

CUSTOMER CARE REGISTRY

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LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
Customer Support Inbound Project (CRM)	<p>Solve Customer related inquiries. Efficiently Route, Prioritize & Solve Support Tickets w/ Zendesk®. Start a Free Trial Now! The Best <i>Customer</i> Experiences are Built with Zendesk™. Easy to Implement, Use & Scale. Lower Support Costs. Higher Agent Productivity. Improve Response Times.</p> <p>.</p> <p>.</p>	<ul style="list-style-type: none"> • Zen Desk • Sprout Socia • Hootsuite 	<ul style="list-style-type: none"> • Machine Learning • AI 	<p>This proposes improved responsiveness and understanding among the business employees results in better customer service</p> <p>The HOOTsuit server makes creates the roomfunctionality where the customer needs to be persistent over time in that room</p>

LITERATURE SURVEY

S.NO & TTILE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE	This journal employ chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.	<ul style="list-style-type: none"> • AWS Public Cloud • API Gateway • LUIS • Ejabberd chatbot 	<ul style="list-style-type: none"> • Cloud Computing • Machine Learning 	<p>This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer.</p> <p>The Ejabberd server makes creates the roomfunctionality where the customer needs to be persistent over time in that room</p>

LITERATURE SURVEY

S.NO & TTILE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTIO	This paper proposes that the customer are categorized based on purchase behaviours, historical ordering patterns and frequency of purchase customize customer care and promotions are given.	<ul style="list-style-type: none"> Intelligent Cloud- based Customer Relationship Management 	<ul style="list-style-type: none"> Cloud Computing Artificia Intelligence 1 	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.

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S.NO & TTILE	PROPOSED WORK	TOOLS USED / ALGORITHMS	TECHNOLOGY	ADVANTAGES / DISADVANTAGES
✓ CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	<ul style="list-style-type: none"> • Chatbot • Java Script 	<ul style="list-style-type: none"> • Cloud Computing • Artificial Intelligence • Machine Learning 	This provides automated customer service with the use of the cloud.

LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES / DISADVANTAGES
✓ 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.	<ul style="list-style-type: none"> • Java Script • HTML • Google Analytics 	<ul style="list-style-type: none"> • Cloud Computing • Machine Learning 	<p>1. 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</p> <p>2. It is not always easy for SaaS providers to know what customers are experiencing.</p>

THANKYOU..!

