

# **LITERATURE SURVEY ON CUSTOMER CARE REGISTRY**

## **TEAM MEMBERS**

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- ❖ Customer's interactions and grievances with service providers via phone or email are managed by a comprehensive online customer care solution. The system must be capable of integrating with any field or sector, including banking, telecommunications, insurance, etc.
- ❖ The act of providing service to clients, usually referred to as customer service or client service, has several meanings depending on the product, industry, and domain. When making a purchase of a service as opposed to a product, customer service is frequently more crucial.
- ❖ Customer service can be offered by an individual or by sales and service representatives. Usually, a company's customer value proposition includes customer service as a key component.

## **EXISTING SOLUTIONS**

1. <https://doi.org/10.1145/3511808.3557718>
2. <https://doi.org/10.29244/jcs.7.1.68-82>

## **REFERENCES**

1. <https://doi.org/10.3115/v1/D14-1181>
2. <https://doi.org/10.18653/v1/N19-1423>

<b>TITLE AND AUTHOR(S)</b>	<b>YEAR</b>	<b>METHOD</b>	<b>SOLUTION</b>	<b>PROS</b>
Unified Knowledge Prompt Pre-training for Customer Service Dialogues  Keqing He, Jingang Wang, Chaobo Sun, Wei Wu	2022	Pre-training framework and UFA(Unified Model F or All Tasks)	They train and present a knowledge-driven prompt technique to help participants learn together from a variety of different discussion challenges.	Learn expert knowledge from weakly-annotated dialogue labels
The Influence Analysis of Brand Trust and Product Quality on Wardah Customer Loyalty  Primanomics: Jurnal Ekonomik & Bisnis	2022	Linear Regression Approach	Consumer trust in the Wardah brand, as determined by the reliability and intentionality characteristics, is generally high.	The quality of the product and consumer trust in the brand can both be raised.
Service Quality and Customer Satisfaction measurement of daily tours	2022	DAILYSERV scale	Multiple regression analysis was carried out to investigate the impact of service quality factors on overall satisfaction and	In order to improve overall service quality and client satisfaction,

Suzana Markovic, Sanja Raspor Jankovic, Matina Gjurasic			service quality. On average service quality and overall satisfaction, significant and positive effects were found.	it should spend in these areas.
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