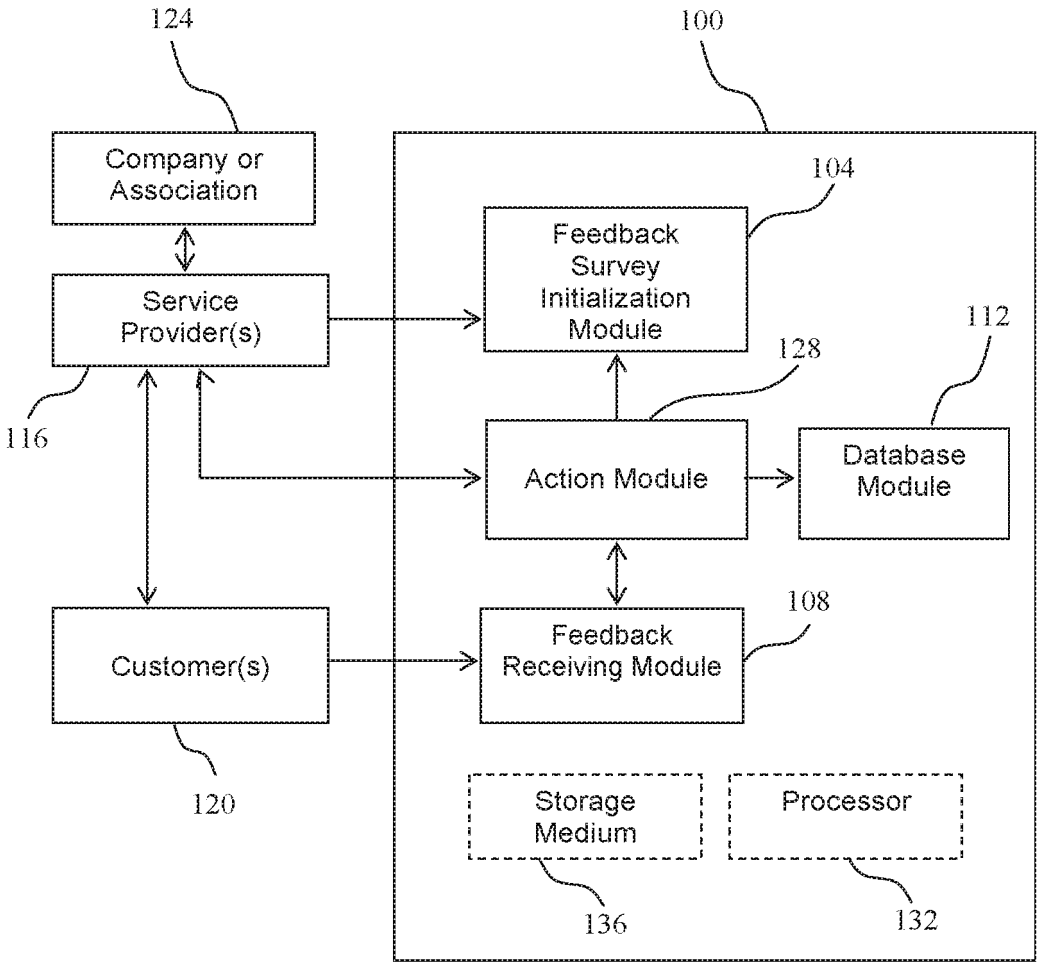

124
100
Company or Association
104
Feedback Survey Initialization Module
Service Provider(s)
112
128
116
Action Module
Database Module
108
Customer(s)
Feedback Receiving Module
120
Storage Medium
Processor
136
132

FIG. 1

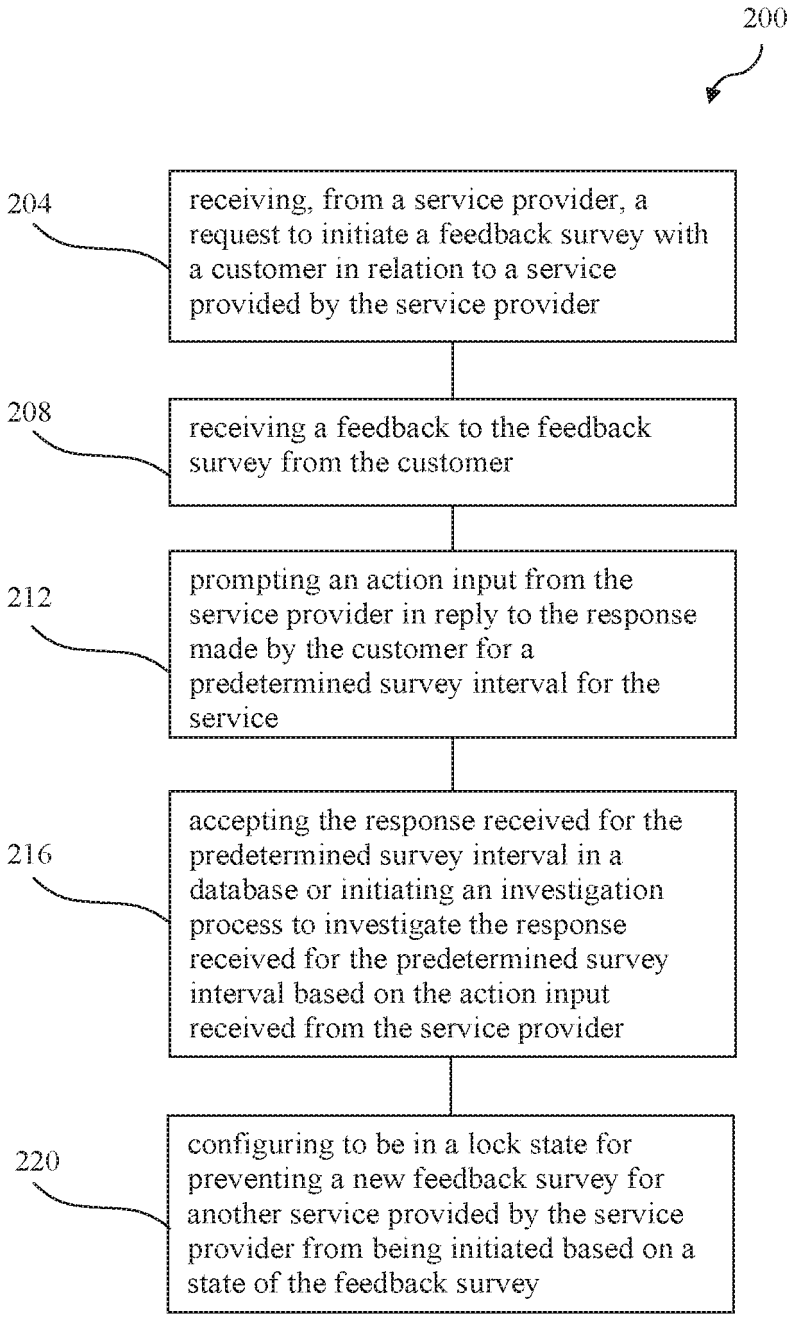

200
204
receiving, from a service provider, a request to initiate a feedback survey with a customer in relation to a service provided by the service provider
208
receiving a feedback to the feedback survey from the customer
212
prompting an action input from the service provider in reply to the response made by the customer for a predetermined survey interval for the service
216
accepting the response received for the predetermined survey interval in a database or initiating an investigation process to investigate the response received for the predetermined survey interval based on the action input received from the service provider
220
configuring to be in a lock state for preventing a new feedback survey for another service provided by the service provider from being initiated based on a state of the feedback survey

FIG. 2

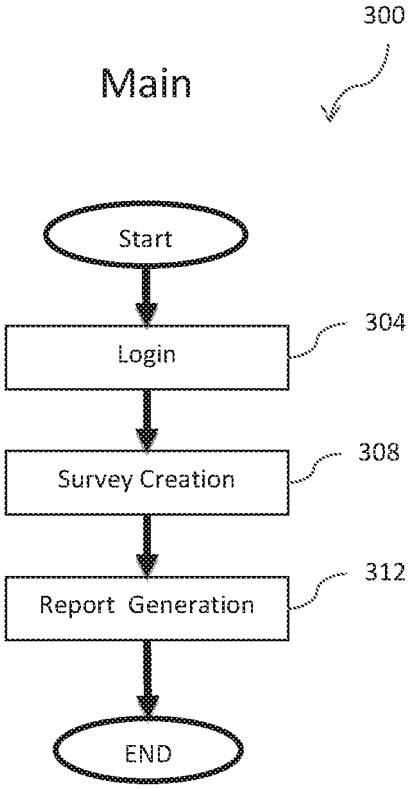

300
Main
Start
Login
304
Survey Creation
308
Report Generation
312
END

FIG 3

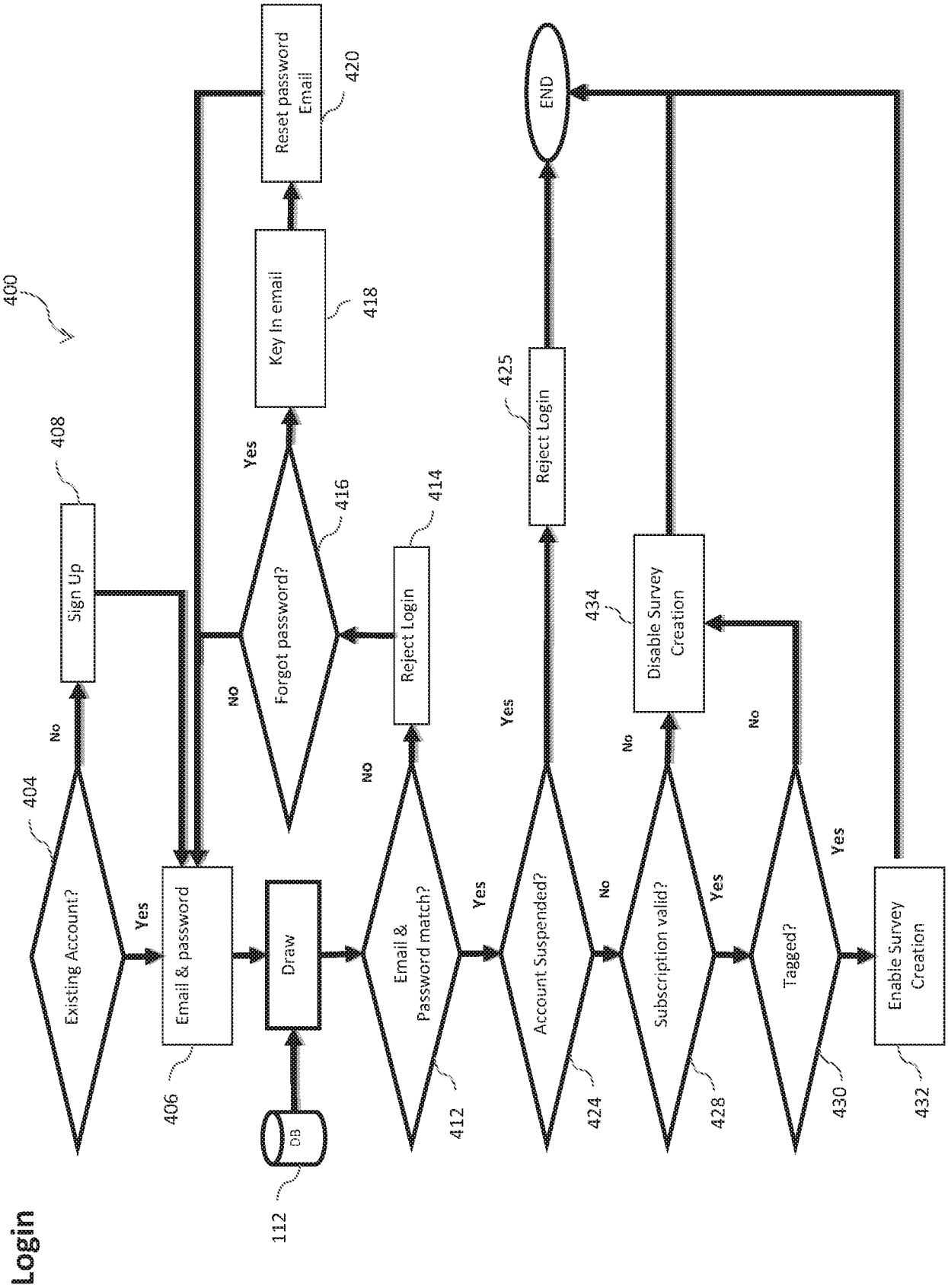

Login
400
Existing Account?
404
No
Yes
Sign Up
408
Email & password
406
Draw
DB
112
Email & Password match?
412
NO
Yes
Reject Login
414
Forgot password?
416
NO
Yes
Key In email
418
Reset password Email
420
Account Suspended?
424
Yes
Reject Login
425
END
Subscription valid?
428
No
Yes
Disable Survey Creation
434
Tagged?
430
No
Yes
Enable Survey Creation
432

