

Literature Survey

Project Domain	Cloud Application Development
Project Title	Customer Care Registry
Team ID	PNT2022TMID44404
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- **Registry Integration Achieved Through Support -Maureen K. Murphy**

OBJECTIVE: To illustrate processes developed to facilitate the integration of the registry and to monitor customer satisfaction and overall program performance at the provider's office. Through these activities, achieve heightened use and awareness of the registry application, and of the registry as a programmatic tool.

METHOD: As a result of routine interaction with registry participants and based on their feedback the following processes have been put into place; post installation follow up and evaluation, care calls, and routine user meetings with newsletters. Additionally, the depth of support necessary warranted the creation of an Account Management team whose primary responsibility is to monitor and promote the registry at the provider's office. .

- **Developing a Registry Training Framework-Tammy Pilisuk**

OBJECTIVE: To develop a standard core curriculum or “framework” for regional registry staff who train new users to use the registry. This in turn, would be used as the centerpiece of a Train-the-Trainer workshop developed for registry staff.

METHOD: Information was gathered by observing a training session in an experienced region and preparing a draft framework for review. The draft was shared with a statewide committee representing each of the existing regional registries. Feedback, ideas and contributions were received and the committee discussed the framework at several meetings.

- **Chat Bot -An Edge to Customer Insight-Mahendra Prasad Nath**

OBJECTIVE: In this fast-moving era, are you facing a problem with providing response instantly for any simple query to your customer? Is your customer/client/business unsatisfied with turnaround time for their resolution or a response? Anyone who has tried to contact a company through a representative at a call center knows how slow and frustrating the process is. New developments in technology have opened doors to a faster, easier solution: CHATBOT.

METHOD: NLP is the main component which analyses text allowing machines to understand how human' speak. In our implementation, we have used API.AI as the NLP and Skype for Business as the messenger.

• **Effective Customer Relationship Management through Web Services- Jaymeen R. Shah & Mirza B. Murtaza**

OBJECTIVE: Managing effective relationships with customers has become increasingly important in the era of constrained resources and global competition. The term Customer Relationship Management (CRM) encompasses all methodologies, strategies, tools, and other technology-based capabilities that help an enterprise organize and manage its customer relationships.

METHOD: The focus of CRM is on providing optimal value to customers through pre-sale interactions, sales process, and post-sale interactions .using some ai algorithms and clustering concepts to interact with clients.