Technical Disclosure Commons

January 06, 2016

PROVIDING RATINGS BASED ON WAIT-TIME FOR CUSTOMER SERVICE

Dean Kenneth Jackson

Daniel Klein

Follow this and additional works at: http://www.tdcommons.org/dpubs_series

PROVIDING RATINGS BASED ON WAIT-TIME FOR CUSTOMER SERVICE

ABSTRACT

A method for providing rank weighting based on wait-time for customer service in various places using software in a system is disclosed. The software application shows information of wait-time with a "current wait" indicator that gives an estimate based on many factors including geolocation, fine-grained geolocation, number of people in line to check-in/out, speed of service, etc. The advantages of using the method include time saving by selecting a restaurant or service provider that currently provides faster service, in addition to other factors.

BACKGROUND

It is common for a customer to want to know the wait-time for service in various places, such as restaurants etc. People come to estimate the wait-time of a place by their own prior experience or on information from other customers. Existing software applications allow search for nearby places for products available, for example, "Restaurants near customer" or "Pizzas near <location>". These applications show a picture of the place, star-based rating for the place based on customer review, and price range, but they lack information on wait-time to avail the service. Thus, there is need for an application showing proximity with the additional value of wait-time for service provided to customers based on location.

DESCRIPTION

The goal is to create a method for providing rank-wait based on wait-time for customer service in various places using software in a system. The software application shows information

of wait-time with a "current wait" indicator whose value is estimated based on many factors including geolocation, fine-grained geolocation, number of people in line to check-in/out, speed of service etc. The system can use this information to determine when individual users enter and leave an establishment, are seated, are on hold on the phone, etc. to determine individual wait times which are then aggregated for specific locations and made available to users wishing to learn about the specific locations. The system may be accessible on any device such as phone, computer, laptop etc.

Forexample, the system may indicate service providers offering carryout, and the software may show information such as a) wait-time until a customer can place an order, and/or b) wait-time until an order is delivered. The ratings may be for example, "no wait", "5 minute wait", "minimal wait", "30 minute wait", "unusually high wait" etc.

As another example, for a service provider offering carry-out with slower delivery of an item, the software may show "about an hour to get in and out" etc. In some instances, especially for frequently visited places, system may show "normal wait", "no wait", "long wait", etc. depending on the user history.

As another example, the wait-time may include the travel time to the place. Alternatively, the waiting and travel times may be displayed separately. In one instance, the rating system may not prompt display of wait-time in every search done by the user, but may be prompted by specific queries such as "pizza near me now", or preset conditions such as time since the previous meal or a scheduled time.

The wait-time may be displayed by a star rating in addition to any pre-existing star ratings for another factor: 4.5 stars, 4.7 stars right now (prompting as "no wait!"). Alternatively,

the wait-time may replace the normal stars: 4.7 stars right now (prompting as "no wait!"). The difference of 0.2 here may be a weighted difference between the wait at this place and the wait at other similar places. This may help the user to select a less crowded place. Alternatively, the software may judge or identify the personal preference for wait-time and may prompt only places with quick service period, for example. In some instances, the software may either add or subtract the star value in the rating based on updated performance of the service provider.

The application and system for providing rank weighting based on wait-time for customer service in various places using the method illustrated can be implemented with any existing map or geographical applications.

The advantages of using the method include time saving by selecting a restaurant or service provider for faster service in addition to other factors.