FIG 4

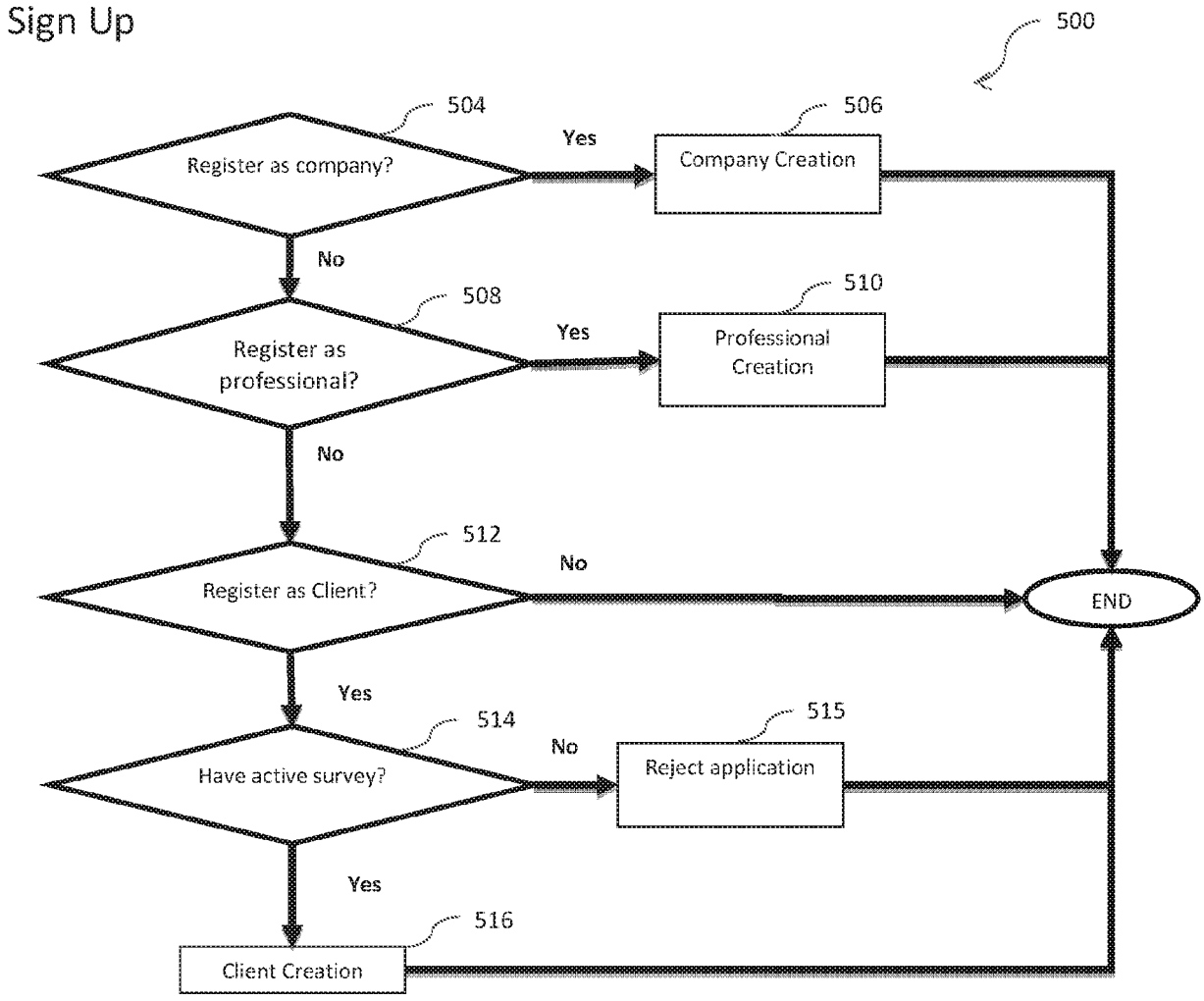

Sign Up
500
504
Register as company?
Yes
506
Company Creation
No
508
Register as professional?
Yes
510
Professional Creation
No
512
Register as Client?
No
END
Yes
514
Have active survey?
No
515
Reject application
Yes
516
Client Creation

FIG 5

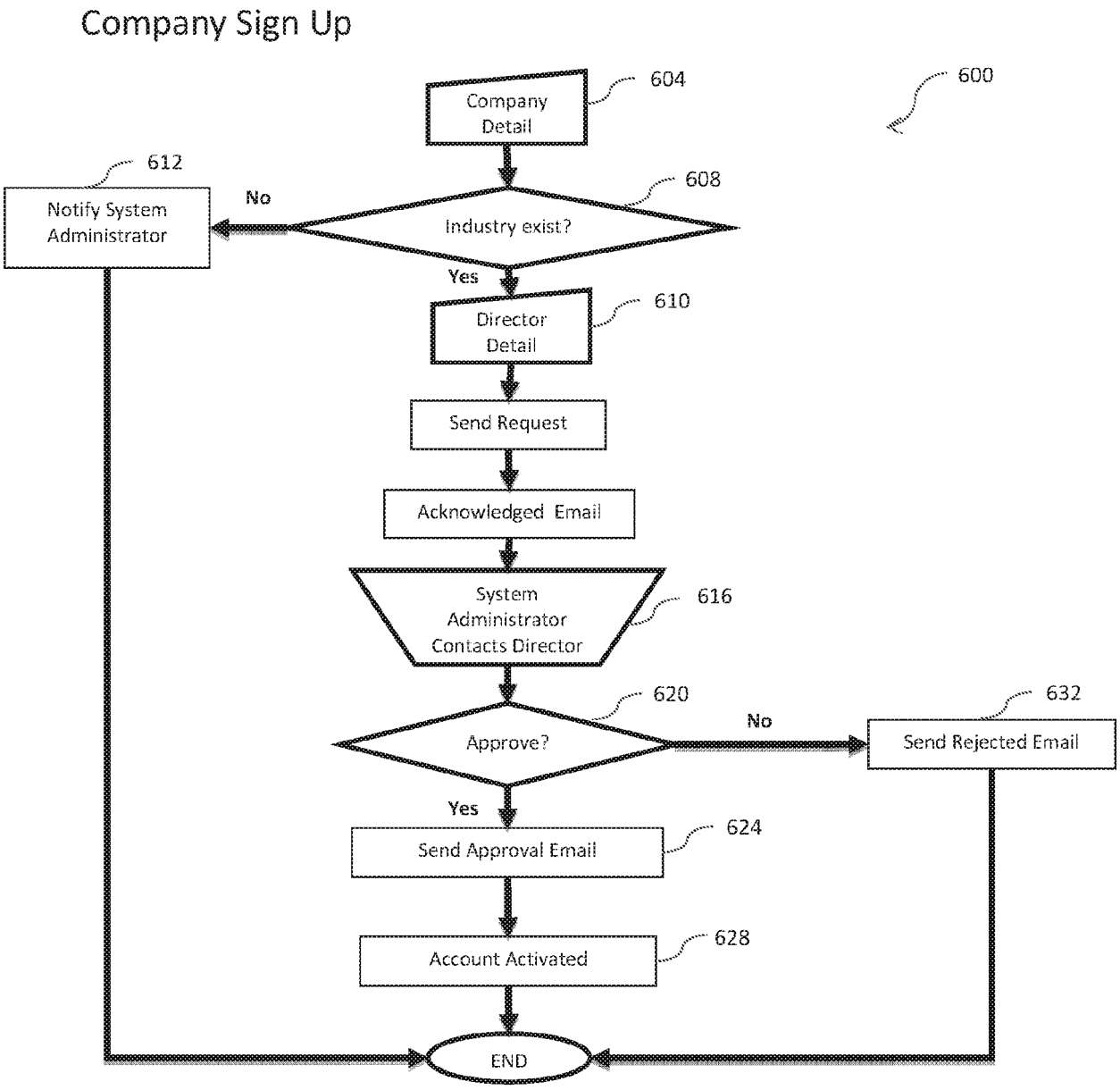

Company Sign Up
600
Company Detail
604
Industry exist?
608
No
Notify System Administrator
612
Yes
Director Detail
610
Send Request
Acknowledged Email
System Administrator Contacts Director
616
Approve?
620
No
Send Rejected Email
632
Yes
Send Approval Email
624
Account Activated
628
END

