

ThumbsUp Product Specification

AI-powered touchless feedback system for Android tablets and connected dashboards.

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1. Product Overview

Intended use

ThumbsUp is intended to collect experience and satisfaction feedback through touchless hand-gesture interaction and provide feedback analytics to authorized users.

Specification	Details
Product name	ThumbsUp
Product category	Touchless feedback software with camera-based hand and gesture recognition
Primary interaction	A customer answers an overall feedback prompt or configured question with a touchless hand gesture in front of the tablet selfie camera
Deployment form	Compatible camera-equipped Android tablet; optional external display or screen-mirroring arrangement where supported by the selected hardware
Primary output	Timestamped feedback records and aggregated analytics
Typical locations	Entrances and exits, reception and waiting areas, service points, checkout zones, branches, offices, restaurants, retail, healthcare, automotive and service, hospitality, and other customer-feedback points

2. Core Functionality

- Camera-based hand detection and gesture recognition for touchless feedback collection.
- The customer-facing display can show an overall experience prompt or a configured custom question that customers answer with touchless hand gestures.
- Feedback scores recorded with operational metadata including device identifier and timestamp.
- Authenticated mobile and desktop/web dashboards for authorized business users.
- Feedback review, charts, trends, and date/time filtering.
- Device name, location, connection status, and deployment management.
- PDF reporting/export from supported statistics views.

- Multiple device and location organization where enabled for the customer account.
- Optional employee schedules, alerts, rotating questions, and AI analytics assistant where enabled.

3. Technical Architecture

Layer	Role
Interaction Device	Compatible camera-equipped Android tablet or device
Computer Vision	Application-level hand and gesture processing for touchless interaction
Application	ThumbsUp feedback/kiosk application
Connectivity	Secure internet connectivity for cloud synchronization and online dashboard functions
Backend	Cloud-hosted application services and data storage
Dashboard	Authenticated analytics and administration interface available on mobile and desktop/web

4. Recommended Deployment Requirements

Area	Recommendation
Operating System	Compatible modern Android tablet supported by the current ThumbsUp release
Camera	Integrated selfie/front-facing camera with sufficient resolution and field of view. A tablet whose front camera is centered at the top when mounted vertically is highly recommended.
Display	Tablet display or larger external display appropriate to the deployment
Network	Stable internet connectivity for synchronization and dashboard functions
Power	Manufacturer-approved power adapter and cabling for the exact tablet or device model
Mounting	Stable stand, wall mount, kiosk mount, or other secure placement appropriate to the environment
Orientation	Portrait or landscape; configure ThumbsUp to match the physical tablet mounting
Recommended affordable tablets	Samsung Galaxy Tab A9 and Samsung Galaxy Tab A11

Samsung Galaxy Tab A9 and A11 are practical recommendations for affordable deployments. ThumbsUp is not restricted to these models.

5. Data Generated by the System

Normal operation can generate:

- Feedback result or vote value and timestamp.
- Device identifier and feedback classification based on the account's configured value range.
- Associations with the configured device name and location.

- Where configured, scheduled-question and employee-schedule associations.
- Authorized business account information needed to administer devices, dashboard access, alerts, reports, and optional features.

Camera input and feedback records

The tablet selfie camera supplies live input for hand-gesture recognition. ThumbsUp does not collect biometric data. During ordinary backend vote submission, ThumbsUp records the resulting answer or score and operational metadata; the submitted vote record does not include a camera image or video.

6. Official Documentation and Platform Access

Resource	URL
Product Specification	https://thumbsup.digital/docs/specification
User Manual	https://thumbsup.digital/docs/user-manual
Mobile Dashboard - Android and iOS	https://thumbsup.digital/download-mobile-dashboard-app
Desktop / Web Dashboard	https://portal.thumbsup.digital

7. Operational Considerations

Gesture-recognition performance can be influenced by lighting, camera obstruction, viewing angle, interaction distance, incomplete hand visibility, tablet hardware performance, and network or service availability.

ThumbsUp can be used across industries for overall experience feedback or for specific questions configured by the organization.