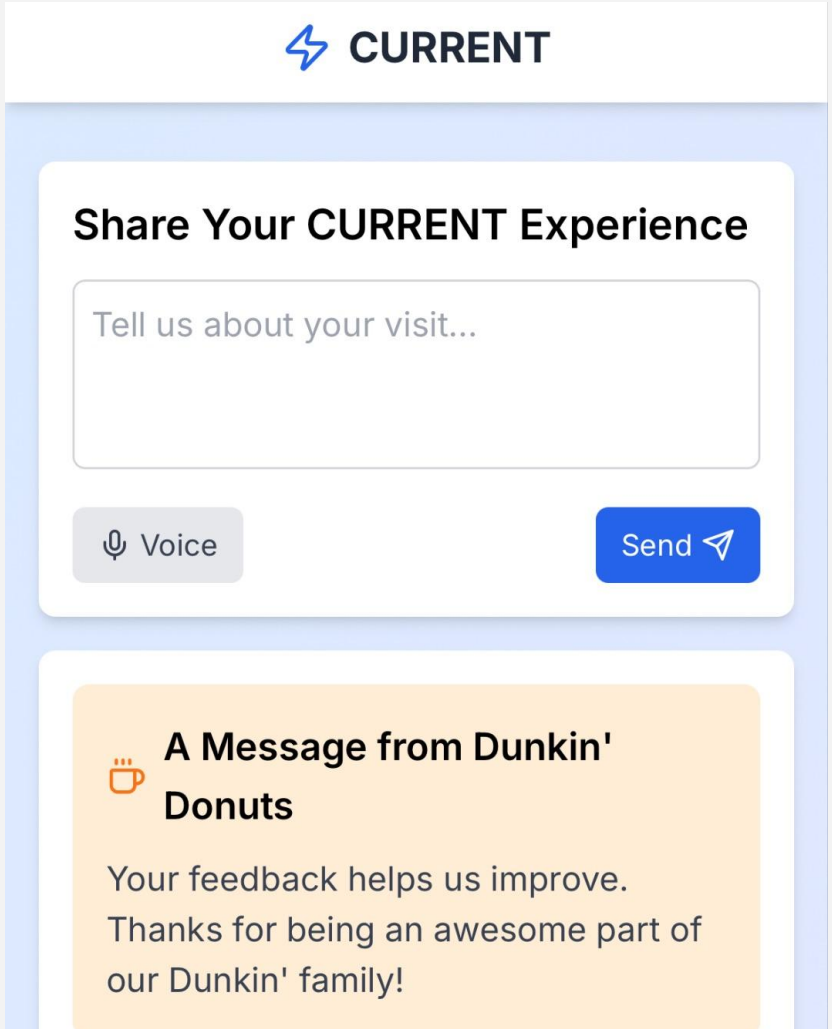
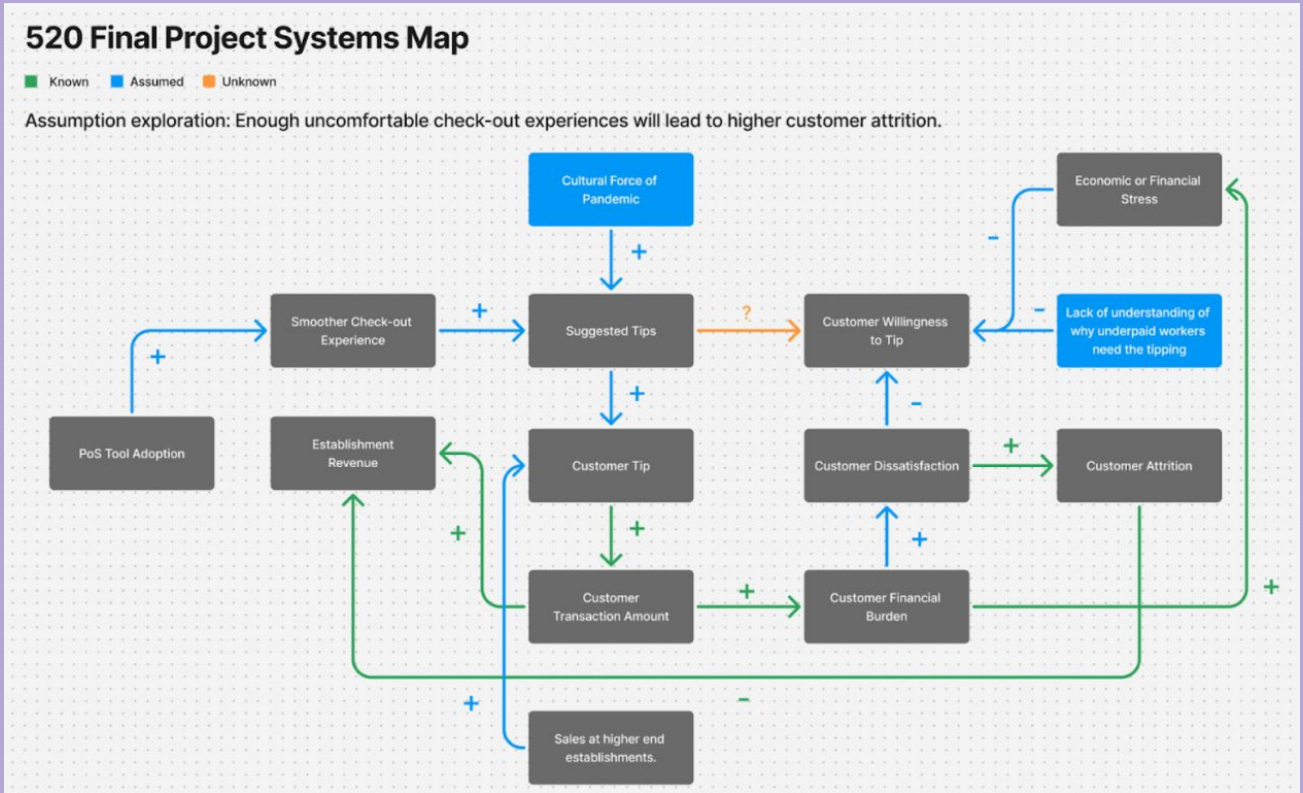
Current