FIG 6

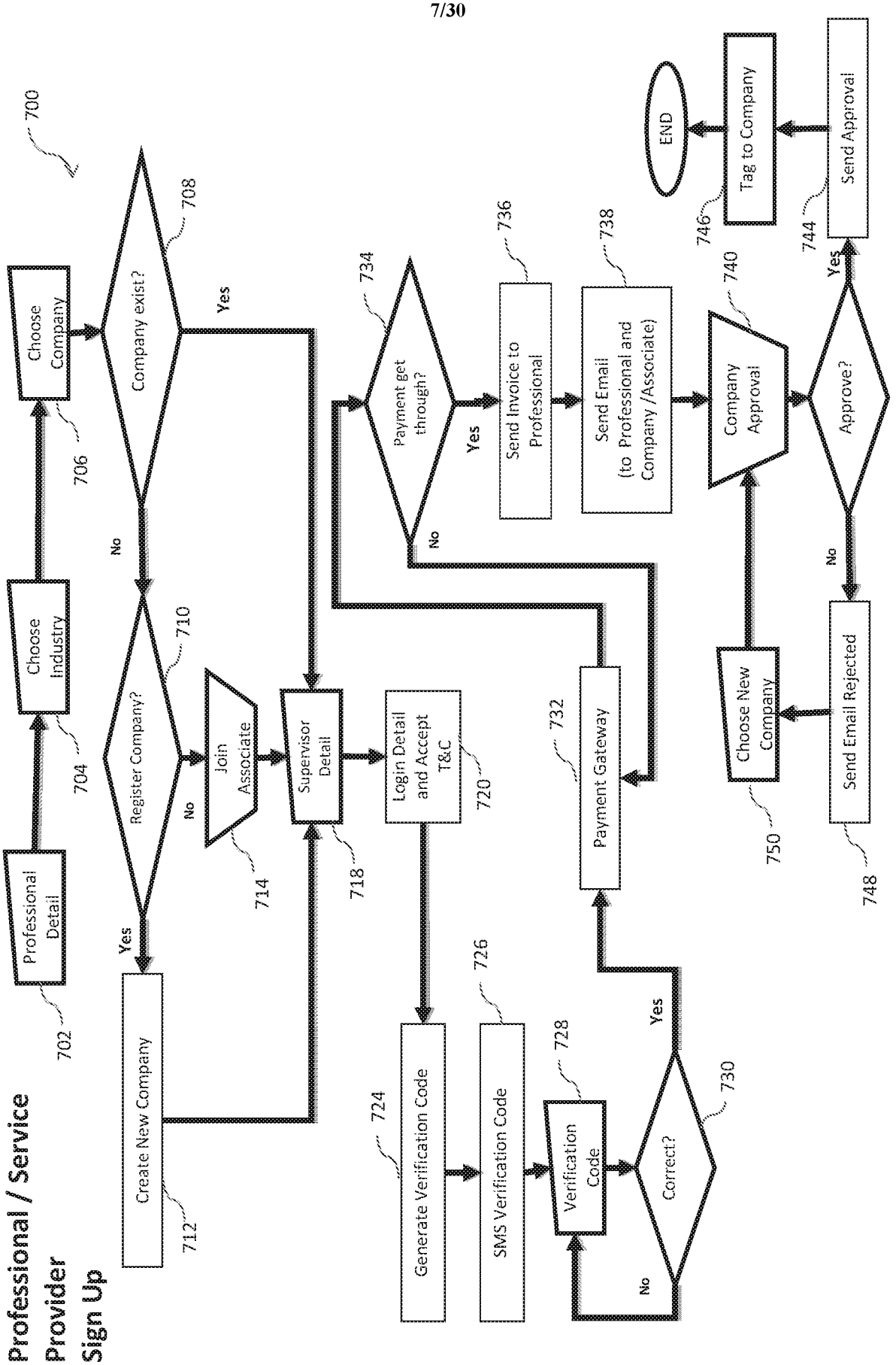

Professional / Service Provider Sign Up
700
Professional Detail
702
Choose Industry
704
Choose Company
706
Company exist?
708
Yes
No
Register Company?
710
Yes
No
Create New Company
712
Join Associate
714
Supervisor Detail
718
Login Detail and Accept T&C
720
Payment Gateway
732
Payment get through?
734
Yes
No
Send Invoice to Professional
736
Send Email (to Professional and Company /Associate)
738
Company Approval
740
Approve?
Yes
No
Send Approval
744
Tag to Company
746
END
Send Email Rejected
748
Choose New Company
750
Generate Verification Code
724
SMS Verification Code
726
Verification Code
728
Correct?
730
Yes
No

FIG 7

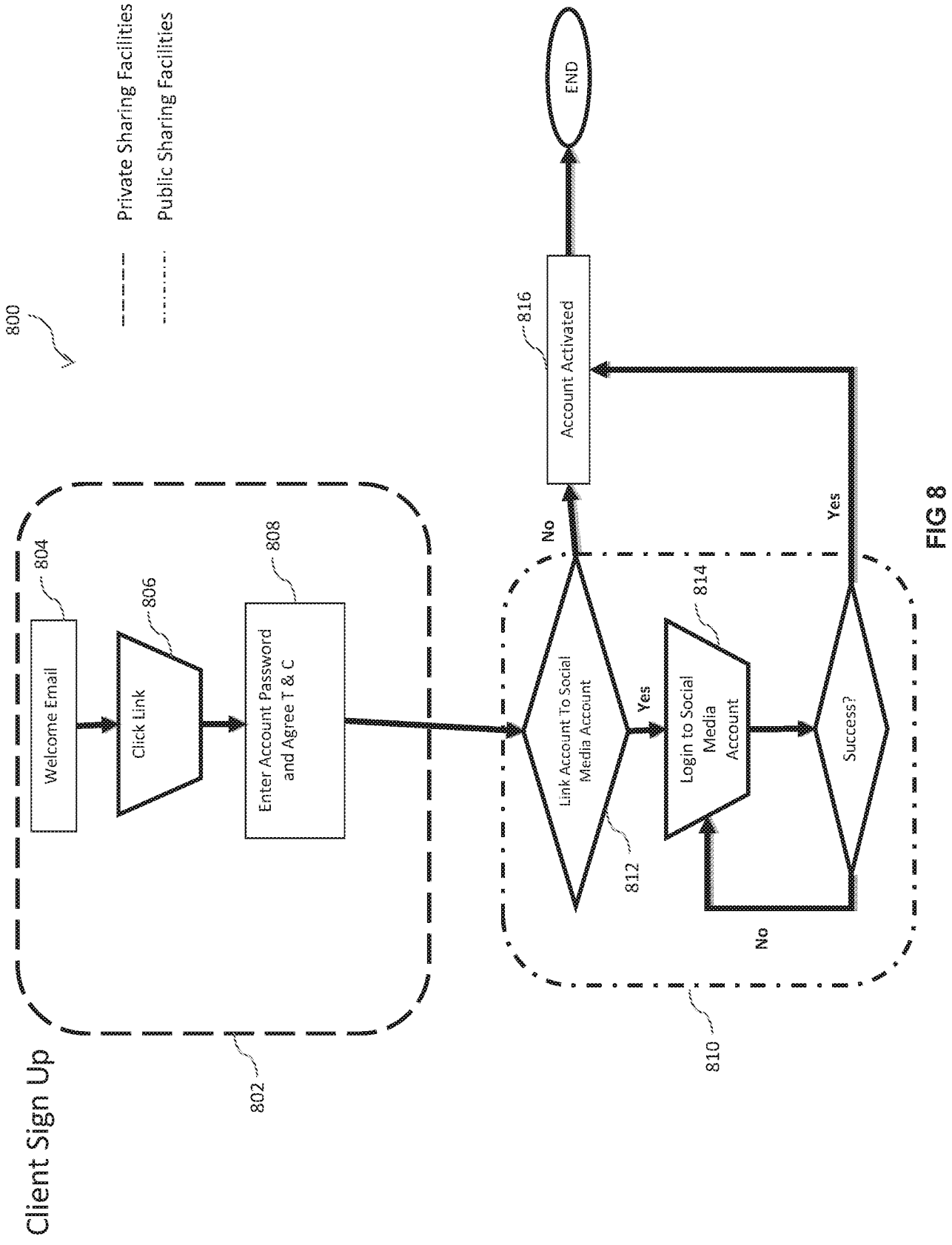

800
Private Sharing Facilities
Public Sharing Facilities
Client Sign Up
802
Welcome Email
804
Click Link
806
Enter Account Password and Agree T & C
808
Link Account To Social Media Account
812
No
Yes
Login to Social Media Account
814
Success?
No
Yes
810
Account Activated
816
END

FIG 8

900

Dear Mr Anh Han,

Thank you for using the ABC survey facilities brought to you by XYZ

ABC is a platform established to help you share your experiences of the service professional serving you with their company and the industry leaders for the purpose of improving professional services.

You are receiving this email notification and SMS because your service provider has placed your details with us, with your permission, to enable you to register your service experience with us. ABC is an independent active surveying system, developed to assists service professionals to identify areas of improvement to advance their professionalism, at the same time providing you with a platform to share your personal experience with your friends and their associates to thank and encourage service providers to press on to deliver the best possible services.

You will be receiving a report dedicated to you via email, or a requested hard copy from your service provider, with his/her performance history registered with ABC after you have responded to our first survey. A total of three surveys will be sent to you via SMS at each service interval. You may opt out of the survey by replying with a zero ('0') when you receive any of our SMS request.

1. **Register your initial impression right after the appointment of your professional**

   This is to capture the highs and lows of client's expectations set by your professional.

2. **Register your comfort levels during your engagement during the delivery of service**

   This is to enable client to provide compliments (or kudos!) or to raise necessary attention about the service professional and the company they represent.

3. **Register your overall experience upon the completion of service**

   This is to measure your total satisfaction experience.

XYZ is privileged to work with closely you. The experiences you share with us will help raise the standards of the service industry and provide the recognition to exemplary service professionals so that they are empowered to carry on providing more memorable services experiences to you and others.

Please user the URL to "login" @ ABC with your Facebook to help share your experience and follow us for our updates. Find out more about ABC 's Terms and Conditions at www.ABC.com

Create your account through: 904

[redacted]

