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(54) **DETECTING CUSTOMER DISSATISFACTION USING BIOMETRIC DATA**

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CPC ***G06Q 30/0201*** (2013.01)

(58) **Field of Classification Search**
None
See application file for complete search history.

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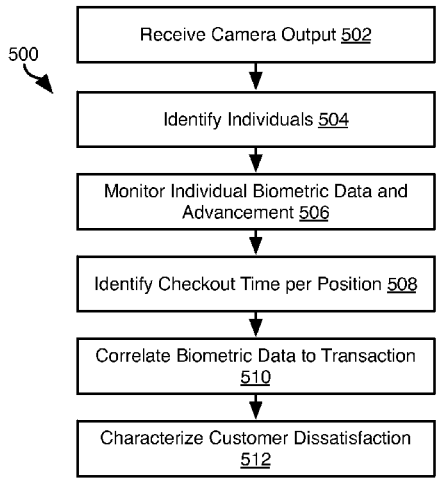
(57) **ABSTRACT**

Systems and methods are disclosed herein for improving customer service. A video feed of a camera viewing a POS queue is analyzed to identify customers and measure customer biometric data. The biometric data is analyzed and used to generate customer service actions such as alerting a representative or calling in additional staff if the data indicates customer dissatisfaction. The biometric data of a customer may be correlated to transaction data of the customer in order to detect changes of the purchase habits of the customer due to dissatisfaction. Changes in purchase habits, such as a loss of a customer, may be used in combination with the biometric data to establish thresholds of biometric data used to generate customer service actions.

14 Claims, 6 Drawing Sheets