LITERATURE SURVEY

1.

Title: CUSTOMER CARE AND COMPLAINT REGISTRATION MANAGEMENT SYSTEM

DESCRIPTION:

The package that designed can handle the Complaints details without any difficulty & with a little bit of effort. As the work is one manually before, so it will be very time consuming & required a large efforts to maintain the files. By computerizing the system these files can be handled with a small effort & in less time. The chances of duplicity of complaints are negligible. The Customer Complaint Report can be generated easily by getting the information without any problem from all the related files. The package is designed by using GUI concept there for it is very user friendly & easy to use.

YEAR: 2020

Technologies: .Net Frame Work, Microsoft SQL Server™ 2005

Pros:

- Time
- Certain operating costs
- Satisfaction of the customers
- Efficiency in handling complaints

Cons:

- Chat Facility
- Deployment of the Project on Mobile Application.

2.

Title: Smart Complaint Management System

Description:

Customers are the essential factor in the organization. The business has to support the customers' preferences and demands for creating the customer loyalty, which make the customer still purchases with the particular company. The customer may feel dissatisfied with the service when he or she receives the delay of services and they do not know the channel for filing the complaint, and also the current complaint handling in the organizations still has the problems. Therefore, we, developers of this project implemented the Smart Complaint Management System (SCMS) consisting of the mobile application, chatbot and web application, for solving the customer's dissatisfaction issue. Furthermore, the SCMS has the service for classifying the complaint, then automatically direct to the responsible department, and the service for finding the similar complaint to avoid submitting the duplicate complaint. The test result shows that this system is able to reduce the time and procedures for complaint handling, increase the channel for filing the complaint, and increase the channel for progress reporting and tracking the status of the complaint.

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YEAR: 2018

Technologies: Chatbot, Machine Learning

Pros:

- Enable the user to send the complaints easier
- Complaints are directly sending to the appropriate department
- Cost Efficient

Cons:

- Customer waits long time for the service
- Unable to access all type of customer