or 908

using just your email address

FIG 9A

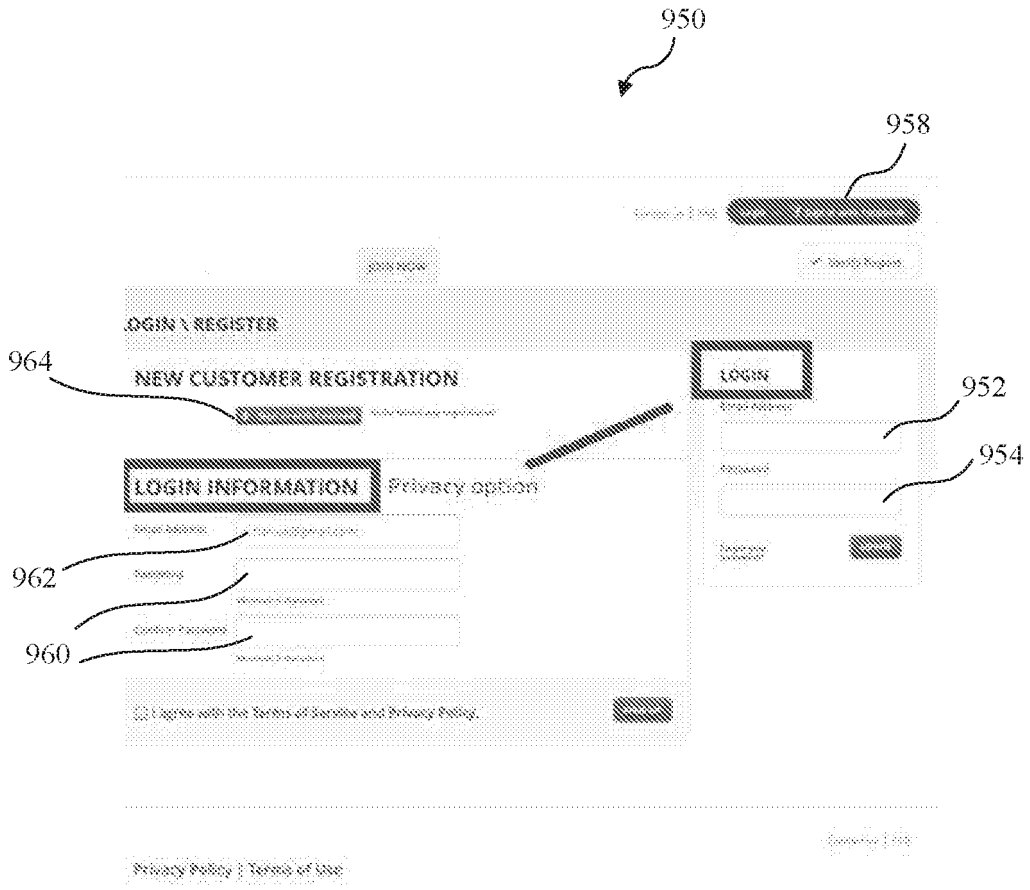

950
958
LOGIN \ REGISTER
964
NEW CUSTOMER REGISTRATION
LOGIN
952
954
LOGIN INFORMATION
Privacy option
962
960

FIG 9B

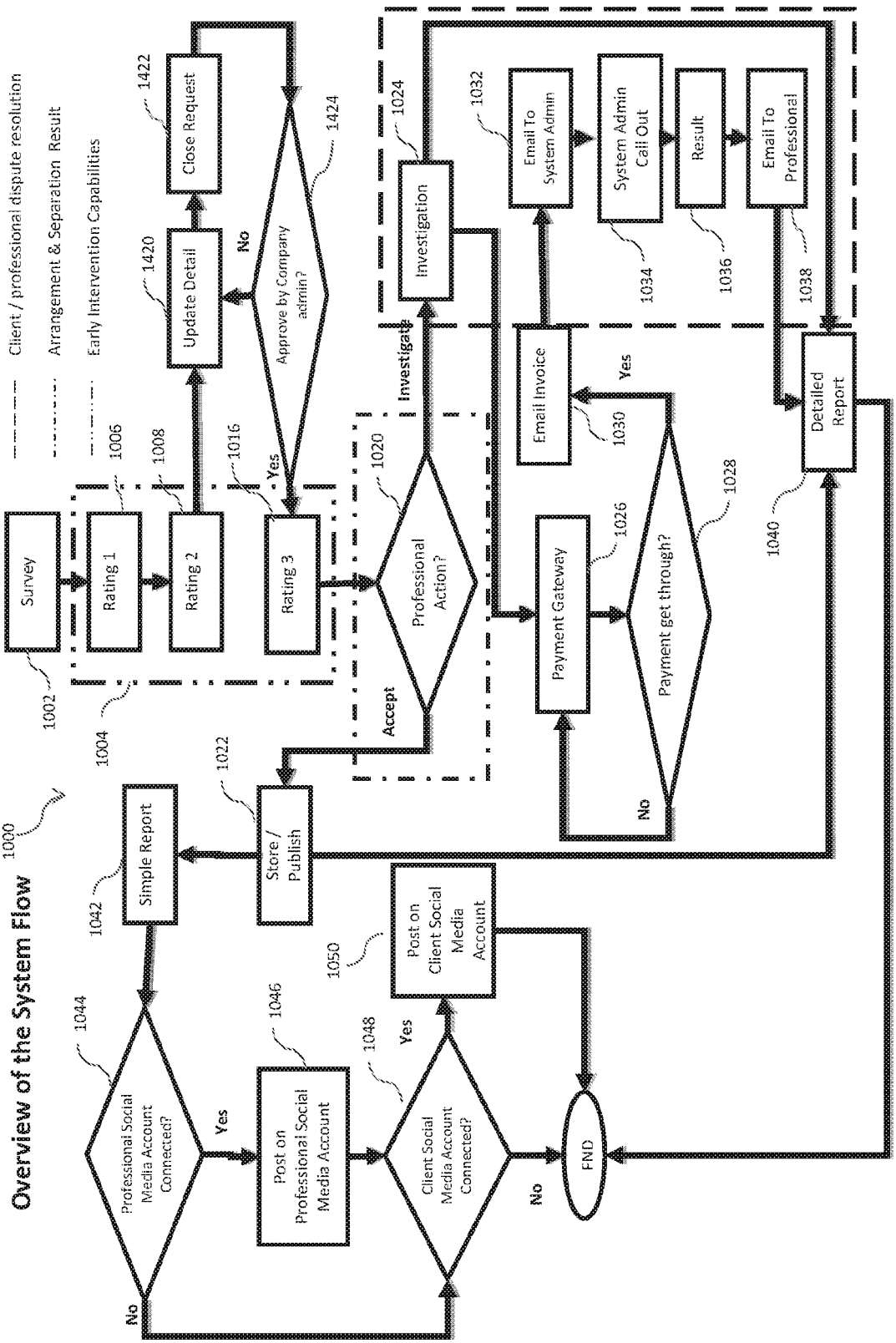

Overview of the System Flow
1000
Client / professional dispute resolution
Arrangement & Separation Result
Early Intervention Capabilities
Survey
1002
Rating 1
1004
1006
Rating 2
1008
Rating 3
1016
Yes
No
Approve by Company admin?
1424
Close Request
1422
Update Detail
1420
Professional Action?
1020
Accept
Investigate
Investigation
1024
Email To System Admin
1032
System Admin Call Out
1034
Result
1036
Email To Professional
1038
Email Invoice
1030
Payment Gateway
1026
Payment get through?
1028
Yes
No
Detailed Report
1040
Store / Publish
1022
Simple Report
1042
Post on Client Social Media Account
1050
Professional Social Media Account Connected?
1044
Yes
No
Post on Professional Social Media Account
1046
Client Social Media Account Connected?
1048
Yes
No
END

FIG 10

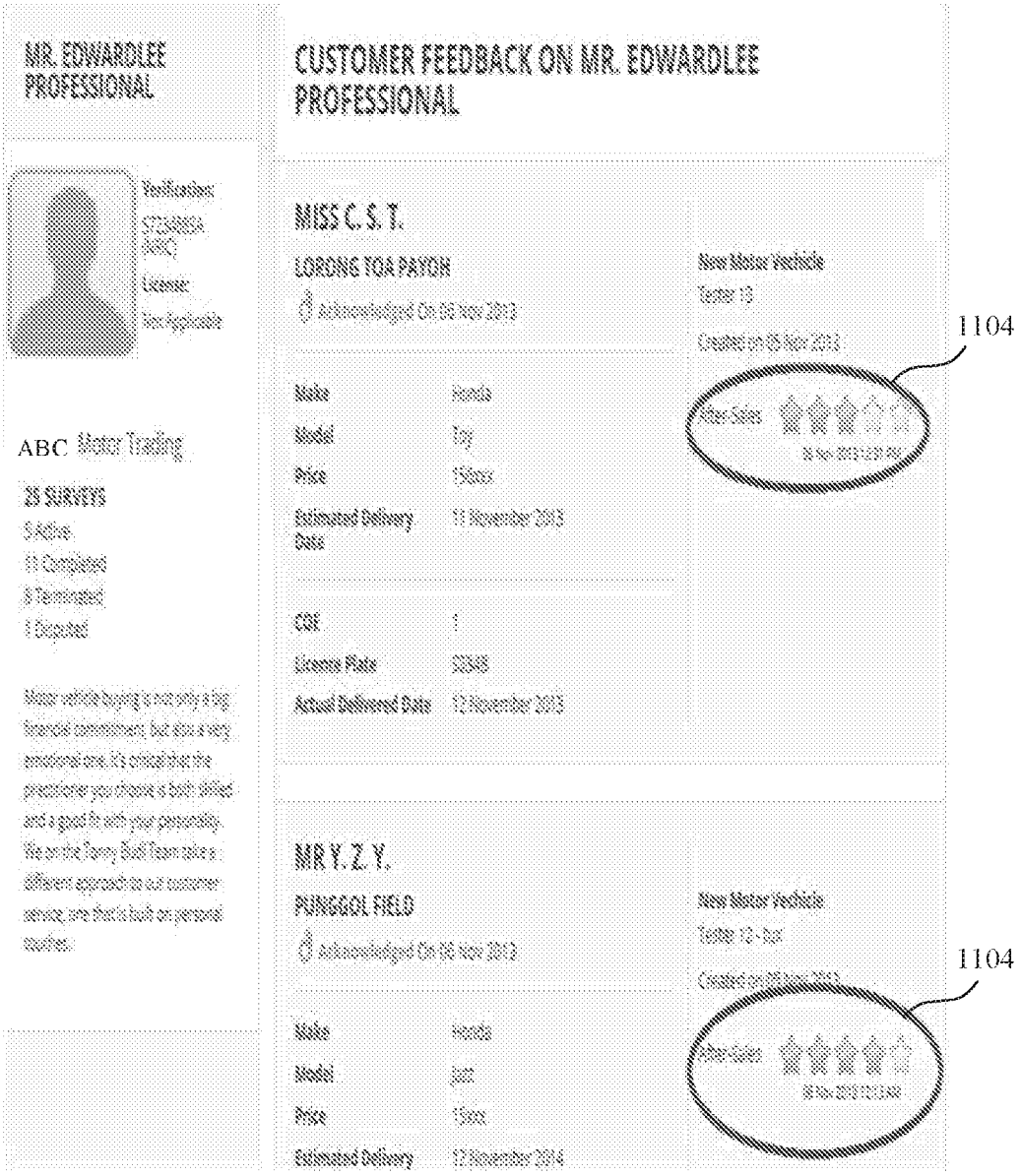

MR. EDWARDLEE PROFESSIONAL
CUSTOMER FEEDBACK ON MR. EDWARDLEE PROFESSIONAL
ABC Motor Trading
25 SURVEYS
5 Active
15 Completed
5 Terminated
1 Disputed
MISS C. S. T.
LORONG TOA PAYOH
New Motor Vehicle
Make
Model
Price
Estimated Delivery Date
CDE
License Plate
Actual Delivered Date
1104
MR Y. Z. Y.
PUNGGOL FIELD
New Motor Vehicle
Make
Model
Price
Estimated Delivery
1104

FIG 11A


MR. EDWARDLEE
PROFESSIONAL
CUSTOMER FEEDBACK ON MR. EDWARDLEE
PROFESSIONAL
MR Y. Z. Y.
PUNGGOL FIELD
ABC
1108
1112
1104

FIG 11B

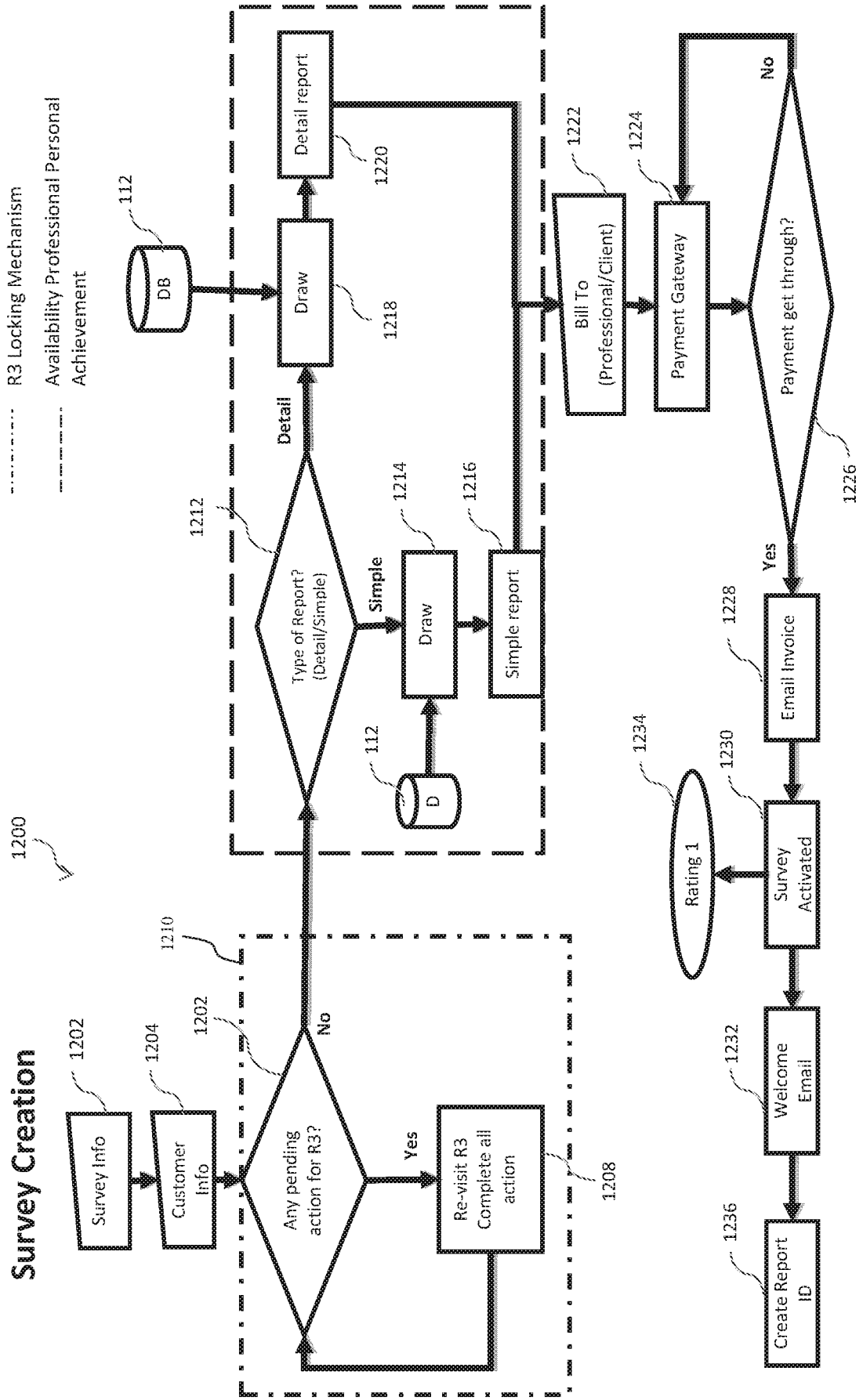

R3 Locking Mechanism
Availability Professional Personal
Achievement
Survey Creation
1200
1202
Survey Info
1204
Customer Info
1202
Any pending action for R3?
No
Yes
Re-visit R3 Complete all action
1208
1210
1212
Type of Report? (Detail/Simple)
Detail
Simple
1214
Draw
1216
Simple report
112
D
112
DB
Draw
1218
Detail report
1220
1222
Bill To (Professional/Client)
1224
Payment Gateway
Payment get through?
No
Yes
1226
1228
Email Invoice
1230
Survey Activated
1234
Rating 1
1232
Welcome Email
1236
Create Report ID