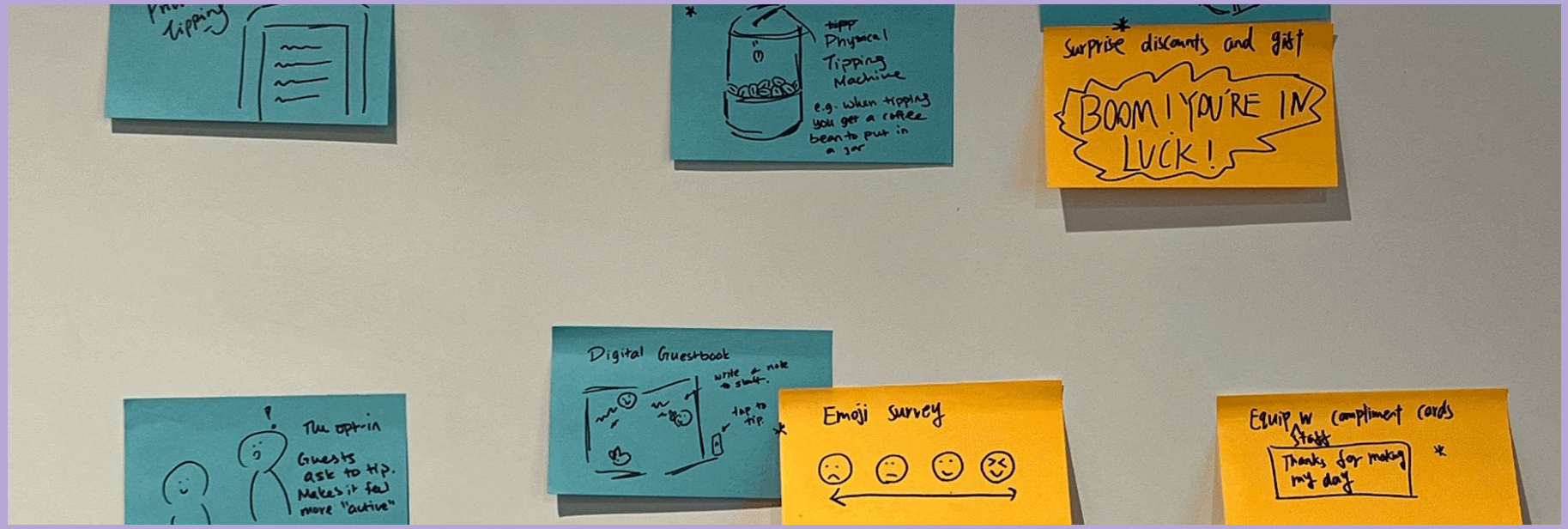
POS Kiosk



Jesirae Dong


520 Final Project Systems Map
Known
Assumed
Unknown
Assumption exploration: Enough uncomfortable check-out experiences will lead to higher customer attrition.
Cultural Force of Pandemic
Economic or Financial Stress
Smoother Check-out Experience
Suggested Tips
Customer Willingness to Tip
Lack of understanding of why underpaid workers need the tipping
PoS Tool Adoption
Establishment Revenue
Customer Tip
Customer Dissatisfaction
Customer Attrition
