CUSTOMER CARE REGISTRY

LITERATURE SURVEY

TEAM DETAILS:

Team No   : PNT2022TMID10783

College Name   : IFET College of Engineering

Department   : Electronic and communication Engineering

TEAM MEMBERS:

- **R. SHAFFERIYASUDHEEN**
- **S. SHARMA**
- **GORLA PENCHALA NARASIMHA**
- **SRI VENKATESH.K**

PROJECT DESIGN PHASE - I

Proposed Solution

DATE	13 November 2022
TEAM ID	PNT2022TMID10783
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

Literature Survey

Title	PROPOSED WORK	TOOLS USED	TECHNOLOGY	MERIT & DEMERIT
Real world smart chatbot for customer care using saas architecture	This paper deploys a chatbot from AWS cloud for customer care . This is done to provide human using LUIS and cognitive services.	1. AWS Public service 2. API Gateway 3. LUIS 4. Ejabberd chatbot	1.Cloud Computing 2.Machine learning	1. This provides a robust scalable architecture with Ejabberd server. 2. The Ejabberd server takes longer time to respond to the request

Literature Survey

Title	PROPOSED WORK	TOOLS USED	TECHNOLOGY	MERIT & DEMERIT
Artificial intelligence replacing human customer service	This paper deploy the chatbots for customer service . it uses the AI to take decision making and provide Service .	1. Chatbot 2. Python 3. Mongodb	1. Cloud Computing 2. AI/ML	This take decision based upon the query by customer and replay with efficient

Literature Survey

Title	PROPOSED WORK	TOOLS USED	TECHNOLOGY	MERIT & DEMERIT
CHATBOT FOR CUSTOMER SERVICE	In this paper the customer provide the asked info to the chatbot based on the data it provide the customer service	• Chatbot • HTML • CSS • Javascript	•Cloud Computing •AI/ML	This proposed model provide the customer service by use of clous

Literature Survey

S.NO.& Title	PROPOSED WORK	TOOLS USED	TECHNOLOGY	MERIT & DEMERIT
AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes the behaviour of the customer by analyzing the history pattern and use it for promotion	•Intelligent cloud customer relation Management	•Cloud Computing •AI	The customer purchase pattern are analyzed and used for the promotion of the products.

Thank You!