FIG 12

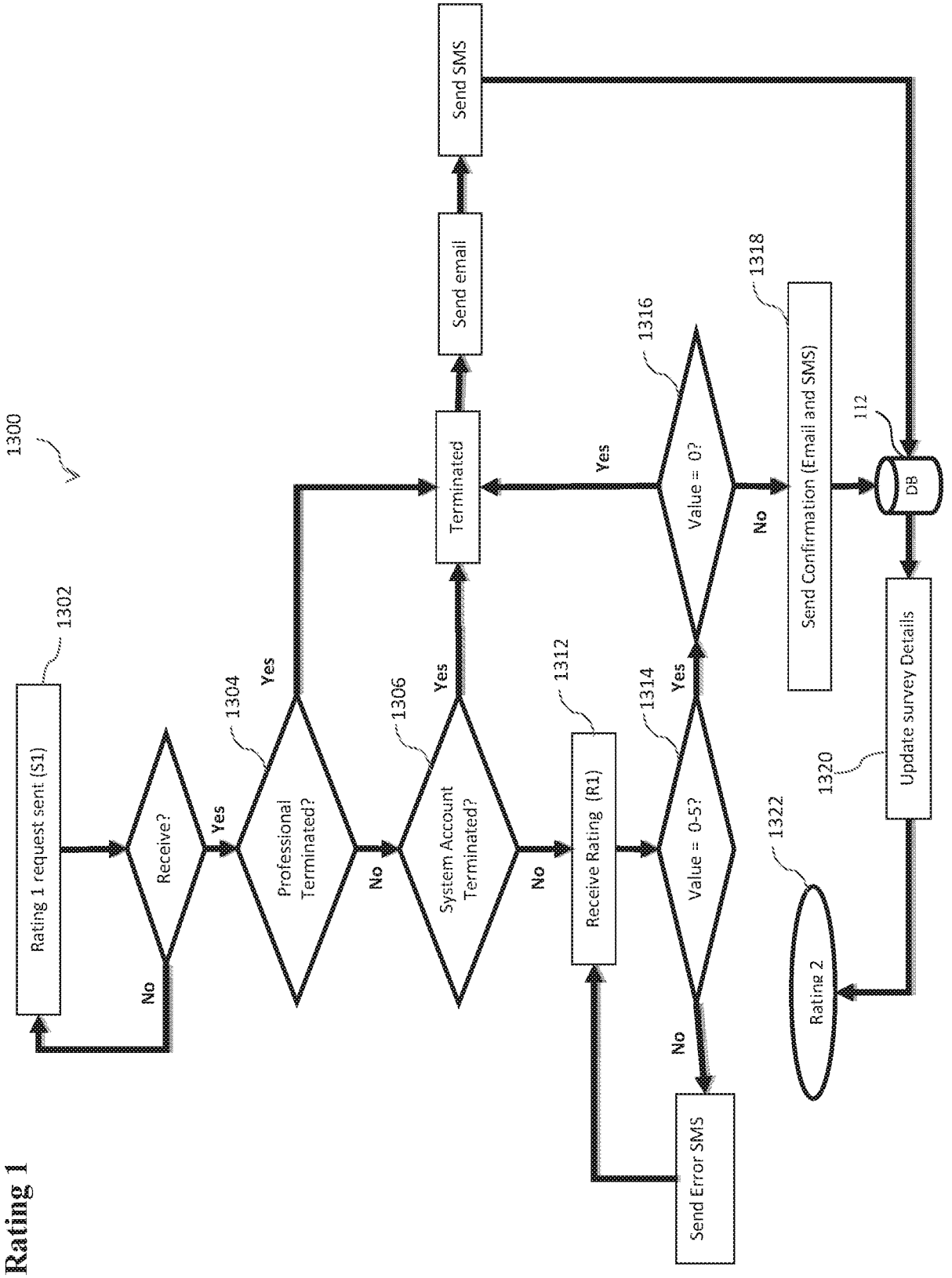

Rating 1
1300
Rating 1 request sent (S1)
1302
Receive?
Yes
No
Professional Terminated?
1304
Yes
No
System Account Terminated?
1306
Yes
No
Receive Rating (R1)
1312
Value = 0-5?
1314
Yes
No
Value = 0?
1316
Yes
No
Send Error SMS
Terminated
Send email
Send SMS
Send Confirmation (Email and SMS)
1318
DB
112
Update survey Details
1320
Rating 2
1322

FIG 13A

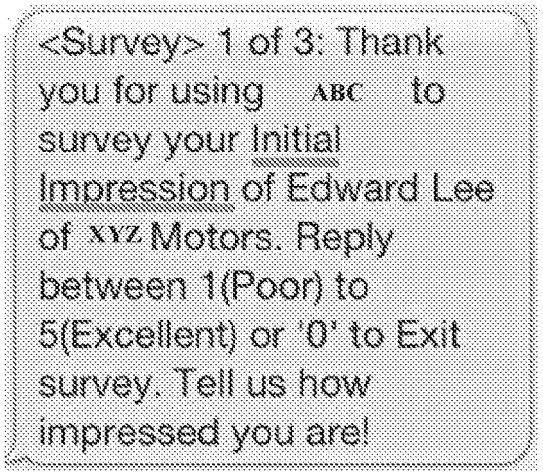

<Survey> 1 of 3: Thank you for using ABC to survey your Initial Impression of Edward Lee of XYZ Motors. Reply between 1(Poor) to 5(Excellent) or '0' to Exit survey. Tell us how impressed you are!

FIG 13B

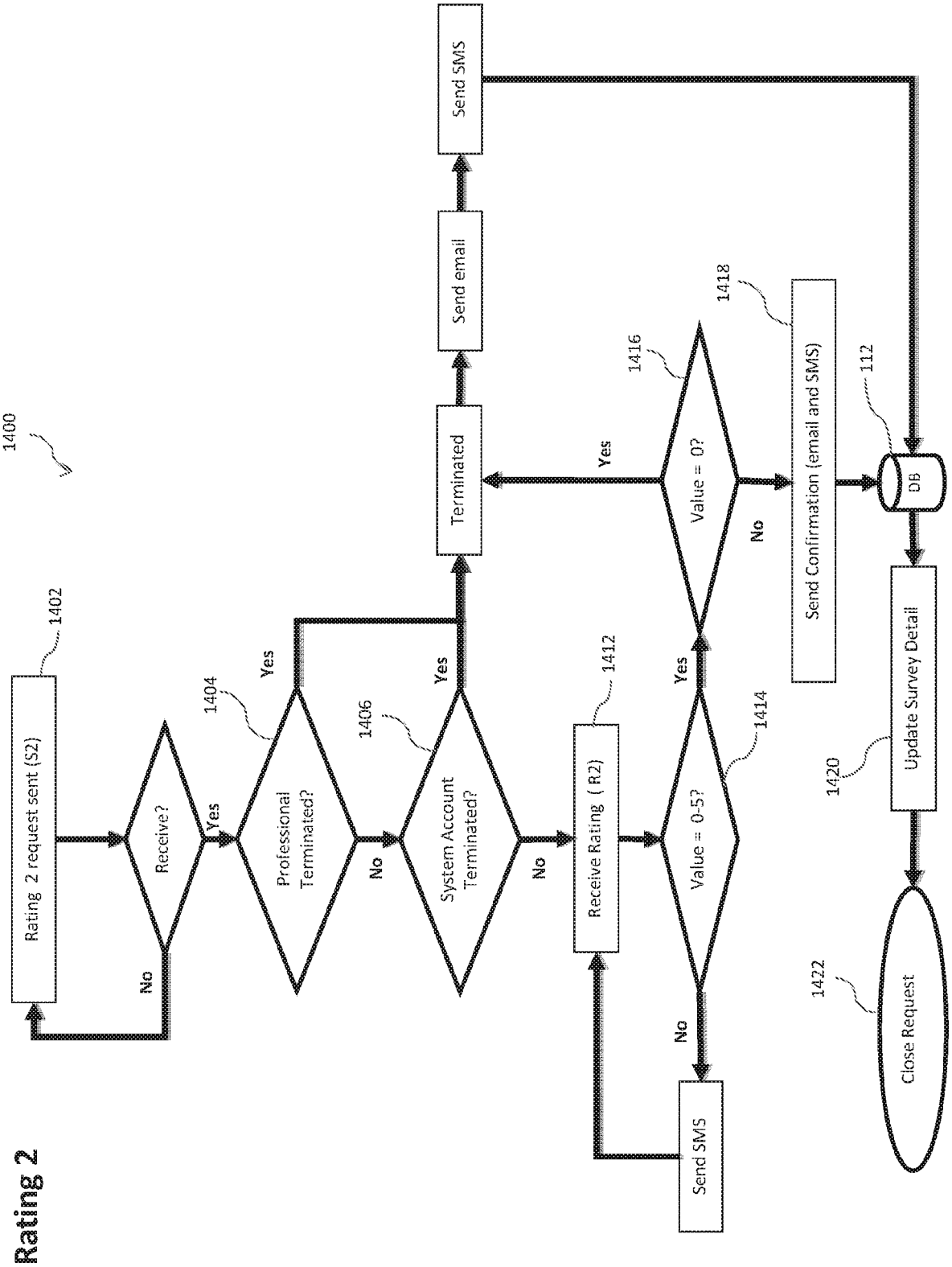

Rating 2
1400
Rating 2 request sent (S2)
1402
Receive?
Yes
No
Professional Terminated?
1404
Yes
No
System Account Terminated?
1406
Yes
No
Receive Rating (R2)
1412
Value = 0-5?
1414
Yes
No
Value = 0?
1416
Yes
No
Send SMS
Send email
Terminated
Send SMS
Send Confirmation (email and SMS)
1418
DB
112
Update Survey Detail
1420
Close Request
1422

FIG 14A

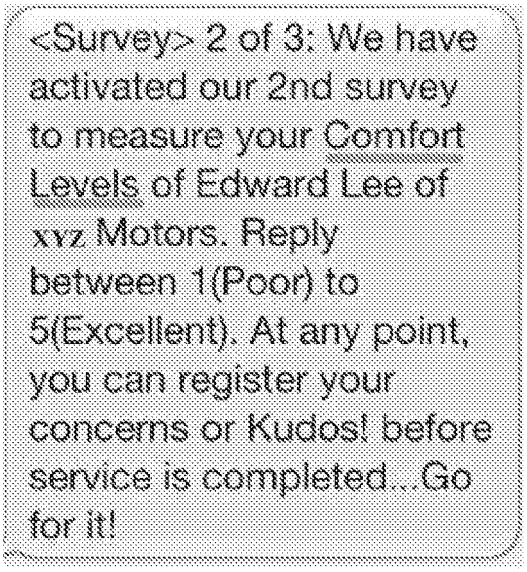

<Survey> 2 of 3: We have activated our 2nd survey to measure your Comfort Levels of Edward Lee of xyz Motors. Reply between 1(Poor) to 5(Excellent). At any point, you can register your concerns or Kudos! before service is completed...Go for it!

