

(12) PATENT APPLICATION PUBLICATION

(19) INDIA

(22) Date of filing of Application :17/09/2024

(21) Application No.202411070121 A

(43) Publication Date : 04/10/2024

(54) Title of the invention : ADAPTIVE SURVEY KIOSK WITH DYNAMIC QUESTION MODULATION BASED ON USER ENGAGEMENT METRICS

(51) International classification	:A61P0007000000, A61P0043000000, A61P0029000000, H04L0067020000, A61P0025240000	(71) Name of Applicant : 1)Manish Kumar Address of Applicant :J-14, PSIT,Kanpur-Agra-Delhi NH2, Bauti, Kanpur-209305 ----- Name of Applicant : NA Address of Applicant : NA
(86) International Application No	:NA	
Filing Date	:NA	
(87) International Publication No	: NA	
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(62) Divisional to Application Number	:NA	
Filing Date	:NA	

(57) Abstract :

This invention presents an advanced adaptive survey kiosk system with integrated user engagement detection and dynamic questionnaire adjustment capabilities for enhanced customer feedback collection and data quality. The system aims to significantly increase survey completion rates, improve the relevance and actionability of collected data, and extend the functionality of customer feedback systems while optimizing the user experience. It incorporates a multi-modal user interface with touch, voice, and gesture controls and an advanced sensor array to continuously monitor user engagement and environmental factors. The collected data is processed in real-time by a high-performance embedded computer running sophisticated machine learning algorithms to predict user behavior and adapt the survey dynamically. The system adjusts questionnaire content and format based on detected engagement levels, manages survey length through intelligent question selection, and utilizes context-aware personalization to create a responsive, user-centric experience. It includes a real-time analytics dashboard that provides immediate insights and trend analysis. The integration and API layer ensures seamless connection with existing customer relationship management and business intelligence systems. By leveraging cutting-edge AI, IoT, and user interface technologies, this system offers a revolutionary solution for transforming static survey kiosks into intelligent, adaptive feedback collection platforms. The invention contributes to industry-wide efforts in improving customer satisfaction measurement, enhancing the effectiveness of feedback systems, and potentially reducing operational costs associated with traditional survey methods. It provides a model for the intelligent upgrading of customer feedback practices, paving the way for next-generation survey systems adaptable to various service environments and customer interaction scenarios.

No. of Pages : 12 No. of Claims : 10