Customer Transaction Amount
Customer Financial Burden
Sales at higher end establishments.

Problem



Concept Ideation

Product Vision

Business-Facing

A dashboard for the business to view the sentiment trends among their customers.

Scenarios

Designed for point-of-sale environments such as cafes to foster less transactional checkout experience and increase customer engagement.

Tech Stack

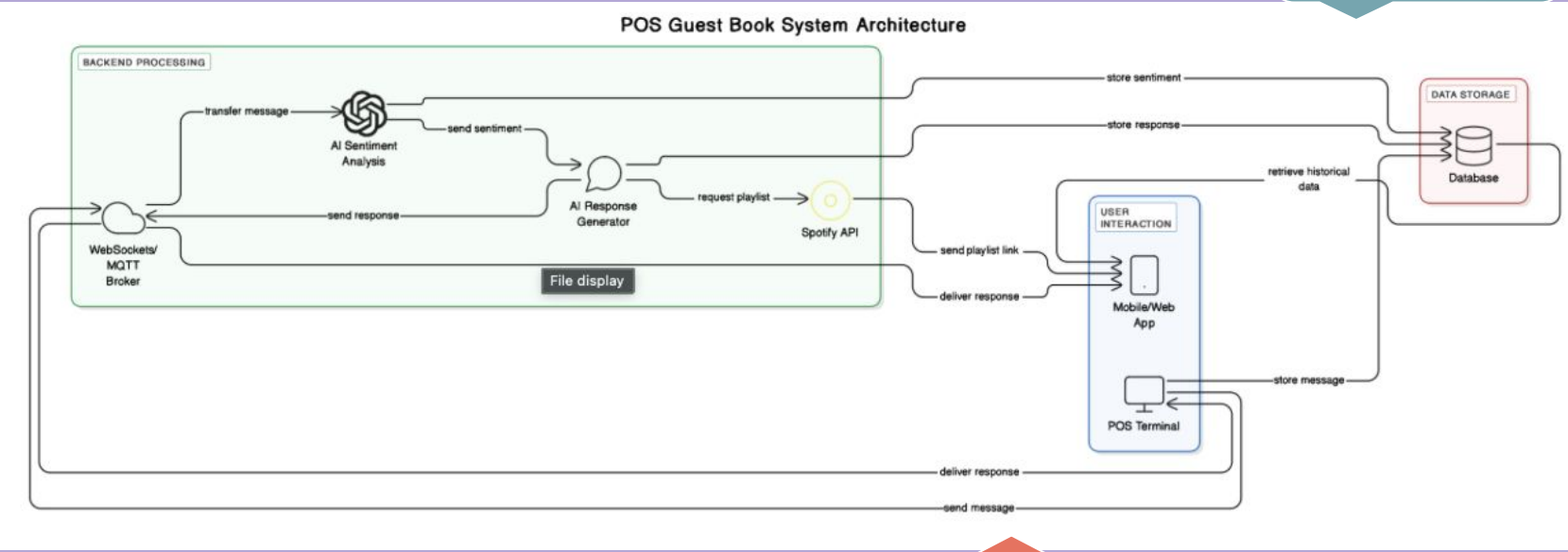
It offers AI-generated messages, feedback storage, and visualization tools

