

LITERATURE SURVEY

SL .No	TITLE	PROPOSED WORK	TOOLS USED	TECHNOLOGY	MERIT AND DEMERIT
1	Chatbot For Customer Service	In this paper chatbot asks for an info from the customer and based on the data provided it will make service for the customers	<ul style="list-style-type: none"> ➤ Chatbot ➤ HTML ➤ CSS ➤ Javascripts 	<ul style="list-style-type: none"> ➤ Cloud computing ➤ AI/ML 	The proposed model uses clous for providing customer services
2	Real worlds 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.	<ul style="list-style-type: none"> ➤ AWS Public Service ➤ API Gateway ➤ LUIS ➤ Ejabberd chatbot 	<ul style="list-style-type: none"> ➤ Cloud computing ➤ Machine Learning 	<p>This provides a robust, scalable architecture with Ejabberd serve.</p> <p>The Ejabberd server takes longer time to respond to the request.</p>
3	An Intelligent Cloud Based Customer Relationship Management System To Determine Flexible Pricing For Customer Retention	This paper provides the behaviour of the customer by analyzing the history pattern and uses it for promotion.	<ul style="list-style-type: none"> ➤ Intelligent cloud customer relation Management 	<ul style="list-style-type: none"> ➤ Cloud computing ➤ AI 	The customer purchase pattern are analysed and used for the promotion of the products.
4	Artificial Intelligence Replacing Human Customer Service	This paper deploys the chatbots for customer service. It uses the AI to take decision making and provide service.	<ul style="list-style-type: none"> ➤ Chatbot ➤ Python ➤ MongoDB 	<ul style="list-style-type: none"> ➤ Cloud computing ➤ AI/ML 	This take decision based upon the query by customer and replay efficiently.