

FixMyPhone Pop-Up

Mobile Repair Kiosk Network

Mission

Make everyday device repair simple and trustworthy. We run friendly, in-person kiosks and use a minimal, transparent chatbot to help capture requests and route questions responsibly.

What We Do (Services Offered)

- **In-person mobile repair at kiosks:** common issues like cracked screens, worn batteries, and charge-port problems handled by trained technicians.
- **Simple help via chat-bot:**
 - **Save a request** in our system using your *name*, *email*, and a short *description of the device issue* so the team has a clear, trackable ticket.
 - **Write down feedback questions** when your question is outside the chatbot's experience. It doesn't guess; it records the question for a human to review.

Unique Value Proposition

- **Clarity and trust:** you know exactly what the bot does and what it doesn't do.
- **Less friction up front:** a lightweight request (name, email, issue) is enough to get your need into the queue.
- **Responsible handoff:** unfamiliar or unusual questions are written down for human follow-up instead of risky guesses.
- **Privacy-aware by design:** we collect only what's needed to track the request; nothing extra.

Team (Fictional)

- **Maya Rahme, MBA — CEO:** multi-site retail operations and customer experience.
- **Karim Haddad, MEng — CTO:** systems that reliably capture requests and route feedback.
- **Leila Zain, CET — Repair Quality Lead:** technician training and kiosk operating standards.

How It Feels (Customer Snapshot)

Tell the bot who you are (name, email) and what's wrong with your device. It saves your request so a human can act on it. If you ask something the bot isn't trained for, it writes your question down for review and lets you know a person will look at it.

References

We align our simple flow with established guidance on (a) logging requests as tickets and (b) documenting out-of-scope questions and minimizing collected data:

- Atlassian: what a help desk does and how tickets are logged.
<https://www.atlassian.com/itsm/service-request-management/help-desk>

- NIST AI Risk Management Framework (AI RMF 1.0): governance and managed handling of AI risks (abstain/log patterns).
<https://www.nist.gov/itl/ai-risk-management-framework>
- NIST Privacy guidance (data minimization principles).
<https://www.nist.gov/privacy-framework>