PATENT LICENSING PROPOSAL

SYSTEM AND METHOD FOR MANAGING A REQUEST FOR A SERVICE

(GRANTED PATENT NO.: 431358)

BACKGROUND OF THE INVENTION

- The present invention relates to a **system and method for managing requests from a user.**
- Conventionally, in service-providing industries such as hotels and restaurants, various applications are methods are available to place an order for a service to be availed, from a service provider or entity, by the user.
- **The user can place the order and the service provider process the service at its own convenience prior to reaching the user at the entity**. There appears to be no such facility or service in place that allows the user to place an order without booking a table in the restaurant.
- The user either has to book a table first and then he/she can place an order after actually reaching the restaurant. Also, after reaching the restaurant sometimes the food item delivered to the user is not hot or sometimes it is not even prepared. This sometimes is very annoying for the user and is not desirable. There is, therefore, a need for a system and method for managing requests for service from a user, which is free from the above-discussed problems.
- Companies like Flipkart and Amazon can use this way to execute their orders efficiently and facilitate to share the delivery person location to the customer and vice versa, this helps in to get aware about the delivery person location and delivery point to both customer and delivery boy to get on time execution.
- Additionally, the system will send alert to the delivery person, in case there is any change in location of the delivery point of the customer, on which, a nominal charges can be add-on in case the delivery location away from the first location to second location.

BRIEF DESCRIPTION

- The invention relates to a **request management system**.
- The system is configured to, upon detection of the location of a user, transmit a first information to the user. The first information pertains to a plurality of entities located within a pre-defined distance from the detected location of the user.
- **Receive,** based on the first information, from the user a second information pertaining to **a request for a service** to avail at an entity of the plurality of entities.
- **Track**, after receiving the second information, **the location of the user**, to determine if a current location of the user has reached within a first distance from the entity.
- **Transmit**, based on the determination, **to the entity a set of signals to notify the entity regarding the user is within the first distance from the entity.**

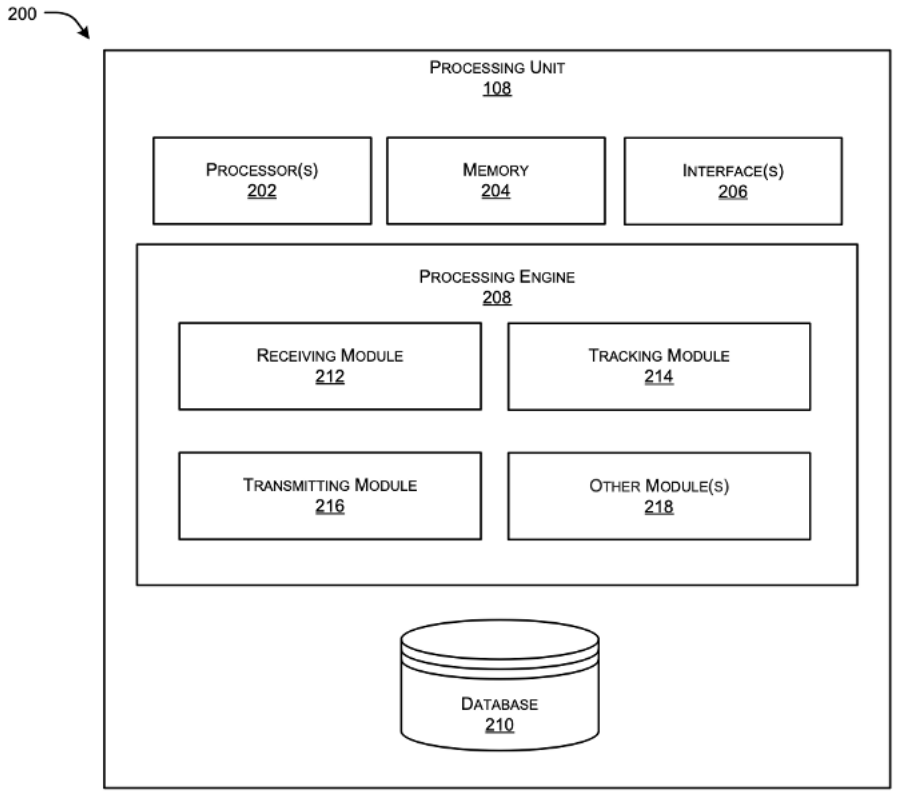
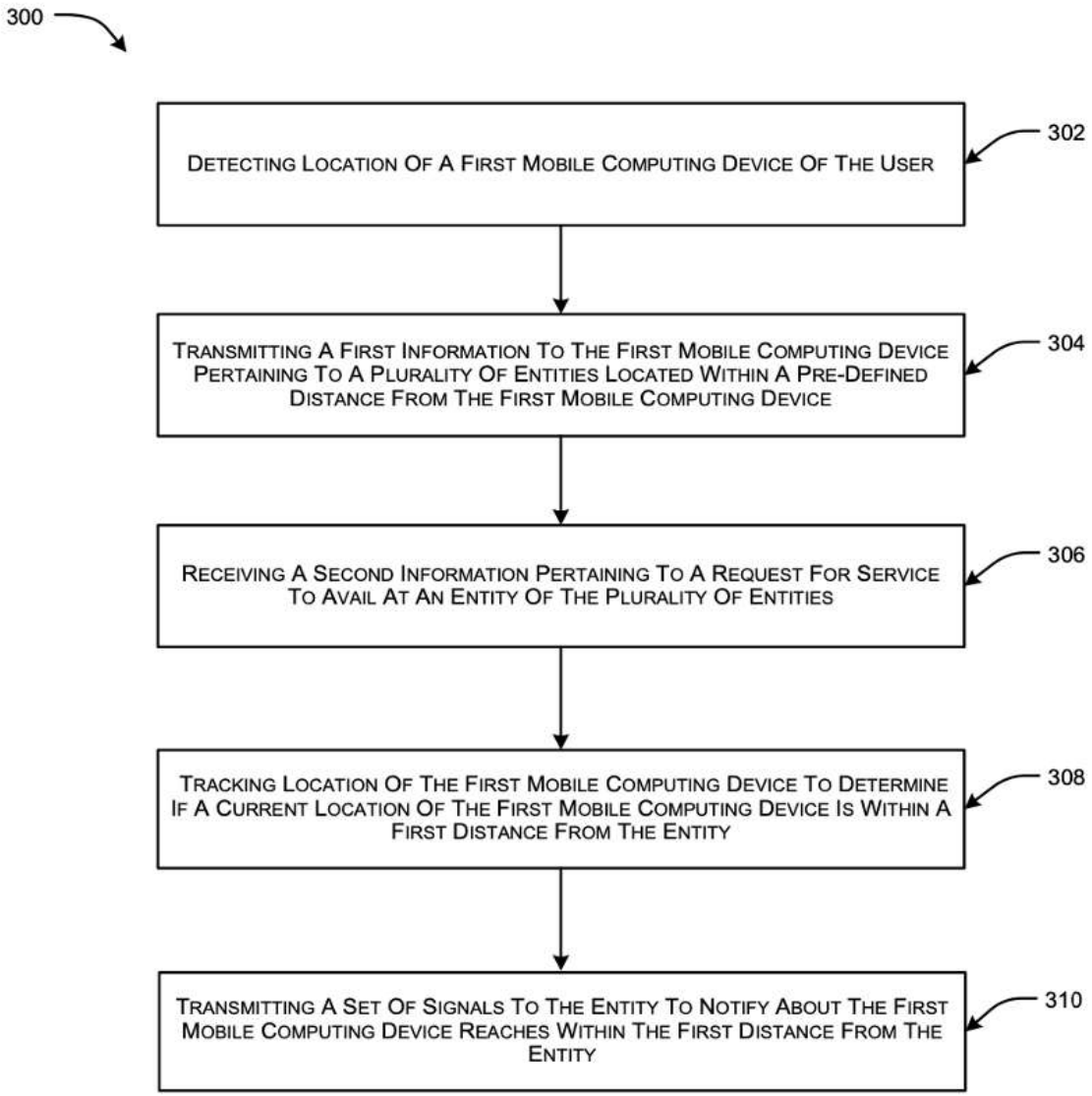


