

SMART APIANO FEEDBACK SERVICE

IoT Projekt

Supervisor: Dr. Christian Deckert

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Hermann Hollerith Zentrum Böblingen

Team:

Elias Hagemann

Karen Obernesser

Elke Rossmann

Tim Schütt

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Video

<https://ibm.box.com/s/ts1cgbarw6ol37zcef9v9s7trwloofq>

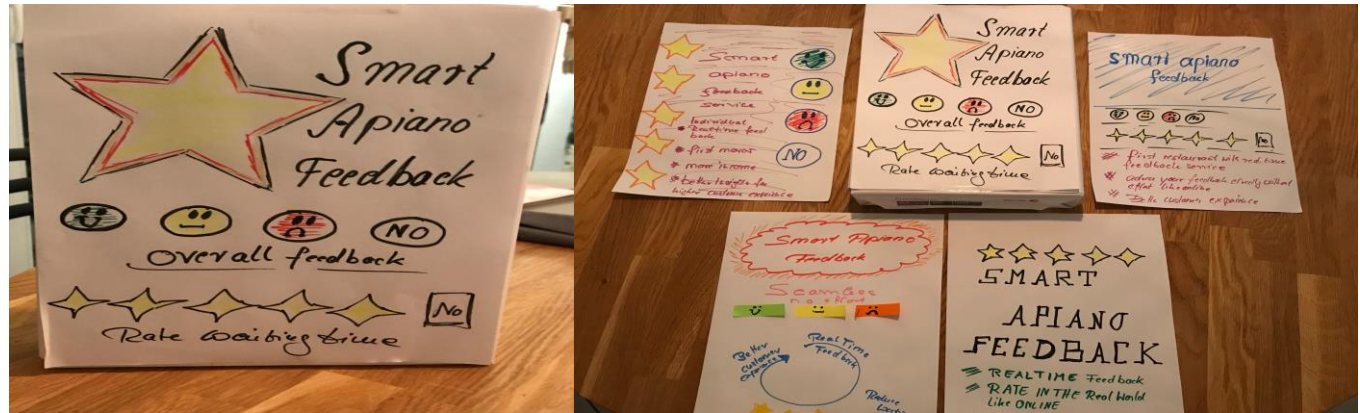
Projekt Idea

SMART APIANO FEEDBACK SERVICE



- Create a solution for an embedded feedback service for a self-service restaurant
- Use the existing Apiano Card to order food – additionally feedback is embedded in the regular process

Product Box



„Rate in the real world like online“

- # First restaurant with immediate and embedded feedback service.
- # Delivers Customer data from the real world like google analytics from a website.
- # Better and individual customer insights trigger better customer experience.
- # Better customer experience triggers higher income.

Demo:

„Star Slider“ at
food counter

<https://ibm.box.com/s/xn4iorpfz1sya7hhvsbqw2yqv8vr24fx>

Demo:

„Smiley Box“
at check-out

<https://ibm.box.com/s/wlle8czzegn5qze888iggn452pe2ajq>

Outcome

- Challenge to combine all three IoT principles (invisibility, manual overwrite, feedback) while avoiding media disruption.
- Many fancy feedback ideas were generated but not feasible.
- Field study: Fun times @ (V)Apiano
- App development in next iteration could enable the application of the Smart Apiano Feedback System to more restaurants / services.

Repository

<https://github.com/karemi/Piano>