

LITERATURE SURVEY

TITLE: CUSTOMER CARE REGISTRY

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1.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	A Systematic Literature Review on Cloud Computing Security: Threats and Mitigation Strategies	BADER ALOUFFI, MUHAMMAD HASNAIN, ABDULLAH ALHARBI, Wael ALOSAIMI, HASHEM ALYAMI, AND MUHAMMAD AYAZ	April 14, 2021	Cloud computing has become a widely exploited research area in academia and industry. Cloud computing benefits both cloud services providers (CSPs) and consumers. The security challenges associated with cloud computing have been widely studied in the literature. This systematic literature review (SLR) is aimed to review the existing research studies on cloud computing security, threats, and challenges. This SLR examined the research studies published between 2010 and 2020 within the popular digital libraries. We selected 80 papers after a meticulous screening of published works to answer the proposed research questions. The outcomes of this SLR reported seven major security threats to cloud computing services. The results showed that data tampering and leakage were among the highly discussed topics in the chosen literature. Other identified security risks were associated with the data intrusion and data storage in the cloud computing environment. This SLR's results also indicated that

				consumers' data outsourcing remains a challenge for both CSPs and cloud users. Our survey paper identified the blockchain as a partnering technology to alleviate security concerns. The SLR findings reveal some suggestions to be carried out in future works to bring data confidentiality, data integrity, and availability
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2.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Analysis of Customer Reviews for Product Service System Design based on Cloud Computing	David Zhang, Fei Tao , Diandi Chen's, Ang Liu	January 2019	Designing a product service system begins with understanding customer voices. Compared to the traditional methods such as survey, interview, customer review represents a particular kind of big data that contain rich information that is useful for the design of product service system. This paper presents a new framework that integrates a variety of artificial intelligence and machine learning techniques. All proposed operations of the framework can be realized based on the Google Cloud Platform. A case study is conducted to showcase the practical applicability of some key operations such as

				opinion mining. More than 40,000 customer reviews about the product Kindle White E-reader were analyzed.
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3.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Building Web Application using Cloud Computing	Prashant Tyagi, Satyam Singh, Ravi Prakash Chaudhary, Praveen Kumar Singh	05 May 2020	- Nowadays, there is a buzz about Cloud Computing in the IT industry. Most of the industries, irrespective of their size are moving towards Cloud-based solutions. Cloud computing has been buzzing around the industry because of its characteristics such as low-cost storage, on-demand computing resources, pay as you use, availability of data at any time and any place and ease in maintenance, etc. Cloud technology provides high availability, scalability, elasticity, pay as you go, and on-demand computing resources. There are various Cloud service providers available in the market such as AWS, Microsoft Azure, Google Cloud, etc. Here, we are using AWS as a cloud service provider and apply a different approach to develop a web portal, which is different from the

				traditional approach. This paper demonstrates how to develop any web application, provide multiple interfaces to it, and how to choose appropriate services from Amazon Web Services for an application.
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4.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	A Compact Analytical Survey on Task Scheduling in Cloud Computing Environment	Prashant Balkrishna Jawade Sai Kumar Daripalli Ramachandram Sirandas	February 2021	A computing environment is conveyed by Cloud computing, in which diverse resources are being conveyed via the internet as services to the users or the numerous occupants. In a cloud computing environment, task scheduling is said to be the basic as well as the most significant one. The task scheduling is mainly utilized to designate certain assignments to specific resources at a specific time occasion. Numerous strategies have been proposed to take care of the issues of task scheduling in the cloud environment. Typically, Task scheduling improves the productive use of assets and yields less response time with the goal that the execution of submitted tasks happens inside a potential least time. This

				<p>paper talks about the investigation of different task scheduling algorithms in a distributed computing condition. This review provides a clear view of different techniques utilized for task scheduling. Further, the security-based task scheduling works are also analyzed. The performance evaluation of different task scheduling techniques is analyzed, and finally, the research gaps and challenges of different task scheduling models</p>
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5.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Optimization of the Execution Time using Socket Mechanism over Cloud Cluster	Dr. Shahanawaj Ahamad, Dr. Dilip R, Sangeetha R, Dr. Swetha P, Dr. Dheer Dhway Barak, Ankur Gupta	February 2022	<p>In computer science, execution time is the final phase of a computer program's life cycle, in which the code is being executed on the computer's central processing unit (CPU) as machine code. Cloud cluster is a group of nodes hosted on virtual machines and connected within a virtual private cloud. Using the cloud, allows for much of the overhead involved in setting up a cluster to be entirely bypassed. A socket is one endpoint of a</p>

