

CLAIMS

What is claimed is:

1. A chatbot check-in platform (100) for checking for salon services through a salon application, comprising:

a salon application (104) associated with a messenger chatbot (102), wherein the salon application is configured for a user to make a request for an appointment for a salon service via the messenger chatbot;

an application assistant (106) comprising a first booking engine (116), a salon location finder (108) and an intent analyzer (110), wherein the application assistant (106) is in communication with the salon application (104) for finding a salon nearby the user, the intent analyzer (110) is configured to decipher the user's request to find a salon matching the user's request;

a first salon services API (114) in communication with the intent analyzer (110) for finding at least one matching salon for the user's request and wherein the intent analyzer is in communication with the salon location finder (108) which is configured to find a location of a salon matched by the first salon services API (114) and return to the intent analyzer (110) one or more candidate salons and the intent analyzer (110) is configured to communicate with the first booking engine (116);

a gateway API (122), located on a serverless backend system (120) and in communication with the first booking engine (116), wherein the gateway API (122) is configured to control data throttling to handle the user's request and to create a cache having a defined size, data structure and forward and backward linkings for the request and time-to-live of data; and

a second booking engine (124) in communication with the gateway API (122), wherein the second booking engine (124) is located on the serverless backend system (120) responding to the request and is configured to communicate with a dynamic database (134) configured to provision resources only when requested for storing the salon service and time.

2. A chatbot check-in platform (100) for checking for salon services through a salon application according to claim 1, further comprising a pay service in communication with the salon application.
3. A chatbot check-in platform (100) for checking for salon services through a salon application according to claim 1, further comprising a demand generation platform in communication with the salon application.
4. A chatbot check-in platform (100) for checking for salon services through a salon application according to claim 1, wherein a second salon services API (136) in communication with the second booking engine keeps updated information of a plurality of salons including real-time availability, an available service provider and/or a specialty of a salon.
5. A chatbot check-in platform (100) for checking for salon services through a salon application according to claim 4, wherein the salon application resides on a user device.
6. A chatbot check-in platform (100) for checking for salon services through a salon application according to claim 1, wherein the salon application executes on the serverless backend system.
7. A chatbot check-in platform (100) for checking for salon services through a salon application according to claim 1, further comprising a map API (112) in communication with the salon application (104).