

# CUSTOMER CARE REGISTRY

LITERATURE SURVEY

## TEAM DETAILS:

Team No : **PNT2022TMID21136**

College Name : Sri Shakthi Institute of Engineering and Technology

Department : Information Technology

## PROJECT MEMBERS :

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# LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ 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.	<ul style="list-style-type: none"><li>• AWS Public Cloud</li><li>• AWS Lambda</li><li>• API Gateway</li><li>• LUIS</li><li>• Ejabberd Chatbot</li></ul>	<ul style="list-style-type: none"><li>• Cloud Computing</li><li>• Machine Learning</li></ul>	<p>This proposes a robust,scalable, and extensible architecture with a technology stack consistingof the EjabberdServer.</p> <p>The Ejabberd server makescreates the roomfunctionality where the customer needs to be persistent over time inthat room</p>

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S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes that the customer arecategorized based on purchase behaviours,historical ordering patterns and frequency of purchase customize customer care and promotions are given.	<ul style="list-style-type: none"><li>• Intelligent Cloud based Customer Relationship Management</li></ul>	<ul style="list-style-type: none"><li>• Cloud Computing</li><li>• Artificial Intelligence</li></ul>	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"><li>• Chatbot</li><li>• Java Script</li></ul>	<ul style="list-style-type: none"><li>• Cloud Computing</li><li>• Artificial Intelligence</li><li>• Machine Learning</li></ul>	This provides automated customer service with the use of the cloud.

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S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ ARTIFICIAL INTELLIGENCE REPLACING HUMAN CUSTOMER SERVICE	<p>This journal Chatbots for customer care registry using Artificial intelligence.</p> <p>This assists consumers in decision making.</p> <p>Based on the computers-are-social actors paradigm</p>	<ul style="list-style-type: none"><li>• Chatbots</li><li>• Python</li><li>• Mongo DB</li></ul>	<ul style="list-style-type: none"><li>• Cloud Computing</li><li>• Artificial Intelligence</li><li>• Machine Learning</li></ul>	<p>1. Maintain Flexibility and focus on their customers.</p> <p>2. The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues.</p>

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S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ 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"><li>• Java Script</li><li>• HTML</li><li>• Google Analytics</li></ul>	<ul style="list-style-type: none"><li>• Cloud Computing</li><li>• Machine Learning</li></ul>	<p>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</p> <p>2. It is not always easy for SaaS providers to know what customers are experiencing.</p>

Thank  
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