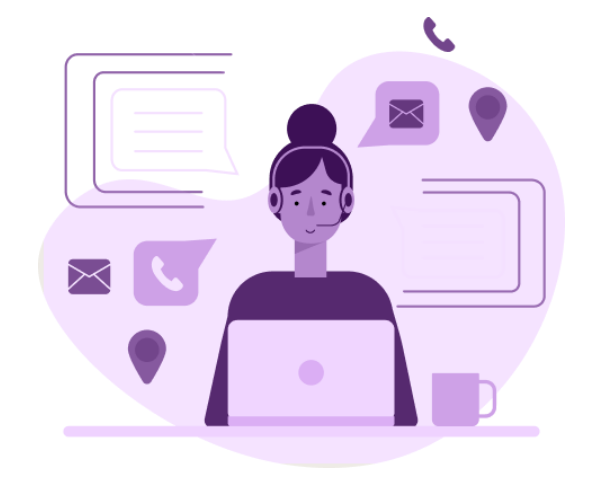
**CUSTOMER CARE REGISTRY**



**LITERATURE SURVEY**

**TEAM DETAILS:**



**Team No :** PNT2022TMID26814

**College Name :** Dhanalakshmi Srinivasan College of Engineering & Technology

**Department :** Computer Science & Engineering

Literature Survey

# LITERATURE SURVEY

* REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE

This 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
* Ejabberd Chatbot
  + Cloud Computing
  + Machine Learning

This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer.

The Ejabberd server makes creates the roomfunctionality where the customer needs to be persistent over time in

**S.NO & TITLE**

**PROPOSED WORK**

**TOOLS USED**

**/ALGORITHMS**

**TECHNOLOGY**

**ADVANTAGES**

**/DISADVANTAGES**

that room

Literature survey 3

# LITERATURE SURVEY

* AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION

**S.NO & TITLE**

**PROPOSED WORK**

**TOOLS USED**

**/ALGORITHMS**

**TECHNOLOGY**

**ADVANTAGES**

**/DISADVANTAGES**

This paper proposes that the customer are categorized based on purchase behaviours, historical ordering patterns and frequency of purchase customize customer care and promotions are given.

* + Intelligent Cloud- based Customer

Relationship Management

* + Cloud

Computing

* + Artificial

Intelligence

Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.

Literature survey 4

# LITERATURE SURVEY

**S.NO & TITLE**

**PROPOSED WORK**

**TOOLS USED**

**/ALGORITHMS**

**TECHNOLOGY**

**ADVANTAGES**

**/DISADVANTAGES**

* 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
* Java Script
  + Cloud Computing
  + Artificial Intelligence
  + Machine Learning

This provides automated customer service with the use of the cloud.

Literature survey 5

# LITERATURE SURVEY

**S.NO & TITLE**

**PROPOSED WORK**

**TOOLS USED**

**/ALGORITHMS**

**TECHNOLOGY**

**ADVANTAGES**

**/DISADVANTAGES**

* ARTIFICIAL INTELLIGENCE REPLACING HUMAN CUSTOMER SERVICE

This journal Chatbots for customer care registry using Artificial intelligence. This assists consumers in decision making. Based on the computers-are- social- actors paradigm

* Chatbots
* Python
* Mongo DB
  + Cloud

Computing

* + Artificial

Intelligence

* + Machine

Learning

* + 1. Maintain Flexibility and focus on their

customers.

* + 1. The use of chatbots

in service interactions may raise greater consumer concerns regarding privacy risk issues.

Literature survey 6

# LITERATURE SURVEY

* IMPLEMENTING CONTINUOUS CUSTOMER CARE

In this paper, we employ the software as a service (SaaS) model which introduces drastic improvement to the situation, as the service provider can now have direct access to the user data and analyze it if agreed appropriately with the customer.

* Java Script
* HTML
* Google Analytics
  + Cloud Computing
  + Machine Learning

1. Feedback loops are

used that allow the service provider to capture feedback at the point of experience. One way to find out is to conduct continual end-user experience monitoring to determine if users are happy

**S.NO & TITLE**

**PROPOSED WORK**

**TOOLS USED**

**/ALGORITHMS**

**TECHNOLOGY**

**ADVANTAGES**

**/DISADVANTAGES**

1. It is not always easy for SaaS providers to know

what customers are experiencing.

Literature survey 7

**Thank you**