FIG 14B

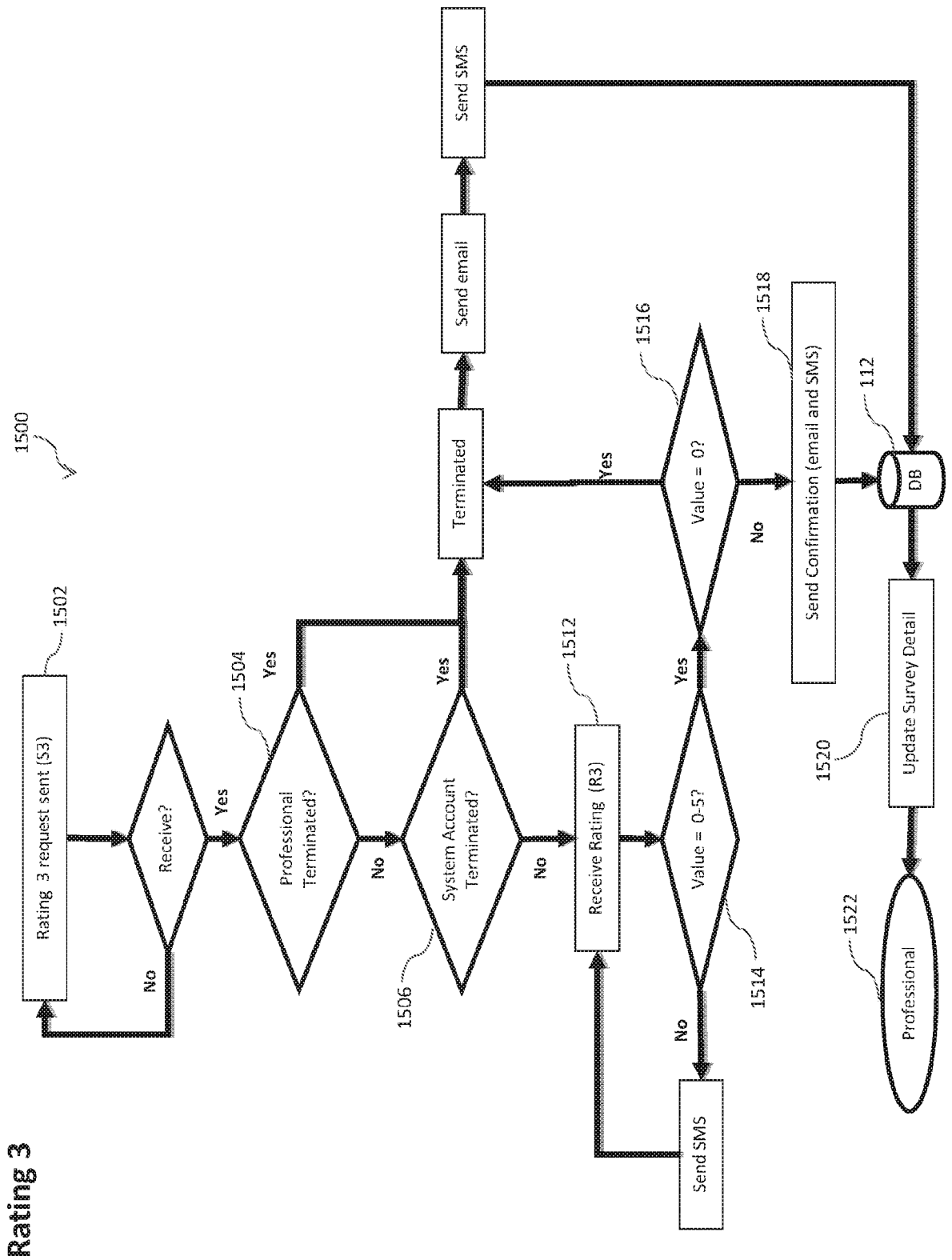

Rating 3
1500
Rating 3 request sent (S3)
1502
Receive?
Yes
No
Professional Terminated?
1504
Yes
No
System Account Terminated?
1506
Yes
No
Receive Rating (R3)
1512
Value = 0-5?
1514
Yes
No
Value = 0?
1516
Yes
No
Terminated
Send email
Send SMS
Send Confirmation (email and SMS)
1518
DB
112
Update Survey Detail
1520
Professional
1522
Send SMS

FIG 15A

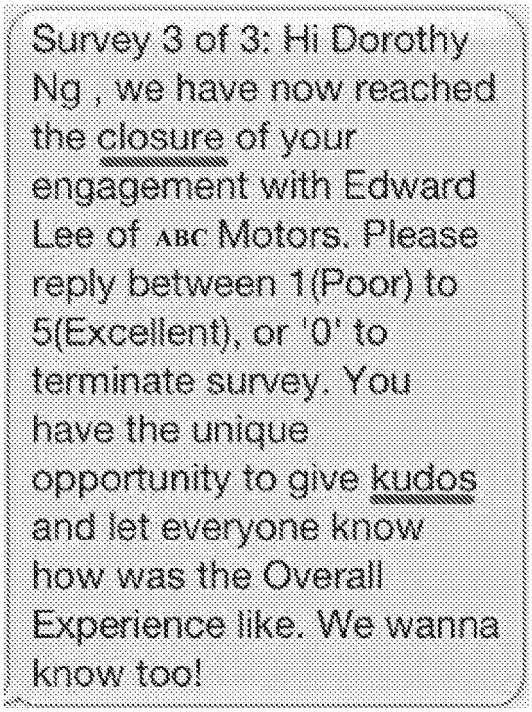

Survey 3 of 3: Hi Dorothy Ng , we have now reached the closure of your engagement with Edward Lee of ABC Motors. Please reply between 1(Poor) to 5(Excellent), or '0' to terminate survey. You have the unique opportunity to give kudos and let everyone know how was the Overall Experience like. We wanna know too!

FIG 15B

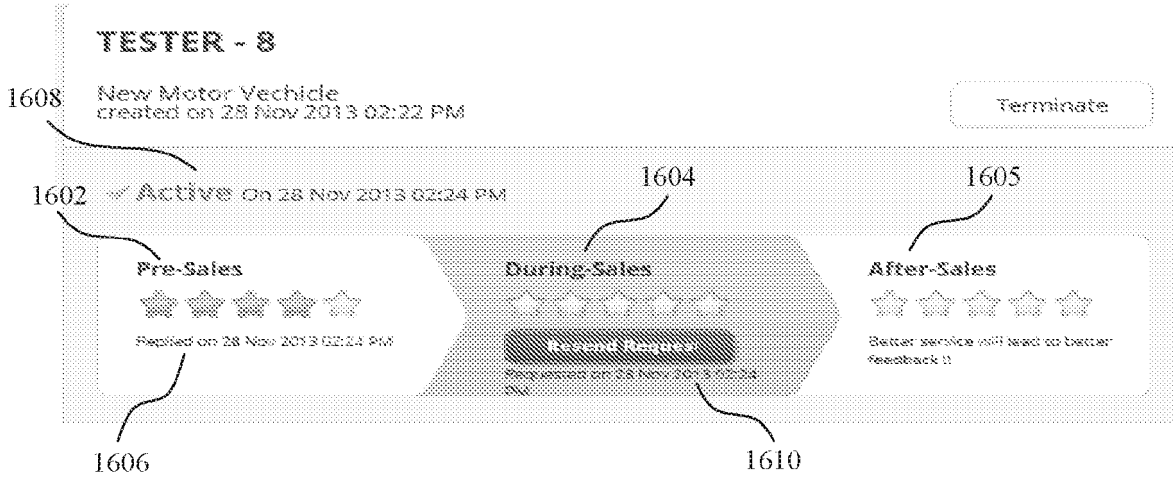


FIG 16A

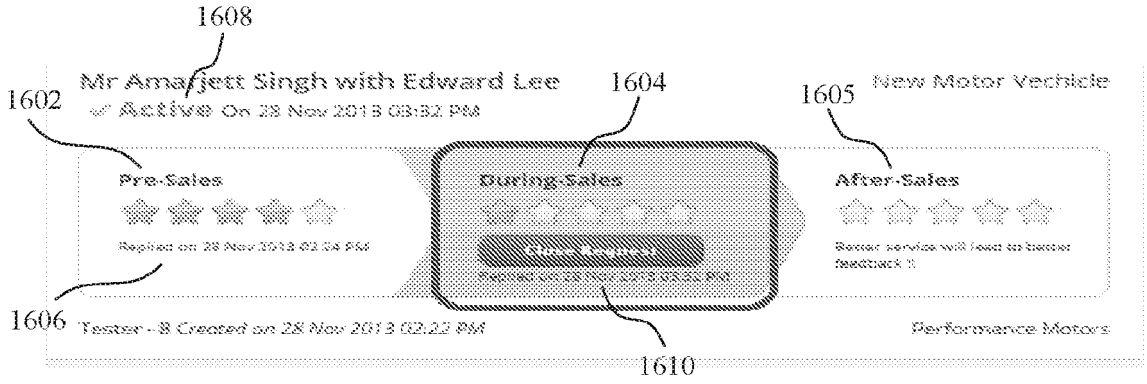


FIG 16B

Dear Mr Amarjett Singh

Thank you for sharing your experience on service professional Edward Tong Seng Lee.

The survey results received from you are as follows:

SMS Survey CLI used: +6585042818
Verification: SC6383883A
Address: 1003 TOA PAYOH NORTH, S(318996)

Industry: Motor Vehicle
Company: Performance Motors
Product: New Motor Vechicle

*(Created Survey Fields)
My Remarks: Tester - 8
Make: BMW
Model: Z4
Price: 280888
Estimated Delivery Date:

Pre-Sales:

[redacted]

During-Sales:

[redacted]

After-Sales:

[redacted]

Please alert your service professional or write to us at admin@abc.com if the details above are incorrect with this email.

Thank you for participating with ABC in helping to make services work better.