Fig. 1

Fig: 2

An exemplary method for managing a request from a user, in accordance with an embodiment of the invention



APPLICATION- EXAMPLE 1

- The system can be used for **Pre-ordering food at a restaurant.**
- The user places a request for a food item from a distance of 10 km (pre-defined distance) away from the restaurant. Thereafter, the user confirms the ordered food item and once the confirmation is received, the **system tracks the user's location** to determine if they have reached within a distance of 2 km (first distance) from the restaurant.
- When the user is within 2 km of the restaurant, the **system alerts the restaurant owne**r (authorized person) about the user's arrival. The owner is then able to instruct their chef to start preparing the ordered food item. This ensures that the user's food is not cold and reduces waiting time.
- Once the user enters the restaurant, they can find a vacant table and **scan the table's barcode**. The identification of the table is transmitted to the restaurant owner through a second mobile computing device. The restaurant owner then delivers the prepared food item directly to the table where the user is seated.

APPLICATION- EXAMPLE II

- Proposed system can be used by a food delivery app or an e-commerce entity for delivering orders**.**
- A user places a request for an item from the e-commerce entity, wherein once the order is confirmed, and the payment process has been completed successfully, delivering process can **add on this feature to upgrade the delivery process**.
- Customer can get live location of the delivery person and **be ready to take the orders** at their convenience.
- Delivery person can also get **snooze in case of any change in delivery location** of the customer. Like in case of 5 km change in the delivery location of the customer, delivery person can get an update about change in location and deliver order **at second location in an efficient manner**.
- Customer will get all **system alerts of** delivery person arrival. Similarly, delivery person gets alerts in case of **any change in customer location** for delivering the order.

APPLICATION – EXAMPLE III

- Proposed system can be used for **booking a hotel room.** User **requests** to book a room from an approximate distance of 100 km (pre-defined distance) away from the hotel.
- The user then confirms the booking and after receiving such confirmation, the **system tracks the user's location** to determine if they have reached within a distance of 20 km (first distance) from the hotel.
- When the user is within 20 km of the hotel, the **system alerts the hotel owner** (authorized person) about the user's imminent arrival. The owner can then instruct their staff to prepare the booked room, ensuring that it is ready for the user and not occupied due to late checkouts.
- Once the user enters the hotel, they can **go to the designated counter and scan its barcode**. Identification of counter is transmitted to the hotel owner through a **second mobile computing device.** Owner can then personally greet the user at the counter, and hand over the keys to the booked room, providing a welcoming experience.

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