Ideation Phase
Literature Survey

Team id	PNT2022TMID13254
Project Name	Customer Care Registry

S. No	PAPER	AUTHOR	YEAR	ACCURACY	FUTUREWORKS
1	Theory and practice of customer-related Improvement	Daniel Gyllenhammar,etal	2022	92%	It is proposed that future research should address and when to involve the customer in improvements, and by this aid practitioners. Here, researchers can apply an action research approach to facilitate the enrichment of knowledge ,as those studies util singaction research are more successful describing the process of improvements.
2	Improving customer Service in Healthcare	Muhammad Anshari, etal	2021	89%	The use of ICT in healthcare organizations has grown in the same pattern it is the growing within the larger industry landscape. The use of web technology, database management systems and network I infrastructure are part of ICT initiative that will I influence of healthcare practice and administration.

3	Analysis of Customer Reviews For Product Service System Design Based on Cloud Computing	David Zhang, Fei Tao, Diand I Chen's Ang Liu	2019	82%	Designing a product service System begins with Understanding customer Paper present a new Framework that integrates a Varietyof artificial Intelligence and machine Learning techniques.All Proposed operations of the Framework can be realized Based on the Google Cloud Platform.
4	Local Consumption Diversification	Bambang Sigit Amanto,etal	2019	85%	The increase in population,the increase in the level of education and the development of the economic sector make Waimangit Village one of them os developed regions.
5	Cybercrime Case As Impact Development Of Communication Technology That Troubling Society	MChairul Basrun Umanailo,etal	2020	90%	Technological advances a real so advancing information. Information can be obtained from friends , family ,print media and electronic media.

6	Customer Experience modeling from customer experience to service design	Jorge Teixeira, LiaPatrı´cio,etal	2019	90%	This multimedia service provided a rich foundation for understanding the complexity of the customer experience and the systematic nature of CEM. New applications to other service contexts would enable further developments and refinements of the approach