Please view the report that was created with this deal at:
http://viewreport.abc.com/12345
Best Regards,

FIG 17

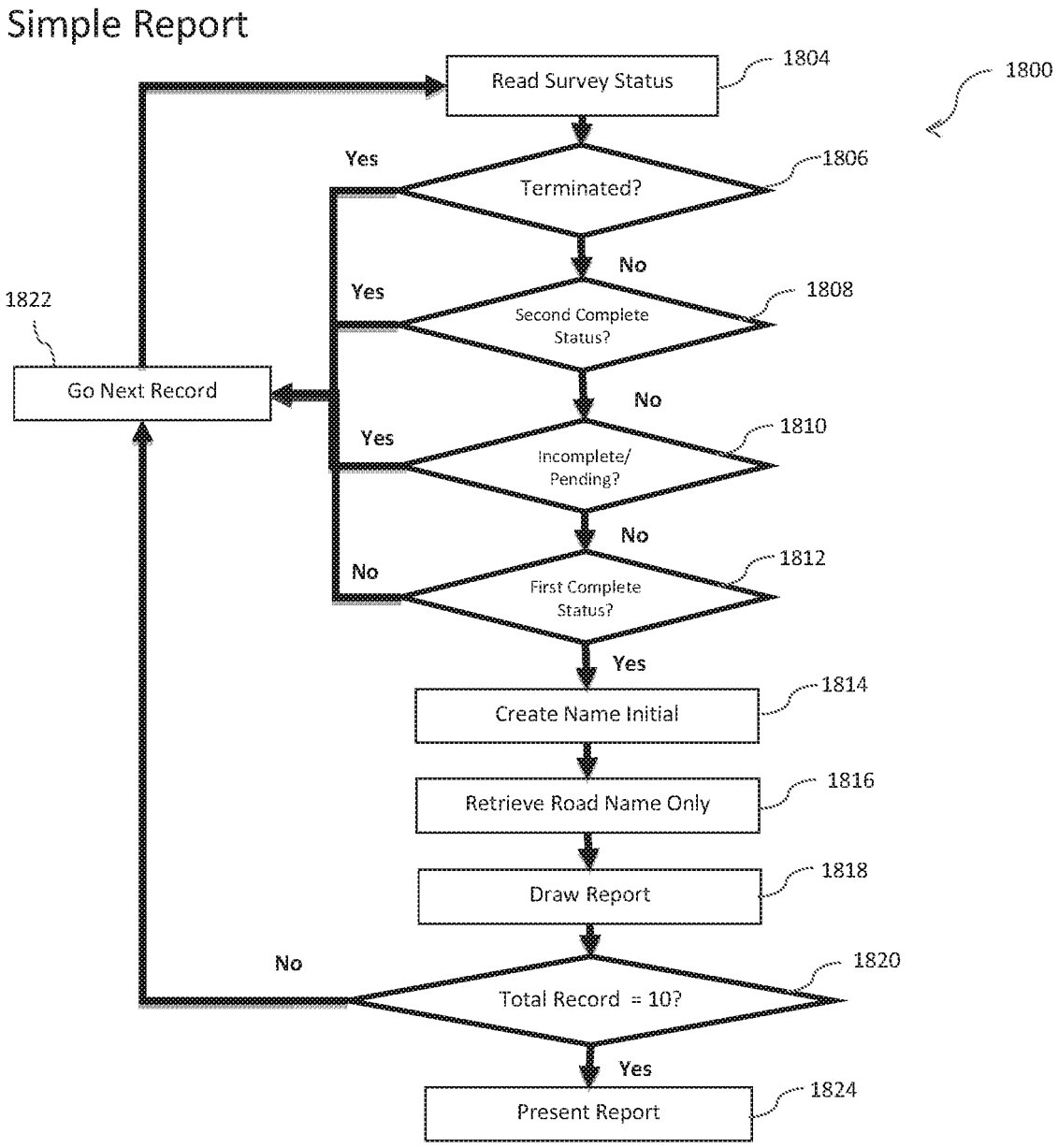

Simple Report
Read Survey Status
1804
1800
Terminated?
1806
Yes
No
Second Complete Status?
1808
Yes
No
Incomplete/ Pending?
1810
Yes
No
First Complete Status?
1812
No
Yes
1822
Go Next Record
Create Name Initial
1814
Retrieve Road Name Only
1816
Draw Report
1818
Total Record = 10?
1820
No
Yes
Present Report
1824

FIG 18

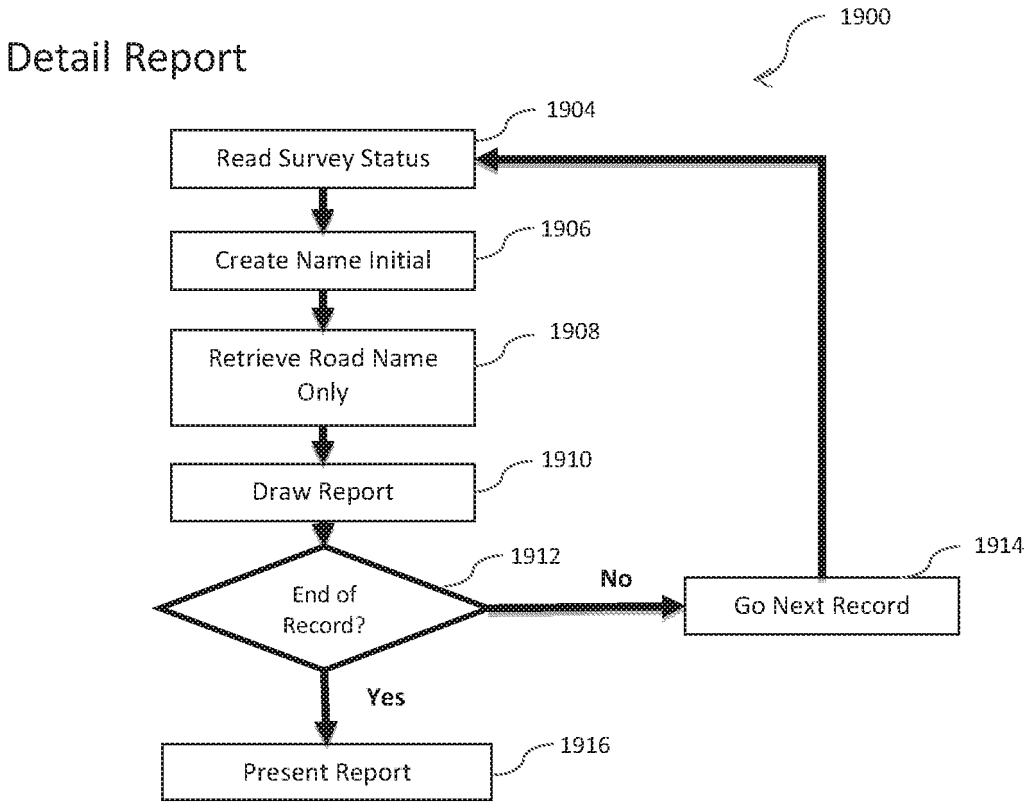

Detail Report
1900
1904
Read Survey Status
1906
Create Name Initial
1908
Retrieve Road Name Only
1910
Draw Report
1912
End of Record?
No
1914
Go Next Record
Yes
1916
Present Report

FIG 19

Deal no	Status	Seq Completion		I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII	XIV	XV	XVI	XVII	XVIII
1	Completed	1	1		1	3	4	6	7	8	10	11	13	16	20	20	20	20	20	20	20
2	Completed	14	2			1	3	4	6	7	8	10	11	13	16	16	16	16	17	19	19
3	Completed	2	3				1	3	4	6	7	8	10	11	13	13	15	15	16	17	17
4	Completed	3	4					1	3	4	6	7	8	10	11	11	13	13	15	16	16
5	Terminated	12	5						1	3	4	6	7	8	10	10	11	11	13	15	15
6	Completed	4	6							1	3	4	6	7	8	8	10	10	11	13	13
7	Completed	5	7								1	3	4	6	7	7	8	8	10	11	11
8	Completed	6	8									1	3	4	6	6	7	7	8	10	10
9	Pending	21	9										1	3	4	4	6	6	7	8	8
10	Completed	7	10											1	3	3	4	4	6	7	7
11	Completed	8	11												1	1	3	3	4	6	6
12	Terminated	17	12														1	2	3	4	4
13	Completed	9	13															1	2	3	3
14	Pending	18	14																1	2	2
15	Completed	13	15																	1	1
16	Completed	10	16																		
17	Completed	15	17																		
18	Pending	20	18																		
19	Completed	16	19																		
20	Completed	11	20																		
21	Pending	19	21																		
22			22																		

FIG 20

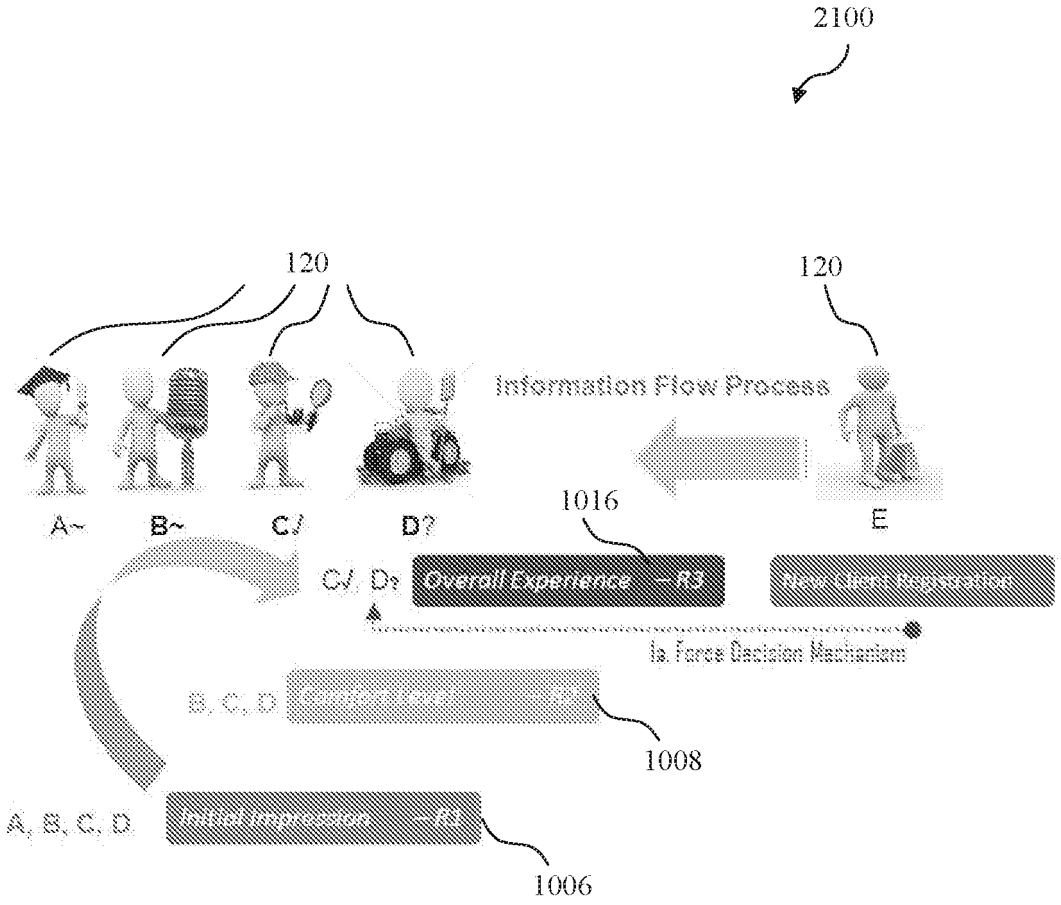

2100
120
120
Information Flow Process
A~
B~
C/
D?
E
1016
C/, D?
Overall Experience
Ia. Force Decision Mechanism
B, C, D
1008
A, B, C, D
Initial Impression
1006

