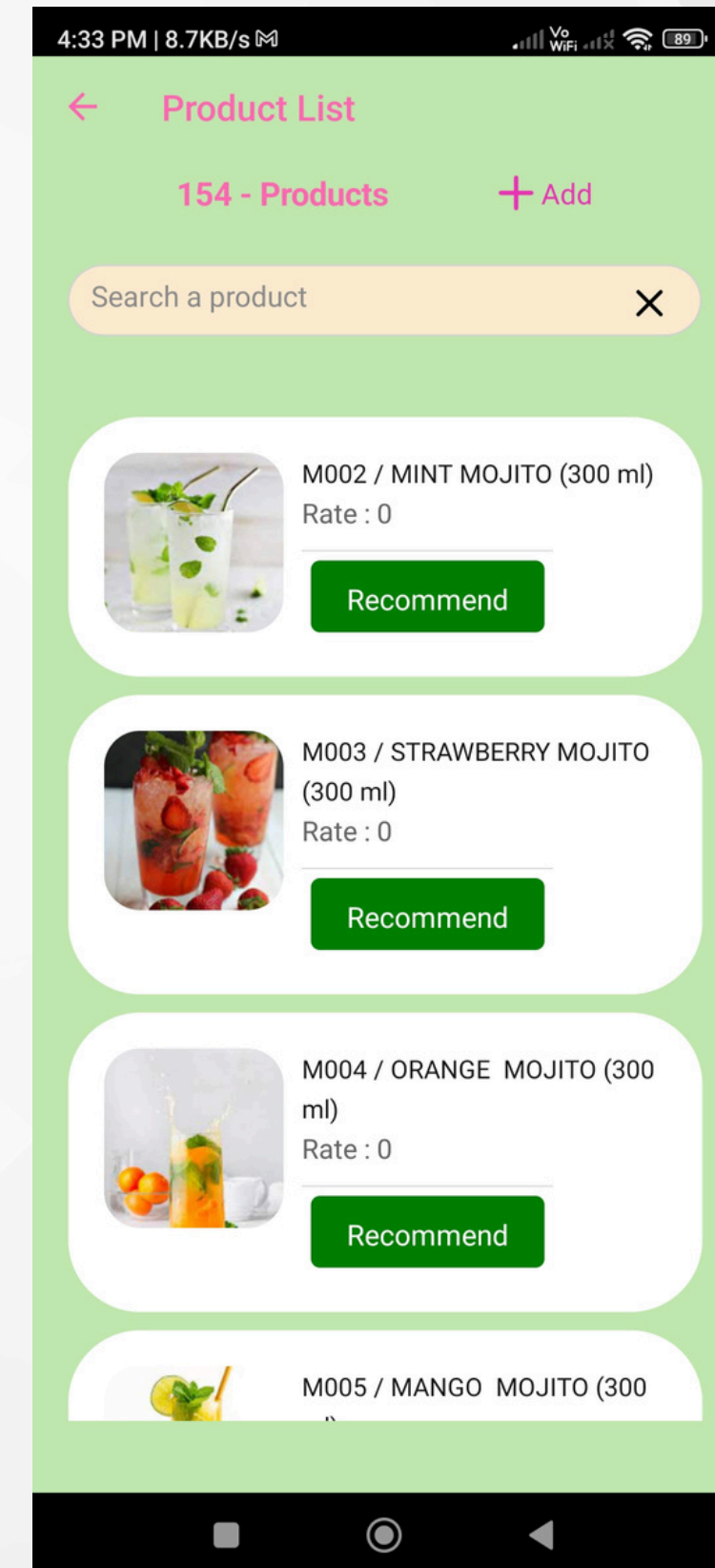CUSTOMER

IT-OT ASSESMENT SYSTEM

COMMENT A PRODUCT

In this process, we capture customer details such as Name, Mobile Number, and Email ID. Subsequently, an OTP is sent to the provided Email ID. Then, we present a list of our existing products to the customer, who can select any item. Upon selection, the details of the chosen product are displayed, and the customer can proceed to comment on that specific product.
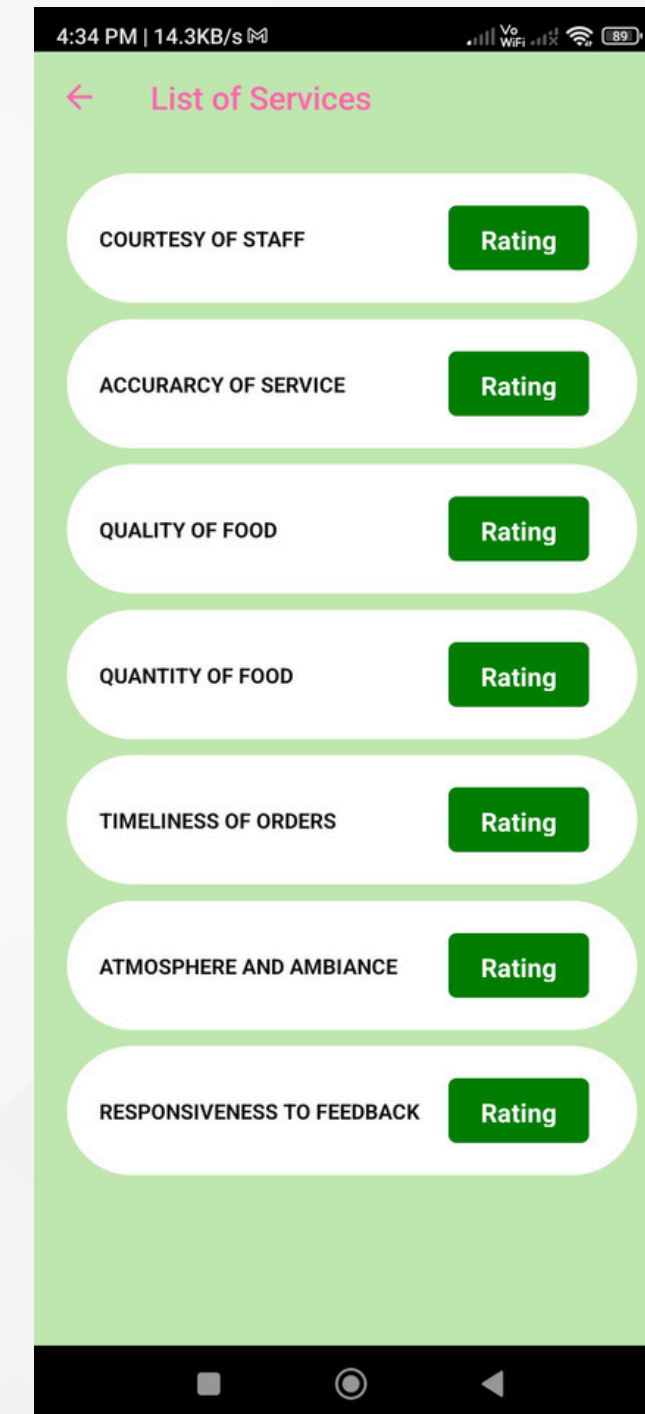
RECOMMEND PRODUCT

