LITERATURE SURVEY

Date	14 OCTOBER 2022
Team ID	PNT2022TMID01128
Project Name	Project – CUSTOMER CARE REGISTRY
Maximum Marks	

S.N0	PAPER	METHOD AND ALGORITHM
1.	Theory and practice of customer-related improvements by Daniel Gyllenhammar in 2022.	The study ensures the Customer satisfactions and reliable on customer improvements, it uses PRISMA Model for customer relations.
2.	Cybercrime Case As Impact Development Of Communication Technology That Troubling society by M Chairul Basrun Umanailo in 2020.	This analysis will be the process of selecting, comparing, combining and sorting various information and data. It uses a method of content analysis.
3.	A machine learning approach to analyze customer satisfaction from airline tweets by Sachin Kumar and Mikhail Zymbler in 2019.	Features were extracted from the tweets. SVM and several ANN architectures were considered to develop classification model that maps the tweet into positive and negative category.