CUSTOMER CARE REGISTRY

LITERATURE SURVEY

TEAM DETAILS

Team ID : PNT2022TMID10750

College : IFET college of engineering

Department : ECE

MEMBERS

- ✓ Blessed raj P
- ✓ Hariprasath G
- ✓ Anbarasu T
- ✓ Manikandan B

PROJECT DESIGN PHASE –I

LITERATURE SURVEY

DATE	11.11.2022
TEAM ID	PNT2022TMID10750
PRIJECT TITLE	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	

LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
1. A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM BASED ON INTELLIGENT CLOUD TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	The idea put out in this article is that customers should be segmented based on their purchasing habits, previous ordering trends, and frequency of purchases in order to provide tailored customer service and promotions.	✓ Intelligent Cloudbased Customer Relationship Management	✓ Cloud Computing. ✓ Artificial Intelligence	Without any contact, customer service is provided based on buying behaviours and product attributes.

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2. Customer service robot	In this analysis, customers believe chatbots will offer the necessary assistance. A potential way to automate customer support is through chatbots.	✓ Chatbot ✓ Java Script	✓ Cloud Computing ✓ Artificial Intelligence ✓ Machine Learning	This uses the cloud to offer automated customer assistance.

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3. A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE-BASED REAL-WORLD SMART CHATBOT FOR CUSTOMER CARE	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	1. This suggests a strong, scalable, and extensible architecture with the EjabberdServer as the foundation of its technology stack. 2. The Ejabberd server creates the functionality for the room where the user must be present throughout time.

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4.REPLACING HUMAN CUSTOMER SERVICE WITH ARTIFICIAL INTELLIGENCE	Artificial intelligence-powered chatbots are used in this journal's customer care registry.This helps customers make decisions. Using the theory that social actors are computers.	✓ Chatbots ✓ Python ✓ Mongo DB	✓ Cloud Computing ✓ Artificial Intelligence ✓ Machine Learning	1. Maintain flexibility and keep your consumers in mind. 2. The usage of chatbots in customer support encounters might increase consumer anxiety around privacy risk issues.

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5.ESTABLISHING CONSTANT CUSTOMER CARE	The software as a service (SaaS) approach is used in this article, anddrastically improves the situation by giving the service provider immediate access to user data, which they can then examine if the consumer has properly accepted.	✓ Java Script ✓ HTML ✓ Google Analytics	✓ Cloud Computing ✓ Machin Learning	1. The usage of feedback loops enables the service provider to record customer input at the time of the encounter. Conducting ongoing end-user experience monitoring to check on customer satisfaction is one approach to learn. 2. It is not always simple for SaaS companies to understand what their clients are going through.