In this process, we capture customer details such as Name, Mobile Number, and Email ID. Subsequently, an OTP is sent to the provided Email ID. Then, we present a list of our yet-to-be-launched products to the customer. They can choose any product, and its details are displayed. Customers can then provide recommendations or suggestions for that specific product. Additionally, if they wish to suggest new products, they can create new product suggestions as well.

RATE OUR SERVICES

In this process, we capture customer details such as Name, Mobile Number, and Email ID. Subsequently, an OTP is sent to the provided Email ID. Then, we present a list of our services to the customer. They can choose any service, and the customer can provide suggestions for that specific service, which will help us improve our services.

UPLOAD

It is a mandatory, all offline customer comments, feedbacks and rating on our service and products could be uploaded to the BI PORTAL server. So that BI PORTAL will provide different analytical reports to the stake holders and decision makers to monitor and improve current business scenario.
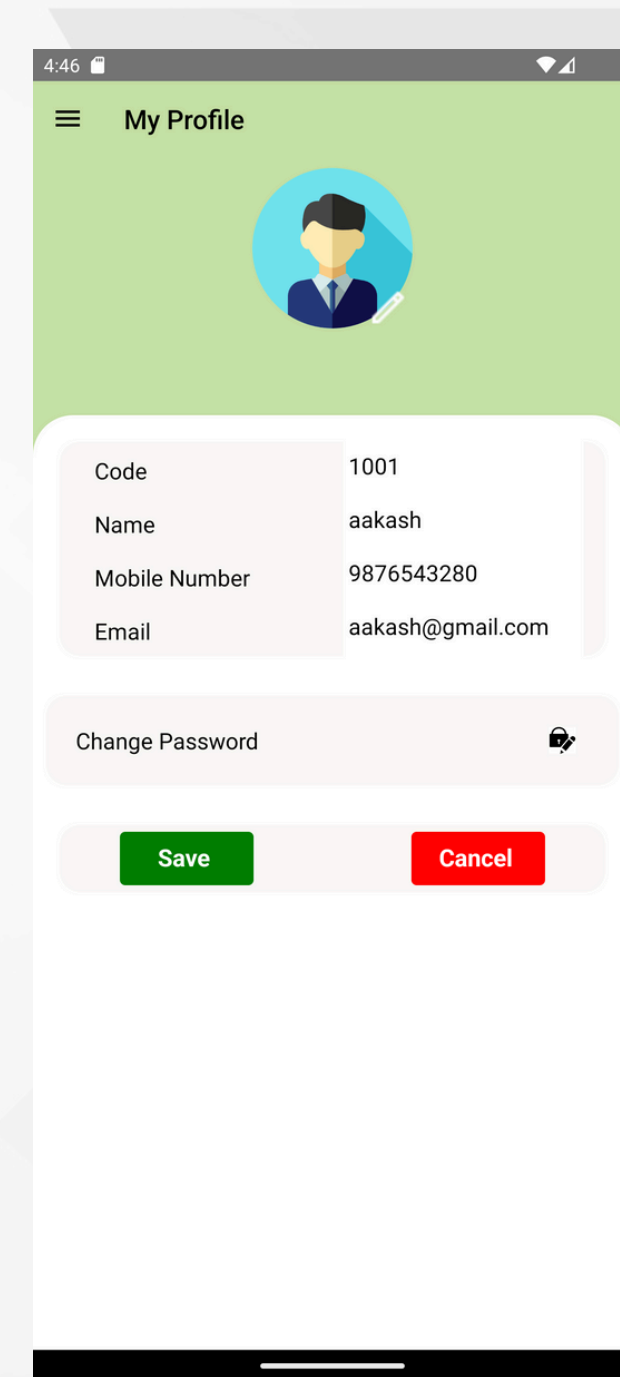
RESET

In the Reset Screen, it will delete all data in local database and refresh with new product and services from the BI PORTAL. It will enable next cycle of feedback system from our customers.

MY PROFILE

It allows users to view and modify their personal information, preferences, and settings, such as their mobile number and password. Additionally, it provides the ability to change the password.

THANK YOU

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