CUSTOMER CARE REGISTRY

LITERATURE SURVEY

TEAM DETAILS:

Team ID : PNT2022TMID10731

College : IFET College of Engineering

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MEMBERS:

- ✓ Aakash Raj A (Team Lead)
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LITERATURE SURVEY

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 study suggests classifying customers based on their purchasing habits, historical ordering trends, and frequency of purchases in order to provide personalized customer service and promotions.	Intelligent Cloud-based Customer Relationship Management	• Cloud Computing • Artificial Intelligence	Without any interaction, customer service is provided based on buying behaviors and product features.

LITERATURE SURVEY

S. NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGS/ DISADVANTAGES
REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE	This publication uses chatbots to provide customer service. This is accomplished by offering human-like contact through the use of LUIS and cognitive services.	• AWS Public Cloud • AWS Lambda • API Gateway • LUIS • Ejabberd Chatbot	• Cloud Computing • Machine Learning	Chatbots are used by this publication to provide customer assistance. By providing human-like contact with LUIS and cognitive services, this is achieved. The Ejabberd server creates the functionality for the room where the user must remain present over time.

Thank you