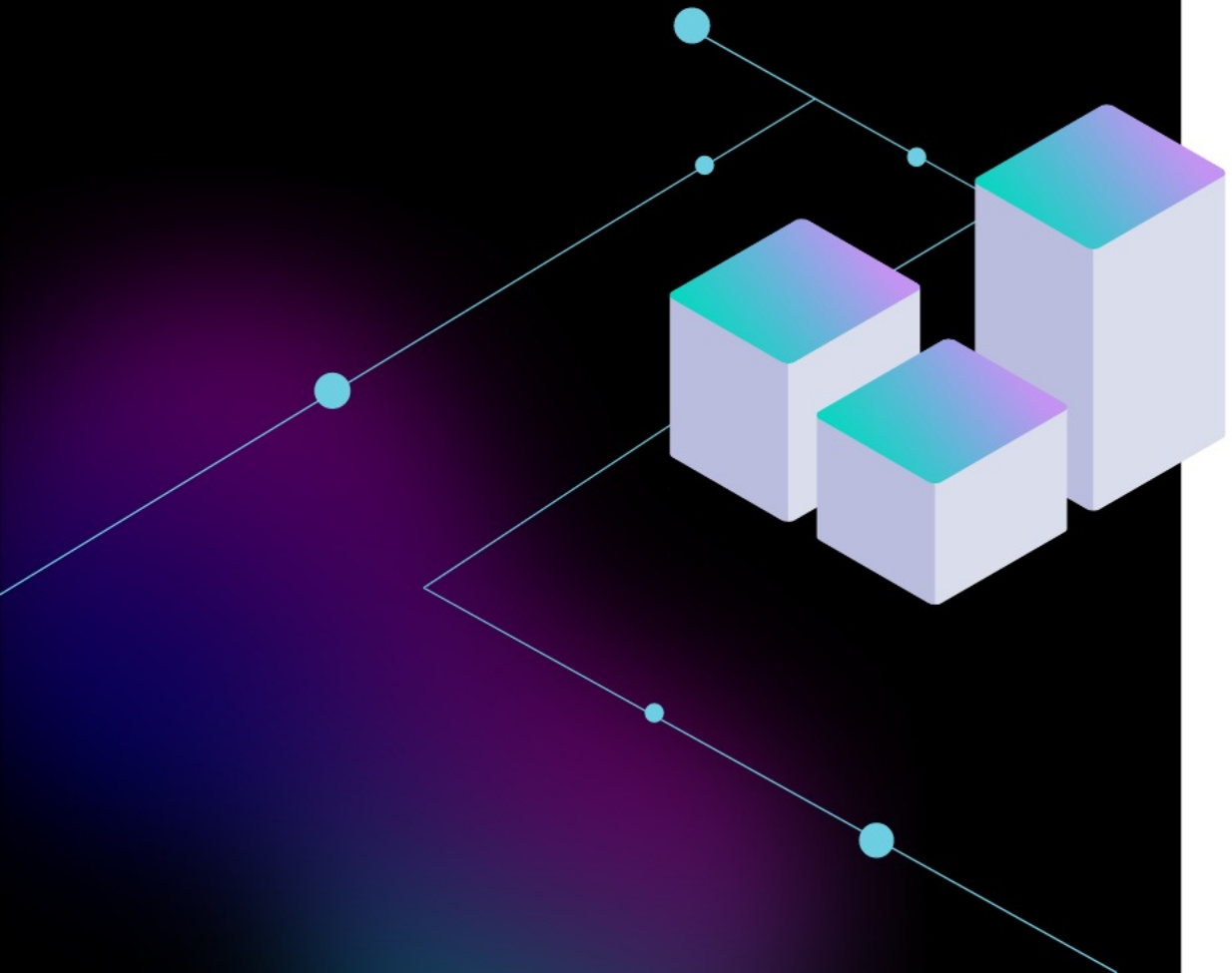
IBM PROJECT

CUSTOMER CARE REGISTRY

A user-friendly virtual agent

AGENDA



- Introduction
- Team Details
- Literature Survey
- Conclusion

TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY

Department: INFORMATION TECHNOLOGY

TEAM MEMBERS:

DEENATHAYALAN S

CHUJEETHA R

DHIVESH D

CHANDRU S

LITERATURE SURVEY

S.NO $ TITLE	PROPOSED WORK	TOOLS USED/ ALGORITHM	TECHNOLOGY	PROS/CONS
REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE(SAAS) ARCHITECTURE	The journal employ chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services	• AWS public cloud • AWS Lambda • API Gateway • LUIS • IBM Watson chatbot	• Cloud computing • Machine Learning	This proposes a robust, scalable and extensible architecture with a feasible tech stack The server creates the room functionality where the customer needs to be persisitent over time

LITERATURE SURVEY

S.NO $ TITLE	PROPOSED WORK	TOOLS USED/ ALGORITHM	TECHNOLOGY	PROS/CONS
AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes that the customer are categorized based on purchase behaviours, historical ordering patterns and frequency of purchase	• Intelligent cloud based Customer relationship management	• Cloud computing • Artificial Intelligence	Customer care is given based upon purchase behaviours, features of the product purchases without any interaction

LITERATURE SURVEY

S.NO $ TITLE	PROPOSED WORK	TOOLS USED/ ALGORITHM	TECHNOLOGY	PROS/CONS
CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service	• Chatbot • JavaScript	• Cloud computing • Artificial Intelligence • Machine Learning	This provides automated customer service with the use of cloud

LITERATURE SURVEY

S.NO $ TITLE	PROPOSED WORK	TOOLS USED/ ALGORITHM	TECHNOLOGY	PROS/CONS
AI REPLACING HUMAN CUSTOMER SERVICE	This journal chatbots for customer care registry using AI. This assists consumers in decision making. Based on the computers are social actors paradigm	• Chatbot • Python • MongoDB	• Cloud computing • Artificial Intelligence • Machine Learning	Maintain flexiblity and focus on their customers The use of chatbots in service interactions may raise greater consumer concerns

LITERATURE SURVEY

S.NO $ TITLE	PROPOSED WORK	TOOLS USED/ ALGORITHM	TECHNOLOGY	PROS/CONS
IMPLEMENTING CONTINUOUS CUSTOMER CARE	In this paper we employ SAAS model which introduces drastic improvement to the situation, as service provider can now have direct accessto user data	• Javascript • HTML • Google Analytics	• Cloud computing • Machine Learning	Feedback loops are used that allow the provider to capture feedback It is not always easy for SaaS providers to know what customers are experiencing

THANK YOU