Customer-Facing

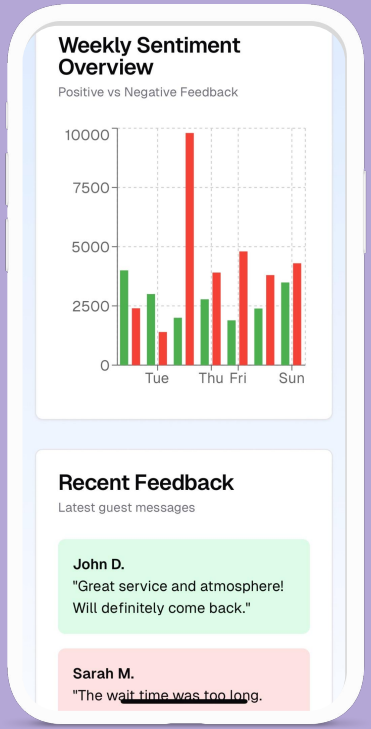
Customers can submit their feedback and share their dining experiences through the digital kiosk or mobile app prompted upon wifi connection.

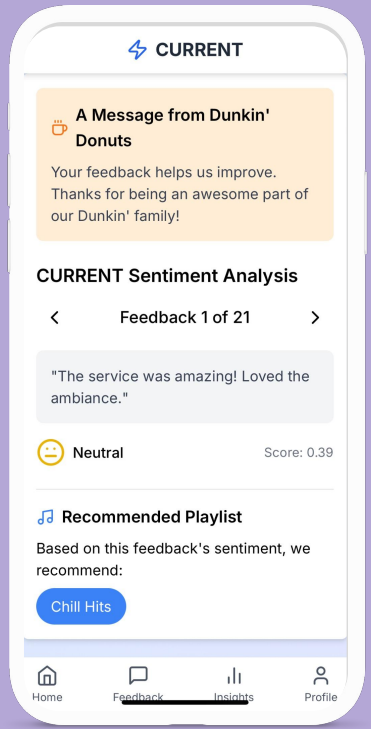
System Diagram

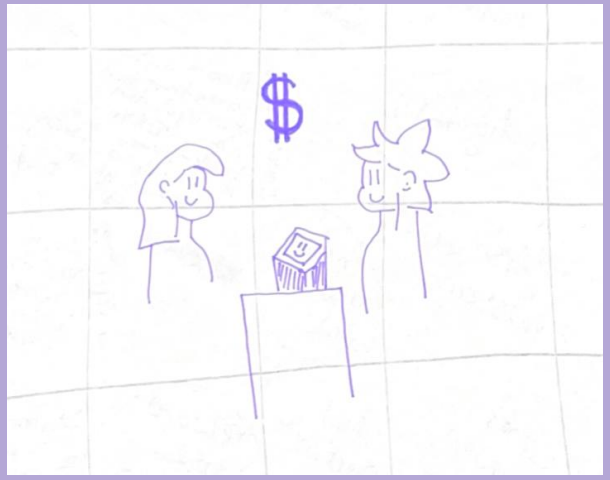
Accumulation of user data



Frontend Mockup







[Playlist Integration Demo](#)
(Powered by Vercel V0)

