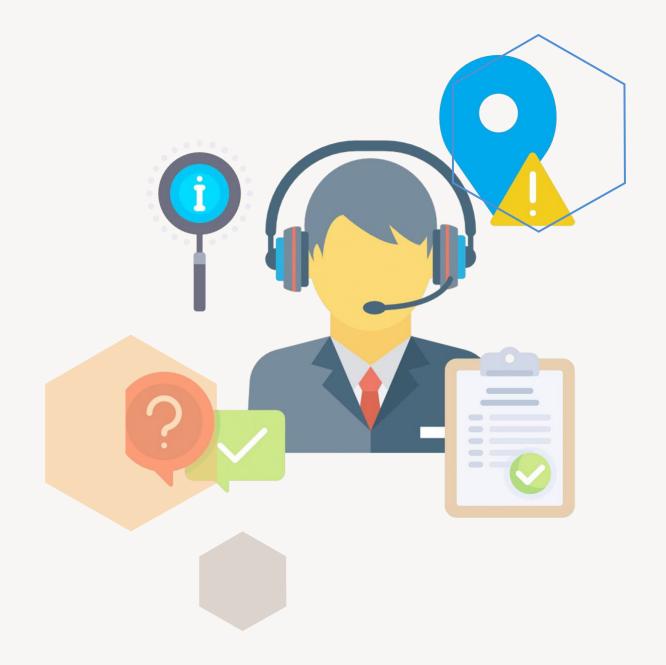
CUSTOMERCARE



REGISTRY

LITERATURE SURVEY

TEAM DETAILS:

Team No :

College Name : Nandha Engineering college

Department: Electronic and communication Engineering



S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
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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 that room

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
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the categ purch histor and for custon	paper proposes that customer are gorized based on nase behaviours, rical ordering patterns frequency of purchase mize customer care promotionsare given.	Intelligent Cloudbased Customer Relationship Management	 Cloud Computing Artificial Intelligence 	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.
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S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
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		•	Chatbot Java Script	Cloud ComputingArtificial IntelligenceMachine Learning	
	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means				This provides automated customer service with the use of the cloud.
CHATBOT FOR CUSTOMER SERVICE	for automating customer service.				

S.NO & TITLE PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
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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-aresocialactors paradigm

- Chatbots
- Python
- Mongo DB

- Cloud Computing
- Artificial Intelligence
- Machine Learning
- 1. Maintain Flexibility and focus on their customers.
- 2. The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues.

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
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IMPLEMENTING CONTINUOUS CUSTOMER CARE

In this paper, we employ the software as a service which (SaaS) model introduces drastic improvement the to situation, as the service provider can now have direct access to the user data and analyze it if agreed with appropriately 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
- 2. It is not always easy for SaaS providers to know what customers are experiencing.

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