

⚡ NEXT-GEN CUSTOMER SENTIMENT AUTOMATION

## Smart In-Store Feedback Ecosystem

Capture in-moment customer impressions directly at your checkout counter. Frictionless 4-step flow: Welcome Splash, 1-Touch Smileys, Customer Details, and Instant Thank You.

1. WELCOME SCREEN

ENG | HIN | GUJ ● Online



Welcome to  
**ElectroComps**

Help us serve you better

**Start Feedback** ★

⚡ Takes 15 Seconds

2. SMILEY RATING

Question 1/3 Progress

How was your overall experience today?

    

Terrible Poor Average Good Excellent

✔ 1-Touch Auto Advance

3. CUSTOMER INFO

Quick Details Progress

 Food  Speed  Staff

CUSTOMER NAME  
Rahul Sharma

MOBILE / CONTACT NO.  
+91 98765 43210

**Submit Feedback** ⚡

4. THANK YOU PAGE



**Thank You!**

Your feedback helps ElectroComps serve you better

**5.0** ★★★★★

🔄 Auto Reset in 5s



**4-in-1 Modalities**  
Tablet, Keypad, QR, TV



**< 1s Cloud Push**  
Live Telemetry & Sync



**100% Offline First**  
Zero Data Loss on Net Cut



**Real-Time Alerts**  
Instant Floor Escalation

### 3-IN-1 UNIFIED MODALITIES • IOT HARDWARE, KIOSK APP & CLOUD WEBSITE



#### IoT Button Clicker

Billing Counter & POS

IOT DEVICE

- **1-Click Instant Push:** 4 physical mechanical buttons (1★ - 4★) for sub-second customer rating.
- **Audio-Visual Feedback:** Built-in pleasant buzzer beep & multi-color LED confirm rating is counted.
- **WIFI ESP32 Telemetry:** Connects to store WiFi; pushes directly to cloud without needing an iPad/Tablet.
- **Heavy-Duty Acrylic:** Rugged counter enclosure with continuous 5V USB-C power supply.



#### Kiosk App & Table QR

Touchscreen & Mobile Web

APP & PWA

- **100% Offline-First PWA:** Local storage database prevents data loss during Wi-Fi or broadband cuts.
- **Trilingual Language Engine:** English, Hindi & Gujarati instant switch with zero page reloads.
- **Hardware MAC Security:** Locks tablet application to store device tokens to prevent misuse.
- **Contactless Dining QR:** Acrylic desk stands & thermal bill QR for instant guest smartphone review.



#### Cloud Web Cockpit

SuperAdmin & Management Portal

WEBSITE

- **Instant Floor Alerts:** Automatically notifies store managers on 1★ - 2★ poor reviews for immediate resolution.
- **4-Core KPI Executive Wall:** Live telemetry tracking Branches, Questions, Devices & Reviews.
- **Showroom Live TV Feed:** Auto-rotating 5-star gratitude wall on showroom TVs to build instant trust.
- **1-Click Excel / CSV Export:** Clean UTF-8 BOM formatted reports for accounting & audits.



#### Immediate Service Recovery & Retention

🔔 Manager Alert Engine

Protect your business reputation before customers leave. When a guest submits a 1★ or 2★ rating, the system triggers an immediate priority alert on the manager's dashboard so your floor team can address concerns on the spot.

#### 🔗 Executive Cockpit

• Live Sync

8

BRANCHES

12

QUESTIONS

18

DEVICES

14.8k

FEEDBACKS

📶 **IoT Protocol:** MQTT & HTTPS (< 800ms Cloud Push)

💾 **Offline Storage:** 10,000+ Local Buffer (0% Data Loss)

🔒 **Security:** MAC Device Token & 256-Bit SSL

🔌 **Power:** 5V Type-C / VESA Desktop Stand



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