

(12) PATENT APPLICATION PUBLICATION

(21) Application No.202211001536 A

(19) INDIA

(22) Date of filing of Application :11/01/2022

(43) Publication Date : 04/11/2022

(54) Title of the invention : AFTER-SALE SERVICE ASSISTANCE SYSTEM AND METHOD THEREOF

(51) International classification :A61K0036725000, G06Q0030000000, H04L0029060000, G06Q0030060000, G06Q0030020000
(86) International Application No :NA
Filing Date :NA
(87) International Publication No : NA
(61) Patent of Addition to Application Number :NA
Filing Date :NA
(62) Divisional to Application Number :NA
Filing Date :NA

(71)Name of Applicant :

1)Chitkara Innovation Incubator Foundation

Address of Applicant :SCO: 160-161, Sector - 9c, Madhya Marg, Chandigarh- 160009, India. -----

Name of Applicant : NA

Address of Applicant : NA

(72)Name of Inventor :

1)SINGH, Hakam

Address of Applicant :Assistant Professor (CSE), Chitkara University, Atal Shiksha Kunj, Pinjore-Nalagarh National Highway (NH-21A), District: Solan - 174103, Himachal Pradesh, India. -----

2)DATTA, Parul

Address of Applicant :Assistant Professor (CSE), Chitkara University, Atal Shiksha Kunj, Pinjore-Nalagarh National Highway (NH-21A), District: Solan - 174103, Himachal Pradesh, India. -----

3)KUMAR, Nagesh

Address of Applicant :Assistant Professor (CSE), Chitkara University, Atal Shiksha Kunj, Pinjore-Nalagarh National Highway (NH-21A), District: Solan - 174103, Himachal Pradesh, India. -----

(57) Abstract :

The present disclosure pertains to an after sale service assistance system and method thereof. The system 100 include an electronic tag 102 positioned on each of the products purchased by a user, information of the products such as warranty date of each parts of the product can be stored on a server 104. In addition, the server 104 may be configured to store information such as inventory and price list of one or more service providers. The user may retrieve the information of the product by scanning the electronic tag 102 from a client device 110, and may check the feedback of the service providers, and correspondingly may choose a service provider to get service of required part of a product, where the feedback of service providers may be provided by the client device 110.

No. of Pages : 19 No. of Claims : 7