(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization
International Bureau

(43) International Publication Date
25 June 2020 (25.06.2020)

WIPO | PCT

(10) International Publication Number
WO 2020/132538 A1

(51) International Patent Classification:
G06Q 10/02 (2012.01)

(21) International Application Number:
PCT/US2019/068003

(22) International Filing Date:
20 December 2019 (20.12.2019)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
62/784,048 21 December 2018 (21.12.2018) US
16/420,700 23 May 2019 (23.05.2019) US

(71) Applicant: **FREMONT SOFTWARE, LLC** [US/US]; 7201 Metro Boulevard, Minneapolis, MN 55439 (US).

(72) Inventor: **KAPADIA, Chaitanya**; 34317 Myrtle Lane, Union City, CA 94587 (US).

(74) Agent: **SWENSON, Erik**; Carlson, Caspers, Vandenburgh & Lindquist, P.A., 225 S. Sixth Street, Suite 4200, Minneapolis, MN 55402 (US).

(81) Designated States *(unless otherwise indicated, for every kind of national protection available)*: AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BN, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DJ, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IR, IS, JO, JP, KE, KG, KH, KN, KP, KR, KW, KZ, LA, LC, LK, LR, LS, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PA, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SA, SC, SD, SE, SG, SK, SL, SM, ST, SV, SY, TH, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.

(84) Designated States *(unless otherwise indicated, for every kind of regional protection available)*: ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, ST, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, RU, TJ, TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, KM, ML, MR, NE, SN, TD, TG).

Published:
— *with international search report (Art. 21(3))*
— *with amended claims (Art. 19(1))*

(54) **Title:** CHECKINS FOR SERVICES FROM A MESSENGER CHATBOT

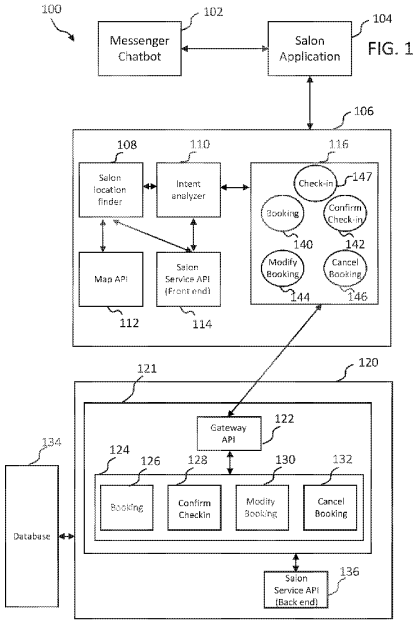

FIG. 1

(57) **Abstract:** A chatbot check-in platform includes a salon application associated with a messenger chatbot, wherein a user requests via the chatbot an appointment for a salon service. The platform includes a location service in communication with the salon application for finding a salon nearby a user; a salon services API in communication with the salon application for finding a requested salon service and time for appointment for the salon; and a database interface responding to a request for making an appointment with the salon. A method of using a chatbot check-in platform includes instructions, when executed by a processor, that cause the processor to execute actions including: receiving, by a first processor, a request received via an associated messenger chatbot for booking an appointment for a service provided by a salon, wherein the first processor is a processor of a device, the device includes machine readable memory accessible by the first processor; finding a salon and service, by the first processor in response the request; prompting, by the first processor, a booking for the salon and service via an associated chatbot; and upon receiving, by the first processor, a confirmation from the user via the chatbot, booking the salon and service.

WO 2020/132538 A1