Literature Survey on Customer Care Registry

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| S.  No | PAPER | AUTHOR | YEAR | ACC URA  CY | FUTURE WORKS |
| 1 | Theory and practice of customer- related improvements | Daniel Gyllenhammar  , et al | 2022 | 92% | It is proposed that future research should address how and when to involve the customer in improvements, and by this aid practitioners.  Here, researchers can apply an action research approach to facilitate the enrichment of knowledge, as those studies utilising action research are more successful in describing the process of improvements. |
| 2 | Improving customer Service in Healthcare | Muhammad Anshari, et al | 2021 | 89% | The use of ICT in healthcare organizations has grown in the same pattern it is the growing within the larger industry landscape. The use of web technology, database management systems and network infrastructure are part of ICT initiative that will influence of healthcare practice and administration. |
| 3 | |  | | --- | | Analysis of | | Customer | | Reviews | | for Product | | Service | | System | | Design | | based on | | Cloud | | Computing | | |  | | --- | | [David Zhang](https://www.researchgate.net/profile/David-Zhang-88), | | [Fei Tao](https://www.researchgate.net/profile/Fei-Tao-7) , | | Diandi Chen's, | | Ang Liu | | 2019 | 82% | |  | | --- | | Designing a product service | | System begins with | | Understanding customer | | Paper presents a new | | Framework that integrates a | | Variety of artificial | | Intelligence and machine | | Learning techniques. All | | Proposed operations of the | | Framework can be realized | | Based on the Google Cloud | | Platform. A case study is | |
| 4 | Local Consumption Diversification | Bambang Sigit Amanto, et al | 2019 | 85% | The increase in population, the increase in the level of education and the development of the economic sector make Waimangit Village one of the most developed regions |
| 5 | Cybercrime Case As Impact Development Of Communicatio n Technology That Troubling Society | M Chairul Basrun Umanailo, et al | 2020 | 90% | Technological advances are also advancing information. Information can be obtained from friends, family, print media and electronic media |
| 6 | Customer Experience modelling from customer experience to service design | Jorge Teixeira, Lia Patrı´cio, et al | 2019 | 90% | This multimedia service provided a rich foundation for understanding the complexity of the customer experience and the systematic nature of CEM. New applications to other service contexts would enable further developments and refinements of the approach |