

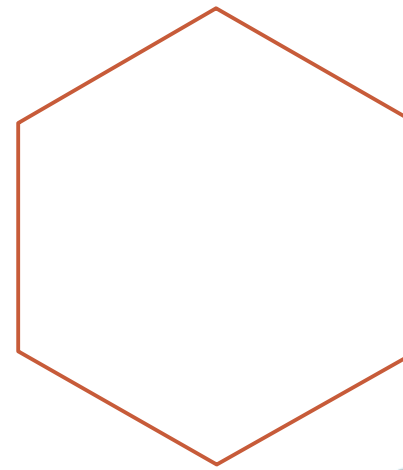
CUSTOMER CARE
REGISTRY

LITERATURE SURVEY



TEAM DETAILS:

Team No : PNT2022TMID10732
College Name : IFETCOLLEGE OFENGINEERING
Department : ECE



LITERATURE SURVEY

TITLE	PROPOSED WORK	TOOLSUSED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
SMART CHATBOX CUSTOMER IN THE REAL WORLD USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE	This journal employs the chatbot CARE for customer service. In order to achieve this, LUIS and cognitive services are used to provide human-like contact.	<ul style="list-style-type: none">• AWS Public Cloud• AWS Lambda• API Gateway• LUIS• Ejabberd	<ul style="list-style-type: none">• Cloud Computing• Machine Learning	<ul style="list-style-type: none">• This suggests an architecture with an Ejabberd Server-based technology stack that is expandable, scalable, and dependable. The functionality for the room where the user must continuously be logged in is created by the Ejabberd server.

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A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM BASED ON INTELLIGENT CLOUD TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This study recommends categorising clients according to their purchasing tendencies, historical ordering histories, and frequency of transactions. This will make it possible for more individualised marketing and customer service.	<ul style="list-style-type: none">Intelligent Cloud- based Customer Relationship Management	<ul style="list-style-type: none">Cloud computingArtifical Intelligence	Customer service is given based on purchasing patterns and product features without any contact.

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CHATBOT FOR CUSTOMER SERVICE	Users in this study think chatbots will provide the essential assistance. Chatbots are an example of how customer support may be automated.	<ul style="list-style-type: none">• Chatbot• Java Script	<ul style="list-style-type: none">• Cloud Computing• Artificial Intelligence• Machine Learning	This provides automated customer service via the cloud.

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HUMAN CUSTOMER SERVICE IS BEING REPLACED BY ARTIFICIAL INTELLIGENCE	<p>This journal's customer service registry is driven by chatbots with artificial intelligence.</p> <p>This supports customers' decision-making. using the 'computers as social actors' theory</p>	<ul style="list-style-type: none">• Chatbots• Python• Mongo DB	<ul style="list-style-type: none">• Cloud Computing• Artificial Intelligence• Machine Learning	<p>1. Remain adaptable and think of your clients.</p> <p>2. The use of chatbots in customer service interactions may make customers more concerned about privacy risk issues.</p>

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IMPLEMENTING CONTINUOUS CUSTOMER CARE	In this essay, we draw on The software as a service (SAAS) model vastly improves the problem by allowing the service provider to directly access user data and Analyze it with the customer's agreement.	<ul style="list-style-type: none">• Java Script• HTML• Google Analytics	<ul style="list-style-type: none">• Cloud Computing• Machine Learning	<p>1. The service provider can get feedback from customers right away thanks to the utilisation of feedback loops. One way to find out is to regularly check the end- user experience to determine if consumers are satisfied.</p> <p>2. SaaS vendors may find it challenging to comprehend the struggles of their customers.</p>

A decorative graphic on the left side of the slide consists of a cluster of hexagons in various colors: light blue, orange, grey, and white. Some hexagons contain icons: a group of business people, a group of blue person silhouettes, a stack of papers, and a group of three person silhouettes (two orange, one grey).

Thank you