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<p>(51) International classification :G01C 213600, G06Q 202000, G06Q 203800, G06Q 501200, H04L 093200</p> <p>(86) International Application No :NA Filing Date :NA</p> <p>(87) International Publication No : NA</p> <p>(61) Patent of Addition to Application Number :NA Filing Date :NA</p> <p>(62) Divisional to Application Number :NA Filing Date :NA</p>	<p>(71)Name of Applicant : 1)Chitkara University Address of Applicant :Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p> <p>2)Chitkara Innovation Incubator Foundation Name of Applicant : NA Address of Applicant : NA</p> <p>(72)Name of Inventor : 1)KAUR, Amanpreet Address of Applicant :Chitkara University Institute of Engineering and Technology, Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p> <p>2)SINGH, Prabhkirat Address of Applicant :Chitkara University Institute of Engineering and Technology, Chitkara University, Chandigarh-Patiala National Highway, Village Jhansla, Rajpura, Punjab - 140401, India. Patiala -----</p>
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(57) Abstract :

The present invention discloses a restaurant feedback provider system (100) that revolutionizes the process of collecting and evaluating customer feedback. The system (100) includes an apparatus (102) installed within a restaurant, equipped with an image acquisition unit (104), a numeric keypad (106), and a fingerprint scanner (108). These components enable the system to receive images, rating inputs, and customer biometrics that are transmitted to a decentralized database (110) connected via a blockchain network (112), and an artificial intelligence (AI) engine integrated (116) with the decentralized database (110), extracts facial attributes from the received images to determine emotional state of the customer, and based on the facial expression, rating input, and customer type, the AI engine evaluates the feedback. The evaluated feedback is displayed on a connected display unit for customer and staff viewing. Furthermore, the AI engine (116) transmits notifications to authorized authorities' computing devices regarding the evaluated feedback.

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