CUSTOMER CARE REGISTRY

LITERATURE SURVEY

TEAM MEMBERS: D.SHRUTHI

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1.**Title**:Customer Care Application (Master Group Of Companies)

Authors:Zain Raza, Syed M.,Raza, Hamid,Ahmed, Faizan,Faisal, Malik.

Year: 2016

Description:

This research contains Customer Care Application features a desktop-based admin panel, a web application, and an Android application that make it simple for users to file product complaints, check the status of their complaints, and check the status of their warranties online.In the website or Android app, users can file complaints about the products they are now using without having to make the time-consuming trip to the relevant office.The issue will then be resolved by the appropriate department.This technique seeks to lessen a complainant's frustration and is highly helpful in today's hectic world.Customers can lodge complaints through an Android application, a Web application, and a desktop-based admin panel, which are all included in the Customer Care Application.

2.Title: Engaging customer care employees in internal collaborative crowdsourcing

Authors: Arvind Malhotra,Ann Majchrzak,William Bonfield,Steve Myers .

Year: 2019

Description:

Customer care employees (CCEs) are a great source of concepts for brand-new, improved customer services. CCEs can identify patterns in unmet and undermet needs because they serve a large number of clients. CCEs are able to make recommendations that expand on already-existing skills because they are internal to the company as opposed to being external, which produces ideas that are simpler to put into practise. Employee suggestion gathering has been the subject of extensive research and practise, but very little of this work has explored how CCEs might be gathered into a transient online community to cocreate unique ideas. When using CCEs for internal collaborative crowdsourcing, a general framework, consequences, and future research paths are laid forth based on the findings.

3. Title: Online clinical feedback system for tracking customer care issue: a case study of Kampala International University Clinic

Authors: Okello, Dickens,Driwaru, Winnyfred .

Year: 2012

Description:

This paper was all about providing feedback.For Kampala International University students who couldn't physically visit the university clinic, it built safer and better ways for them to consult on health issues online. The goal of this project was to help the Kampala International University students. This study focused on the fact that college students who got stuck in long lines at the university clinic could get free online consultations. In this study, interviews, field observations, and a review of the available documents were employed as the data collection methods. The study provided an overview of the various hardware and software tools available for developing a feedback system for the clinic at Kampala International University to monitor customer service issues.

4. Title: Applying The Technology Acceptance And Service Quality Models To Live Customer Support Chat For E-Commerce Websites

Author: Ahmed Elmorshidy

Year: 2013

Description:

This study investigates Live Customer Support Chat as a new type of customer service implemented for E-commerce websites. This study fills a critical research need in comparing the efficiency of the new live customer care system to the conventional sorts of non-real-time support like email and online forms. The research employed two well-known theoretical frameworks (such as the Service Quality Model and the Technology Acceptance Model) and established a new metric for evaluating the quality of electronic services based on system performance, system dependability,system accessibility, accuracy of the information, reliability of the services, and online client comments to create a fresh theoretical foundation for live chat customer support. The research introduces the e-service quality dimensions and includes them in the new framework.

5. Title :Online Customer Service Chat: Usability and Sociability Issues

Author: Dorine C. Andrews

Year: 2013

Description:

In recent years, there has been a substantial increase in interest in using customer support chat on e-commerce websites. By fostering greater social engagement, being more receptive to customer inquiries, and customising the shopping experience, it is seen as a practical strategy to lower the risk of making a purchase. There isn't any proof, though, that this customer service solution enhances the convenience of online purchasing, lowers perceived purchase risk, or lowers the percentage of abandoned shopping carts.To assess its viability as a customer service solution, operational issues, and if a positive experience using customer service chat affects online shoppers' propensity to purchase, a usability research of five e-commerce websites that offer customer care chat was done.The study finds that the overall experience and the complexity of customer service conversation are higher.

6. Title: Design of Web-Based Customer Relation Management Application for Power Distribution Company: A Case Study of PHCN Owerri Business Unit

Authors: Akinloye Bolanle Eunice, Anthony Mfonobong Umoren, Idorenyin Markson.

Year: 2017

Description:

In this paper, the design of web-based customer care application for power distribution company is presented with Power Holding Company of Nigeria (PHCN) Owerri business unit as the case study. The technology was created to address the issues of subpar customer service encountered as a result of PHCN's manual method. The system offered a web-based volunteer information system for gathering, organising, and sharing consumer data as well as for handling customer complaints and bill payments. In order for the system to gather and interpret spatial data on customers and PHCN facilities, it also includes mapping functionality. The development of web applications uses a modified waterfall methodology. The modified waterfall paradigm involves tasks including requirement engineering, planning, designing, programming, testing, integration, and deployment. PHP is used as the server side scripting language for the web application, Java is used for the client side scripting language, and MySQL is used for database administration.

7.Title: Health Insurance Corporation Customer Relationship Management Tool (HICorpCRM)

Authors: Magboo, Ma. Sheila A.,Macaraeg, Paul John N.

Year: 2015

Description:

The health insurance market is flooded with large firms vying for market share. Because of this saturation, the goal of health insurance firms has shifted from acquiring new clients to keeping their existing ones. The necessity for SMS, telephone, and email helplines stems from the requirement for a more comprehensive approach to customer relationship management. Since there is no SMS-enabled customer relationship management product available in the health insurance market, its players have yet to benefit from the advantages offered by the aforementioned technology. The use of a GSM modem and KANNEL for WAP-based communication with a PHP web application built with CodeIgniter could demonstrate the necessity for an SMS-enabled CRM solution.

8. Title: Collaborative Customer Care: Concept and Solution

Authors: Catherine G. Wolf, Alison Lee, Maroun Touma & Shahrokh Daijavad.

Year: 1999

Description:

The study discuss the idea of collaborative Web-based customer service and our experience creating a proof-of-concept product for a real-world client. The requirements for collaborative customer care are discussed in the paper, along with the system's characteristics. Due to changes in users, tasks, and goals, as well as the context of use, they are different from the requirements for work-group collaboration. We also go over the design approach, with an emphasis on how certain design tasks revealed crucial requirements for integrating collaborative customer care into the organisational and information technology infrastructures of the firm. For identifying the design requirements for this new technology, we discovered that the usage of concrete procedures and artefacts was a useful methodology.