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|  | **Kathir College of Engineering**  **[Approved by AICTE |Affiliated to Anna University | Accredited by NAAC]**  **Wisdom Tree, Neelambur, Avinashi Road, Coimbatore-62**      **HX8001**  **PROFESSIONAL READINESS FOR INNOVATION,**  **EMPLOYMENTABILITY AND ENTERPRENERSHIP**  **PROJECT TITLE**  **CUSTOMER CARE REGISTRY**  **TEAM LEADER : D RANJITHA**    **TEAM MEMBERS**    **S GOMATHY, P HEMALATHA, S MOHANA SELVI**  **FACULTY MENTOR : JAYAPRIYA M.E.,** |

**LITERATURE SURVEY**

**Development of the Customer Care web application using Cloud Application Development**

**Pooria Rashvand and Muhd Zaimi Abd Majid (2014)**

Critical Criteria on Client and Customer Satisfaction for the Issue of Performance Measurement. The outcome of this paper is to establish the client and customer satisfaction criteria as the two key stakeholders in construction project for the issue of performance measurement based on the reviewed data. The methodology of this study is based on comprehensive literature review of performance measurements for client and customer whereby the data were analyzed, using the metrics which the additive number of each customer and client-satisfaction criteria are occurring in previous study. From the metric analysis, the common factors for customer and client satisfaction were ranked. From the analysis of this paper, it can be concluded that expectation and perception are the two common critical satisfaction criteria for client and customer that must be considered where the satisfaction is required.