

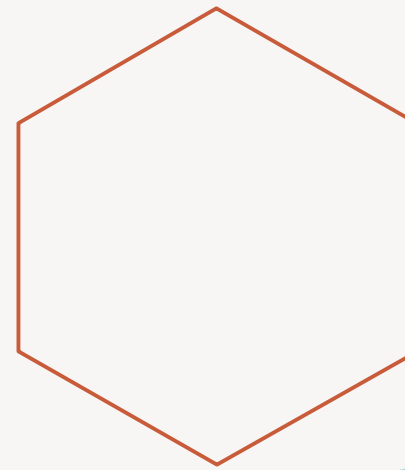
CUSTOMER CARE REGISTRY

LITERATURE SURVEY



TEAM DETAILS:

Team No : PNT2022TMID10739
College Name : IFETCOLLEGE OFENGINEERING
Department : ECE



LITERATURE SURVEY

TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
REAL WORLD SMART CHATBOX CUSTOMER USING A SOFTWARE AS A SERVICE(SAAS) ARCHITECTURE	For customer support, this journal uses the chatbot CARE. This is accomplished by offering human-like contact through the use of LUIS and cognitive services.	<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 extensible, scalable, and reliable architecture with an Ejabberd Server-based technology stack.• The Ejabberd server creates the functionality for the room where the user must remain logged in over time.

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AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper suggests that customers be grouped based on their buying habits, past ordering patterns, and frequency of purchases. This will allow for more personalised customer service and promotions.	<ul style="list-style-type: none">Intelligent Cloud-based Customer Relationship Management	<ul style="list-style-type: none">Cloud computingArtificial Intelligence	Without any interaction, customer service is provided based on buying behaviours and product features.

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CHATBOT FOR CUSTOMER SERVICE	In this research, users believe that chatbots will give the necessary support. The possibility for automating customer service is represented by chatbots.	<ul style="list-style-type: none">• Chatbot• Java Script	<ul style="list-style-type: none">• Cloud Computing• Artificial Intelligence• Machine Learning	This uses the cloud to offer automated customer service.

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ARTIFICIAL INTELLIGENCE REPLACING HUMAN CUSTOMER SERVICE	This journal uses artificial intelligence-powered chatbots for their customer care registry. This aids customers in making decisions. Using the theory that computers are social agents	<ul style="list-style-type: none">• Chatbots• Python• Mongo DB	<ul style="list-style-type: none">• Cloud Computing• Artificial Intelligence• Machine Learning	<ol style="list-style-type: none">1. Maintain flexibility and keep your customers in mind.2. The usage of chatbots in customer support encounters could increase consumer anxiety around privacy risk issues.

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IMPLEMENTING CONTINUOUS CUSTOMER CARE	In this paper, we make use of Because the service provider may now directly access user data and Analyze it with the customer's consent, the software as a service (SAAS) model significantly improves the situation.	<ul style="list-style-type: none">• Java Script• HTML• Google Analytics	<ul style="list-style-type: none">• Cloud Computing• Machine Learning	<ol style="list-style-type: none">1. The use of feedback loops enables the service provider to gather customer input immediately after an interaction. Monitoring the end-user experience continuously to see if people are satisfied is one approach to learn this.2. It is not always simple for SaaS suppliers to understand what their clients are going through.



Thank you