Backend

Share Your Blank Street Experience

Good day

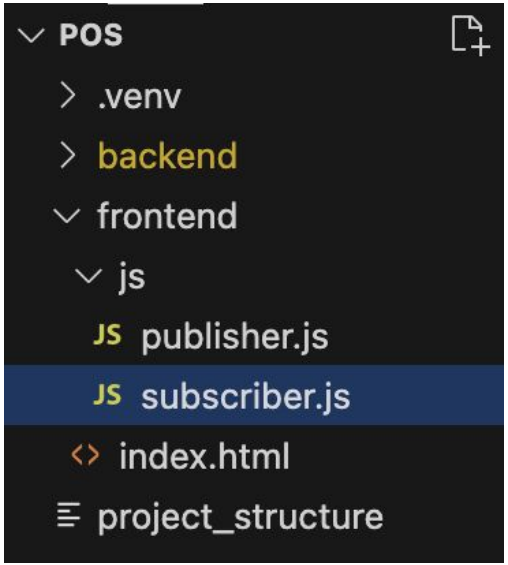
Submit Feedback

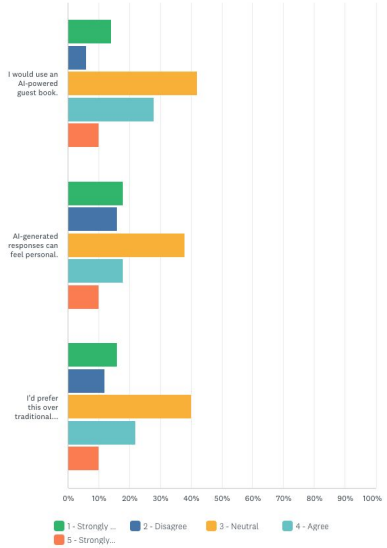
Sentiment Score:

0

Recommended Playlist:

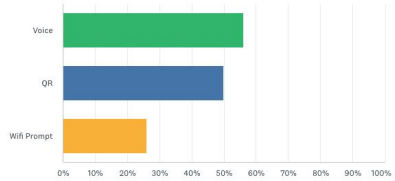
Load failed





What kind of feedback choice is of your interest? (Select all that apply)

Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Voice	56.00%	28
QR	50.00%	25
Wifi Prompt	26.00%	13
Total Respondents: 50		

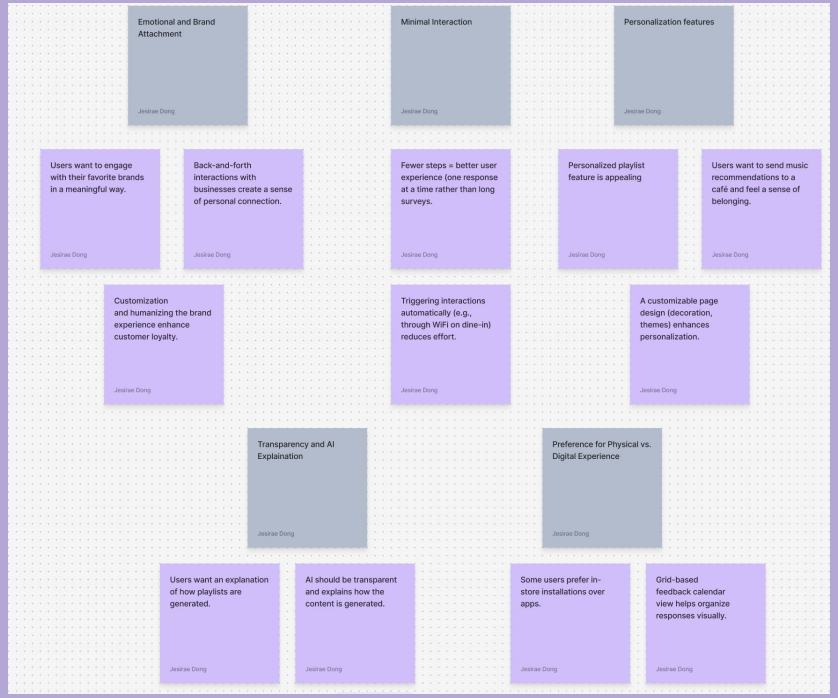
Customer Feedback

"I want to be able to chat with my favorite brands" - AI Chatbot Integration

"Concerned about AI-aided customer service and privacy" - Security and Interaction

"I want easy trigger such as voice and QR code to give feedback" - Onboarding

More ...



Physical Differentiation of The System In Stores

Transparent AI Explanation

Customised Brand Page and Interaction Style

Sentiment analysis results reward system

Thank You

And Q&A Time