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A Literature Survey on Customer Care Registry

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Customer Care Registry

What is Customer Care Registry?

Customer Care Registry is a kind of service where we accept and solve customers' issues independent of the field. The customers or the users can raise their **query** or **ticket** up on the site to get resolved with. This Literature survey is about all the techniques or ways that this Customer Care registry was being carried on till now.

Literature Survey

The various methodologies used,

1. Chat BOTs for resolving users queries and doubts:

The chat bots are a kind of messaging or replying tool that were implemented with already present common questions that were asked by the users or the doubts that a user can have. Thus, if anyone needs to clear their doubt, they can easily interact with the chat bot and get their solutions on the go.

Technology used,

1. Cloud Computing
2. Machine Learning

Tools used,

1. AWS Public Cloud
2. AWS Lambda
3. LUIS
4. Ejabberd Chatbot

2. Artificial Intelligence for resolving the customers' queries:

AI is a boom in today's world. They are meant to be think like humans and that is why it is being used in the customer care service.

Technology used,

1. Cloud Computing
2. Artificial Intelligence

Tools used,

1. Intelligent Cloud-based Customer Relation Management

3. **Real World Smart Chat bot** for customer care using SAAS architecture

The journal employs chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.

Technology used,

1. Cloud Computing
2. Machine Learning
3. Artificial Intelligence

Tools used,

1. Chatbot
2. JavaScript

4. **Implementing Continuous** Customer Care

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 if agreed appropriately with the customer.

Technology used,

1. Cloud Computing
2. Machine Learning

Tools used,

1. HTML
2. JavaScript
3. Google Analytics