

Literature Survey

Team ID : PNT2022TMID38567

College Name : ADHIPARASAKTHI ENGINEERING COLLEGE

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1	Paper Title	NA Harun, SH Huspi, NA Lahad - “Question classification framework for helpdesk ticketing support system using machine learning” - 2021.
	Problem definition	This research aims to develop an automated question classification model for the HTS and proposes to apply the supervised machine learning methods.
	Methodology/ Algorithm	proposes to apply the supervised machine learning methods: Naïve Bayes (NB) and Support Vector Machine (SVM).
	Advantages	Web-based ticketing Self Service, K-base. Try the Free version! Services: Asset Management, IT Project Management, Problem Management, Change Management.
	Disadvantages	Focuses on improving customer service efficiency over excellence. Cost concerns.

2	Paper title	F Alqodri, PHP Agustyana, A Masytho - “Helpdesk ticket support system based on fuzzy tahani algorithm” – 2021
	Problem definition	The development of educational service applications can help to enhance the quality of service in a particular work organization.
	Methodology/ Algorithm	We propose a methodology for statically predicting the possible interaction patterns of services within a given choreography.
	Advantages	IT Project management, Problem management, Change management.
	Disadvantages	Complicates reporting, Dishevels flow of communication.

3	Paper title	H Hardianto, IM Shofi, D Khairani - “Integration of the helpdesk system with messaging service: A case study” -2021
	Problem definition	A simple ticketing service, IT management mechanism in order to provide services to users of the system, to boost the information service which enabled the process with positive influences.
	Methodology/ Algorithm	This paper proposes a service desk solution integrated with messaging service, using Short Messaging Service.
	Advantages	Recognized by Gartner. Instant ROI. Easy To Use
	Disadvantages	Does not focus on building long term customer services. Forces your step away a familiar interface like Gmail.

4	Paper title	GMD silva, S Thakare - “Real world smart chatbot for customer care using a software as a service (SAAS) architecture” - 2017
	Problem definition	This journal employee chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.
	Methodology/ Algorithm	AWS Public Cloud, AWS Lambda, API Gateway, LUIS, Ejabberd, Chatbox.
	Advantages	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the Ejabberd Server.
	Disadvantages	The Ejabberd server makes creates the room functionality where the customer needs to be persistent over time in that room.

5	Paper title	EWT Ngai, MCM Lee, M Luo, PSL Chan - “Chatbot for customer service” – 2021
	Problem definition	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.
	Methodology/ Algorithm	Chatbot, Java Scrip, Machine Learning, Cloud Computing, Artificial Intelligence.
	Advantages	This provides automated customer service with the use of the cloud.
	Disadvantages	-