FeedbackNow 😊😊😊

Owning the end-to-end customer experience with IOT

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Our product

Intuitive

Wireless

Real-time

IT-independent

Plug & Play
Real-time call to action

1. Feedback

2. Real-time visibility

3. Real-time action
The end-to-end customer experience

- Parking
- Check-In
- Security Check
- Restrooms
- Service desks
- Shops
- Food
- Lounge
- Boarding
- Passport control
- Baggage claim
- Transportation
The end-to-end customer experience

- Restrooms
- Security
- Passport control / Baggage claim
- Check-in / information counter
- Transfer / Boarding
- Parking / Access
- Shops / Duty free / Lounge
- Take away food
- Seated restaurants
How it works

Real-time alert system

Automated reporting

Cellphone application

Web access

Our reporting principle:
Get - the right information to
- the right person at
- the right time
Our real-time performance monitoring

Example: Airport control room
Our real-time alert system

- Defined alert criteria
- Unlimited number of recipients
- Email or text message in 1-3 seconds
- Immediate corrective actions
Let’s talk data

What is the response rate?

Number of red/yellow votes per 5 minutes for one restroom block

Maximum response rate

Collected votes provide a reliable satisfaction curve for each restroom block

Peak time of passenger dissatisfaction
Let’s talk data

What improvement is achievable?

Development of green and red smileys per week

Use case of security check with ~1’000 votes / day
Let’s talk data

What improvement is achievable?

Development of green smileys per week

Use case of five toilet blocks with ~4’000 votes / week
Installation examples
Contact Person

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