DEPARTMENT OF COMPUTER SCIENCE AND

ENGINEERING

IBM – LITERATURE SURVEY

PROJECT TITLE

PERSONAL EXPENSE TRACKER APPLICATION

(2022-2023)

GUIDE NAME: E Elanchezhiyan

SUBMITTED BY

SIVAKARAN S	**(19104103)**
SINRAJ S	**(19104102)**
SANJAY G	**(19104087)**
RAJADURAI M	**(19104078)**

FINAL YEAR B.E. (CSE)

PAAVAI ENGINEERING COLLEGE,

Paavai Nagar, NH-7, Pachal, Namakkal-637018, Tamil Nadu

S.NO	TITLE OF THE PROJECT	PROPOSED WORKS	TOOLS USED	ADVANTAGES/ DISADVANTAGES
1	AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes that the customer are categorized based on purchase behaviors, historical ordering patterns and frequency of purchase customize customer care and promotions are given.	Intelligent Cloud based Customer Relationship Management	Customer care is given based upon purchase behaviors, features of the product purchased without any interaction.
2	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	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the Ejabberd Server. The Ejabberd server makes creates the room functionality where the customer needs to be persistent over time in that room

3	IMPLEMENTING CONTINUOUS CUSTOMER CARE	In this paper, we employ the software as a service (SaaS) model which introduces drastic improvement to the situation, as the service provider can now have direct access to the user data and analyze it if agreed appropriately with the customer	Java Script HTML Google Analytics	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
4	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-are-socialactors paradigm	Chatbots Python Mongo DB	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
5	CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	Chatbot Java Script	This provides automated customer service with the use of the cloud.