				<p>two-way communication link between two programs running on the network. A socket is bound to a port number so that the TCP layer can identify the application that data is destined to be sent. The proposed research has focused on optimization of the execution time that transferred over the cloud clustering. Research is making use of socket mechanism in order to reduce execution time. The major objective is to propose the execution time based cloud clustering for optimization with the help of sockets. Remote learning is becoming more popular and in demand. A wide range of courses and degrees may be obtained via remote education programmes. Distance learning programs' IT infrastructures must be regularly upgraded to provide teachers and students with better service. With the advent of cloud computing, which is still a novel IT paradigm, educational institutions will be able to utilize and consume IT resources..</p>
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6.	TITLE OF THE PAGE	AUTOR(S)	PUBLISHED YEAR	ABSTRACT
	Cloud Based Development Issues: A Methodical Analysis	Sukhpal Singh Gill and Inderveer Chana	November 2012	Cloud based development is a challenging task for various software engineering projects, especially for those which demand extraordinary quality, reusability and security along with general architecture. In this paper we present a report on a methodical analysis of cloud based development problems published in major computer science and software engineering journals and conferences organized by various researchers. Research papers were collected from different scholarly databases using search engines within a particular period of time. A total of 89 research papers were analyzed in this methodical study and we categorized into four classes according to the problems addressed by them. The majority of the research papers focused on quality (24 papers) associated with cloud based development and 16 papers focused on analysis and design. By considering the areas

				focused by existing authors and their gaps, untouched areas of cloud based development can be discovered for future research works.
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7.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Literature Review of Mobile Applications Testing on Cloud from Information Security Perspective	Shilpa Bahl M.M Chaturvedi	October 2013	Adoption of mobile application is increasing at enormous rate due to their improved functionality and features. Increased storage and computing power has augmented its utility. However, these mobile applications are still intrinsically limited by a relative lack of bandwidth, computing power, storage and energy compared to desktops. To overcome these limitations, the concept of Mobile Cloud Computing (MCC) providing abundant computing power and sufficient storage space besides large infrastructure has evolved. Cloud computing has its impact on all the stages of Software life cycle, including testing of

				<p>mobile devices. In this paper we have reviewed Testing as a Service (TaaS) provided by Cloud computing. Testing of mobile application is more complex and time consuming as compared to traditional desktop applications. This paper reviews some published results in two major research fields ie cloud computing and TaaS and discusses architecture of cloud computing and TaaS in terms of necessity, features, emerging trends, benefits and gaps while focussing on security and privacy issues for mobile application. When we run our applications on the cloud, we are sharing our critical data with cloud and, therefore, security and privacy of data is a very serious issue to be considered.</p> <p>Keywords Computing, Mobile Cloud Computing (MCC), TaaS</p>
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8.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Literature review on complaints management	Merlin Stone	June 2011	<p>Consultants working on commercial projects often fail to take account of the deep and broad academic literature on the topic on which they are working. Because of his position as a hybrid academic and consultant, the author is obliged to keep closely in touch with the different literatures for the areas in which he teaches - broadly marketing, customer relationship management, customer service and branding. As the number of management journals increases, so the supply of research-based articles increases, and it becomes harder for practitioners to stay in touch with it. The author has therefore identified that a critical role in his research projects for clients is to review the academic and other literatures for clients. This particular literature review was part of a white paper project commissioned by a hi-tech client to help them understand how the management of problems affects the</p>

				management of customer relationships. It excludes a section on social media, which was too client specific and therefore confidential to be published. Social media will be the subject of a later paper.
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9.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Customer Satisfaction Study Of The Mumbai Metro Service.	Mona N. Shah, Vineet Raitani, Aditya Oza and Kunal Gupta	2017	In this study they investigated about the service quality of the metro service based on the performance leading to customer satisfaction. The survey was conducted and analyzed with SPSS tool. This survey is based on Gap 5 SERVQUAL model and identified the level of satisfaction with their parameters.

10.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Critical Criteria on Client and Customer Satisfaction for the Issue of Performance Measurement.	Pooria Rashvand and Muhd Zaimi Abd Majid	2014	<p>The outcome of this paper is to establish the client and customer satisfaction criteria as the two key stakeholders in construction project for the issue of performance measurement based on the reviewed data. The methodology of this study is based on comprehensive literature review of performance measurements for client and customer whereby the data were analyzed, using the metrics which the additive number of each customer and client-satisfaction criteria are occurring in previous study. From the metric analysis, the common factors for customer and client satisfaction were ranked. From the analysis of this paper, it can be concluded that expectation and perception are the two common critical satisfaction criteria for client and customer that must be considered where the satisfaction is required.</p>

11.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Assessment of Satisfaction with the Quality of Education: Customer Satisfaction Index.	Natalia Yanovaa	2015	In this paper, monitoring the opinions of consumers of educational services is an effective tool for management decisions to optimize the educational policy in feedback mode. Consecutive improvement of public assessment measurement tools provides a more accurate and reliable feedback from consumers of educational services.

12.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	Strategic Management for Customer Satisfaction within Construction Projects	Jam Shahzaib Khan and Salim Khoso	2014	In this paper they initiated how the customer satisfaction is practiced in the Pakistan region and developed the model with the project management tool. The application of the strategic management is carried out in that region and analysing the outline incentives and barriers in implementing and delivering corporate social responsibility in with in construction projects.

13.	TITLE OF THE PAGE	AUTHOR(S)	PUBLISHED YEAR	ABSTRACT
	The Impact Of Product Innovation On Customer Satisfaction And Customer Loyalty.	Samira Dezhkam, Farzaneh Ghanbarpoor, Nazanin Shabani, Forooz Pishgar and Mahboobeh Ashoori	2013	In this paper is to on customer orientation in two major ways. Customer assimilation has typically been measured by self-reports from service employees. Customer acclimatization has been shown to have a positive impact on performance. From this analysis, improving customer satisfaction has been identified as one of the major challenges in the whole construction industry. Customer orientation and transformation management and have been widely recognized as key factors in enhancing the business performance.