



Literature Survey

Ideation Phase



Team Details :

Project Name : Customer Care Registry

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Literature Survey

S. NO	Paper	Author	Year	Method used	Accuracy
1.	Theory and practice of customer related improvements	Daniel Gyllenhammar Et al	2022	The study ensures the customer satisfactions and reliable on customer improvements, it uses PRISMA model for customer relations	92%
2.	Improving customer service in healthcare	Muhammad Anshari,et al	2021	The study involves the focus on the individual relationship and limited view of the customer and his community , preferences etc. It uses CRM 2.0 model.	89%

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3.	A machine learning approach to analyze customer satisfaction from airline tweets	Sachin Kumar and Mikhail Zymbler	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.	92.3%
4.	Cyber Crime Case as impact development of communication technology that troubling society.	M Chairul Basrun Umanialo, et al	2020	This analysis will be the process of selecting, comparing , combining and sorting the various information and data. It uses a method of content analysis.	90%

Thank you

Adapt it with your needs and it will capture all the audience attention.

