



Customer Care Registry

LITERATURE SURVEY

TEAM DETAILS:

TEAM NO: PNT2022TMID21081

COLLEGE NAME: SRI SHAKTHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

DEPARTMENT: COMPUTER SCIENCE AND ENGINEERING

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LITERATURE SURVEY

TITLE	PROPOSED WORK	TOOLS USED/ALGORITHM	TECHNOLOGY	ADVANTAGE & DISADVANTAGES
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 frequently of purchase customize customer care and promotions are given	Intelligent cloud based 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 interaction.

TITLE	PROPOSED WORK	TOOLS USED/ALGORITHM	TECHNOLOGY	ADVANTAGE & 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"> • Javascript • HTML • Google Analytics 	<ul style="list-style-type: none"> • cloud computing • machine learning 	It is not always easy for SaaS providers to know what customers are experiencing.

TITLE	PROPOSED WORK	TOOLS USED/ALGORITHM	TECHNOLOGY	ADVANTAGE & 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"> • AWS Public cloud • API gateway • Ejabberd • LUIS • Aws Lambda 	<ul style="list-style-type: none"> • Cloud Computing • Machine Learning 	This proposes a robust scalable and extensible architecture with technology stack consisting of the EjabberdServer

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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 • JavaScript 	<ul style="list-style-type: none"> • Cloud computing • Machine learning • Artificial Intelligence 	This provides automated customer service with the use of the cloud

THANK YOU