CUSTOMER CARE REGISTRY APPLICATION

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LITERATURE SURVEY

S.No	TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES/ DISADVANTAGES
1.	**IMPLEMENTING CONTINUOUS CUSTOMER CARE**	In this paper, we employ the software as a service (SaaS) model which introduces drastic improvement to the situation, as the service provider can now have direct access to the user data and analyze it agreed if appropriately with the customer	•JavaScript •HTML •Google Analytics	•Cloud Computing •Machine Learning	Feedback loops are used that allow the service provider to capture feedback at the point of experience. One way to find out is to conduct continual end-user experience monitoring to determine if users are happy. It is not always easy for SaaS providers to know what customers are experiencing.

2.	**CHATBOT FOR CUSTOMER SERVICE**	In this paper customer trust chat bots to provide the required support. Chat bots represent for automating customer service	•Chat bot •JavaScript	•Cloud Computing •Artificial Intelligence •Machine Learning	This provides automated customer service with the use of the cloud.
3.	**AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION**	This paper proposes that the customer are categorized based on purchase behaviours, historical ordering patterns and frequency of purchase customize customer care and promotion are given.	•Intelligent Cloud-based Customer Relationship Management	•Cloud Computing •AI	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.
4.	**REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE CHATBOT FOR CUSTOMER SERVICE**	This journal employ chat bot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.	•AWS Public Cloud •API Gateway •LUIS •Ejabberd chat bot	•Cloud Computing •Machine Learning	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the Ejabberd Server. The Ejabberd server makes creates the room functionality where the customer needs to be persistent over time

5.	**Customer Support Inbound Project (CRM)**	Solve customer related inquiries.Efficiently route,prioritize & solve support tickets w\Zendesk®.Start a free trial now! The best customer experiences are built with Zendesk.Easy to implement,use & scale.Lowest support costs.Higher agent productivity. Improve response times	•Zen Desk •Sprout Social •Hoot suite	•Machine Learning •AI	This proposes improved responsiveness and understanding among the business employees results in better customer service. The HOOT suite server makes creates the room functionality where the customer needs to be persistent over time in that room