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

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| 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. |