FIG 21

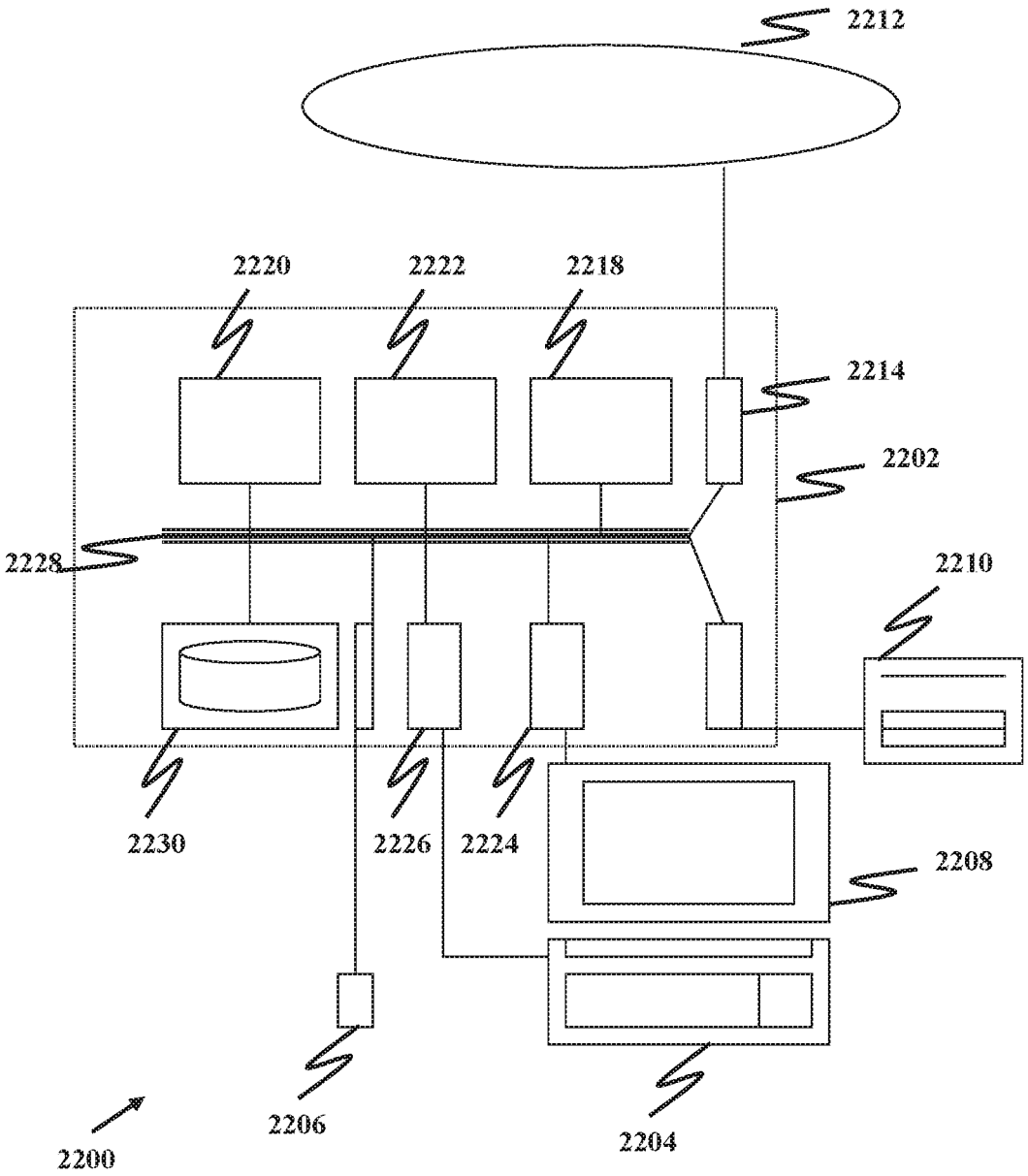

2212
2220
2222
2218
2214
2202
2228
2210
2230
2226
2224
2208
2206
2204
2200

FIG. 22

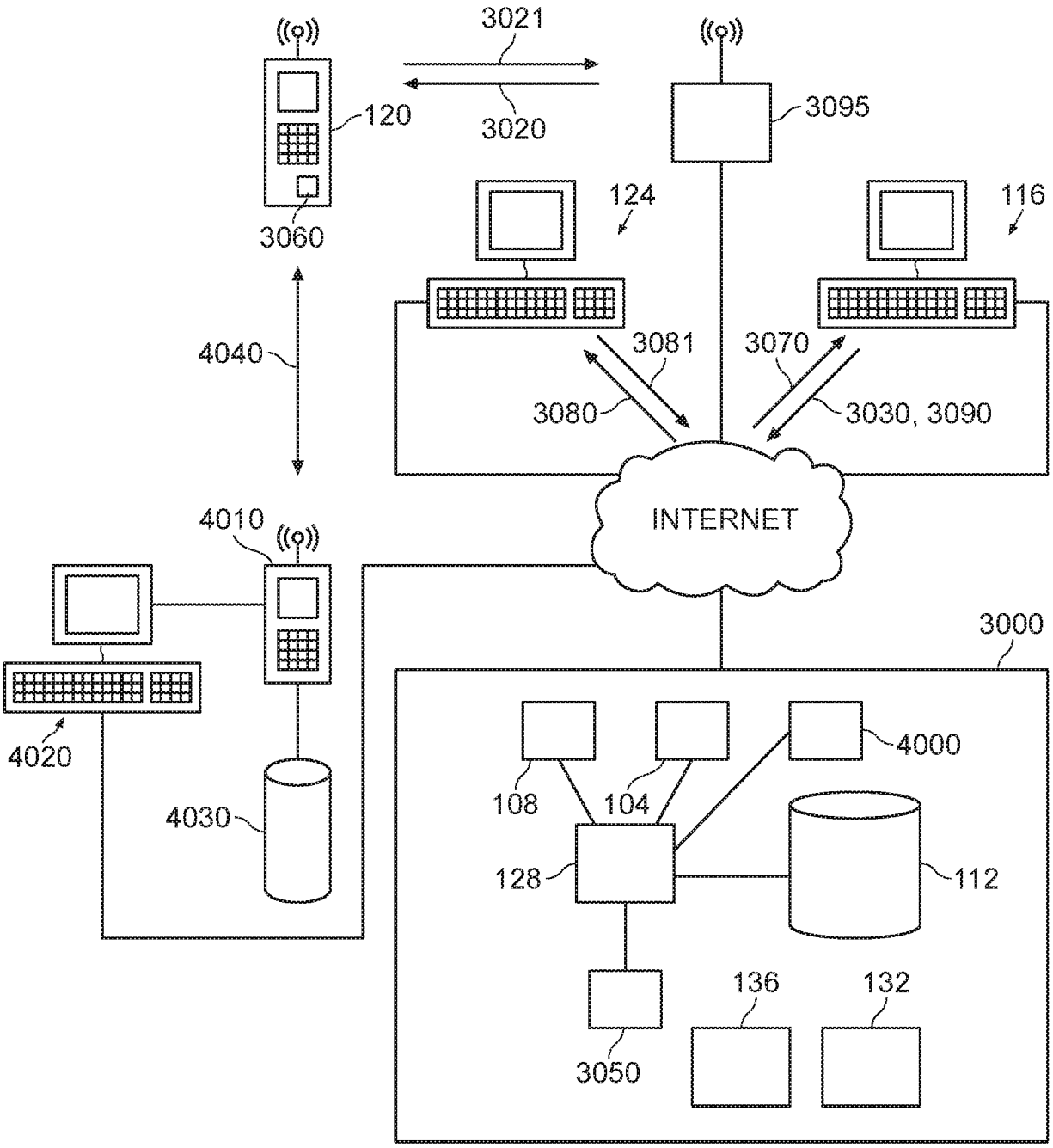

3021
3020
120
3095
3060
124
116
4040
3081
3070
3080
3030, 3090
INTERNET
4010
3000
4020
4000
108
104
4030
128
112
136
132
3050

FIG. 23

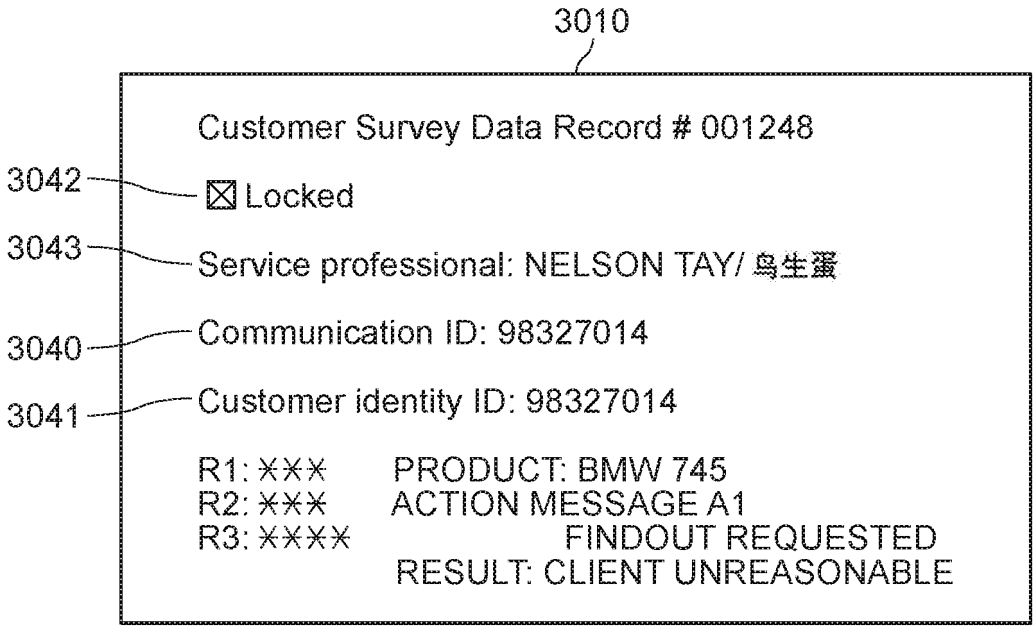

3010
Customer Survey Data Record # 001248
3042
☒ Locked
3043
Service professional: NELSON TAY/ 鸟生蛋
3040
Communication ID: 98327014
3041
Customer identity ID: 98327014
R1: ✳✳✳ PRODUCT: BMW 745
R2: ✳✳✳ ACTION MESSAGE A1
R3: ✳✳✳✳ FINDOUT REQUESTED
RESULT: CLIENT UNREASONABLE

FIG. 24

NELSON TAN

#	Product	R1	R2	R1	Action message	RESULT
001248	BMW 745	4	3	4	+	PUBLISH
001273	BMW 320	4				
001301	BMW 640	3	2	4	+	PUBLISH
001407	BMW 730	3	2	1	Find out	CLIENT UNREASONABLE
001412	BMW 520	3	1	1	Find out	
001432	BMW 123	5	1	4	+	PUBLISH
001440	BMW 318	5	5	1	Find out	CAR WAS SCRATCHED
001441	BMW 520	3	5	5	+	PUBLISH
⋮	⋮	⋮	⋮	⋮	⋮	⋮

FIG. 25

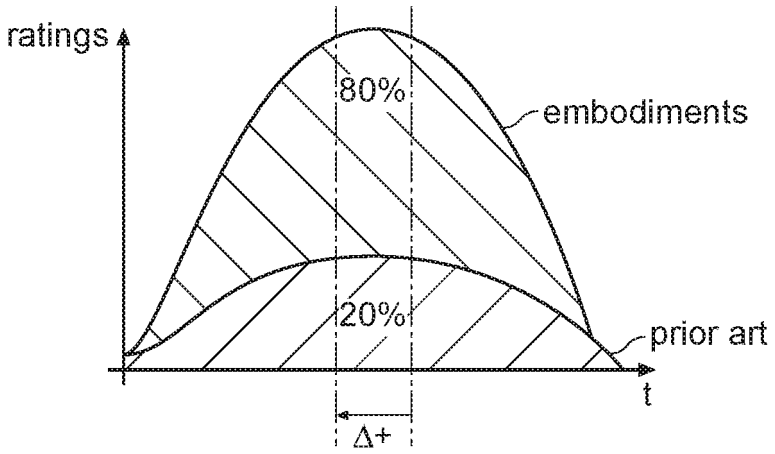


FIG. 26