*TEAM ID: PNT2022TMID06554*

## *LITERATURE SURVEY OF CUSTOMER CARE REGISTRY*

| NO | JOURNAL NAME | AUTHOR NAME | TECHNOLOGY USED | EXSISTING SYSTEM | PROPOSED SYSTEM |
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| 1 | A Proposed Cloud Based Solution for Customer Satisfaction in Telecommunication Industry | Nurulhuda Mustafa, Lew Sook Ling, Siti Fatimah Abdul Razak | Cloud based framework, Data Analytics | In existing cloud based solution framework, user Found it difficult to communicate with customer service representative during faulty experience, and follows traditional way of acquiring and managing data or information. | A proposed cloud based customer supports solution for telecommunication industry. The proposed enhancements are as follows: Mutual agreement between customer and company during making restoration appointment, Real time and status tracking enabled, Enhance customer trust by getting a signature using apps to confirm job done, Job done summary, Introduce loyalty program such as variety of vouchers are given for redemption using accumulated points by customers. |

*TEAM ID: PNT2022TMID06554*

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| 2 | Online Complaint Registration System to Municipality | A.Prassana, Dr. A.V. Senthil Kumar | Android Studio, Java | In existing system, CMS (Complaint Management System) is used. Manual systems put pressure on people to be correct in all details of their work at all times, the problem being that people aren't perfect, however much each of us wishes we were. With manual systems the level of | In proposed system, by using android application people can register their complaints in easy and proper format. Mainly they can mark their location in Google Map while placing the complaint so that it will help the people in easy manner. They will also well aware about their |
| | | | | Service is dependent on individuals and this puts a requirement on management to run training continuously for staff to keep them motivated and to ensure they are following the correct procedures. It can be all to easy to accidentally switch details and end up with inconsistency in data entry or in hand written orders. | Complaints progress. They can also provide feedback about their complaints progress weather they are satisfied or not. Also they user can Post their requirements through this system and they will receive needed items by admin within couple of hours, it's depending on the needed item and you can also look your status about your requirements. These user complaints, needs requirements maintain by admin. |

*TEAM ID: PNT2022TMID06554*

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| 3 | Virtual Customer Service Agents: Using Social Presence and Personalization to Shape Online Service Encounter | Tibert Verhagen, Jaap van Nes, Frans Feldberg, Willemijn van Dolen, Ph.D. | Data Analysis | In Existing system, we empirically investigate the role of VCSAs to shape more social and personalized online service encounters. Empirical studies on VCSAs are scarce and openly demanded, and a Focus on the ability of VCSAs to provide service encounters with a human touch deals with conventional wisdom that social and personal approaches are critical to customer service delivery. Within this inquiry we address the direct | In proposed system, First, to provide theoretical foundations for the employment of VCSAs, we encourage researchers to experiment with more technically advanced agents that will appear in the near future. By adding and combining elements such as motion, natural speech, lip synchronization, and 3D representation to virtual agent design, new insights into the value of mimicking humanlike service |
| | | | | influence of VCSA characteristics on online customer service evaluations and are among the First to extrapolate whether employing cues deemed important in traditional service encounter literature. | Personnel online is gained. Second, more in-depth research on the role of emotions in VCSA settings is encouraged. While we did not find any Effect of smiling, VCSAs may still express (positive) emotions that contribute to more positive customer. |

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| 4 | Real World Smart Chabot for Customer Care using a Software as a Service (SaaS) Architecture | Godson Michael D'silva, Sanket Thakare,Sharddha More and Jeril Kuriakose | Ejabberd,AWS Lambda,Machine Learning, LUIS,Chatbot,API Gateway, Cognitive Services. | As many customers may be using this streams to reach out to company because they need help. The company have setup social marketing team to monitor this stream. But due to huge volumes of users it's very difficult to analyses each and every social message and take a relevant action to solve users grievances, which lead to many unsatisfied customers or may even lose a customer. This papers proposes a system architecture which will try to overcome the above shortcoming by analyzing messages of each ejabberd users to check | A proposed Real World Smart Chabot system architecture focus on analysing this social chats by identifying whether the messages from the customers are actionable or not. All the actionable messages are send to the Chatbot which tries to resolve the issues faced by the user by initiating the conversation with the customer in a more human way. This save lots of money and resources of the company used for customer service and even making the customer more and satisfied. As this proposed system is |
| | | | | whether it's actionable or not. If it's actionable then an automated Chatbot will initiates conversation with that user and help the user to resolve the issue by providing a human way interactions using LUIS and cognitive services. | implemented on AWS public cloud, it make this system capable of handling enormous amount of user base. |

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| 5 | An Application of SMS Technology for Customer Service Centre | Ariff Idris, Abd. Samad Hasan Basari, Nur Hanisah Zubir | Smart Message System Technology, PHP, MySQL | In existing system, LAP is a semi-government organization in Perak which is responsible in managing the water supply service and distribution for Perak citizens. However LAP has only had a hotline number for their customers to make a complaint. The existing method of handling customers' complaint is delaying the action taken. | The proposed system Ces-LAP allow LAP customer to make complaints easier. The proposed system is very much help when there are many complaints at one time. This system can be used by everyone that have accessed to internet and hand phone. Furthermore the system helps LAP to manage all the complaints faster and effective via SMS and web. The prototype of the system is under testing phase. An initial feedback from users shows that the system is quite good in term of its mobility. |