# CUSTOMER CARE REGISTRY

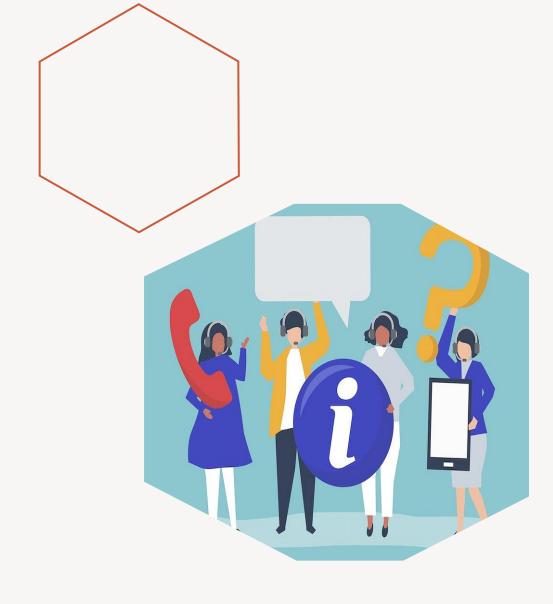


#### **TEAM DETAILS:**

Team No : PNT2022TMID16785

**College Name: Mahendra Engineering College** 

**Department**: Information Technology



Literature Survey 2

	S.NO & TITLE	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> <li>AWS Public Cloud</li> <li>AWS Lambda</li> <li>API Gateway</li> <li>LUIS</li> <li>Ejabberd</li> <li>Chatbot</li> </ul>	<ul> <li>Cloud Computing</li> <li>Machine Learning</li> </ul>	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer.  The Ejabberd server makes creates the roomfunctionality where the customer needs to be persistent over time in that room

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	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.	Intelligent Cloud- based Customer Relationship Management	<ul> <li>Cloud</li> <li>Computing</li> <li>Artificial</li> <li>Intelligence</li> </ul>	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.

S.NO & TITLE		PROPOSED WORK	OOLS USED	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ CHATBOT FOR CUSTOMER SER	ch re VICE re m	n this paper customer trust hatbots to provide the equired support. Chatbots epresent a potential neans for automating sustomer service.	natbot iva Script	<ul> <li>Cloud Computing</li> <li>Artificial Intelligence</li> <li>Machine Learning</li> </ul>	This provides automated customer service with the use of the cloud.

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ ARTIFICIAL INTELLIGENCE REPLACING HUMAN CUSTOMER SERVICE	This journal Chatbots for customer care registry using Artificial intelligence. This assists consumers in decision making. Based on the computers-are- social-actors paradigm	Chatbots Python Mongo DB	<ul> <li>Cloud</li> <li>Computing</li> <li>Artificial</li> <li>Intelligence</li> <li>Machine</li> <li>Learning</li> </ul>	<ol> <li>Maintain Flexibility and focus on their customers.</li> <li>The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues.</li> </ol>

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 if agreed appropriately with the customer.	<ul><li>Java Script</li><li>HTML</li><li>Google Analytics</li></ul>	<ul> <li>Cloud Computing</li> <li>Machine Learning</li> </ul>	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  2. It is not always easy for SaaS providers to know what customers are experiencing.