

CUSTOMER CARE REGISRTY

LITERATURE SURVEY

TEAM DETAILS:

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LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHM S	TECHNOLOG Y	ADVANTAGE S /DISADVANT AGES
REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECT URE	This journal employ chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.	<ul style="list-style-type: none">• AWS Public Cloud• AWS Lambda• API Gateway• LUIS• Ejabberd Chatbot	<ul style="list-style-type: none">• Cloud Computing• Machine Learning	<p>This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer.</p> <p>The Ejabberd server makes creates theRoom functionality where the customer needs to be persistent over time in that room</p>

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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 customize customer care And promotions are given.	Intelligent Cloudbased Customer Relationship Management	<ul style="list-style-type: none">• Cloud Computing•Artificial Intelligence	Customer care is given based upon purchase behaviours , features of the product purchased without any interaction.

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CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	<ul style="list-style-type: none">• Chatbot• Java Script	<ul style="list-style-type: none">• Artificial Intelligence• Machine Learning	This provides automated customer service with the use of the cloud.

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ARTIFICIAL INTELLIGEN CE 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-socialactors paradigm	<ul style="list-style-type: none">• Chatbots• Python• Mongo DB	<ul style="list-style-type: none">• Cloud Computing• Artificial Intelligence• Machine Learning	<p>Maintain Flexibility and focus on their customers.</p> <p>The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues.</p>

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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.	<ul style="list-style-type: none">• Java Script• HTML• Google Analytics	<ul style="list-style-type: none">• Cloud Computing• Machine Learning	<p>Feedback loops are used that allow the service provider to capture feedback at the point of experience.</p> <p>It is not always easy for SaaS providers to know what customers are experiencing.</p>

THANK YOU