

PROJECT TITLE: CUSTOMER CARE REGISTRY

TEAM ID: IBMSI20220014493

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Problem Statement:

A problem statement is a concise description of the problem or issues a project seeks to address. The problem statement identifies the current state, the desired future state and any gaps between the two. A problem statement is an important communication tool that can help ensure everyone working on a project knows what the problem they need to address is and why the project is important.

LITERATURE SURVEY

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 Chatbot

Technology:

Cloud Computing,Machine Learning.

Advantages:

This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer.

Dis-Advantages:

The Ejabberd server makes creates the room functionality. where the customer needs to be persistent over time in that room.

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 behaviours, historical ordering patterns and frequency of purchase customize customer care and promotions are given.

- Intelligent Cloudbased Customer Relationship Management
- Technology: Cloud Computing, Artificial Intelligence

Advantages:

Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.

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

Technology: Cloud Computing, Artificial Intelligence, Machine Learning.

Advantages:

This provides automated customer service with the use of the cloud.

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

Technology: Cloud Computing, Artificial Intelligence, Machine Learning.

Advantages:

- Maintain Flexibility and focus on their customers.
- The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues.

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

Technology:

Cloud Computing, Machine Learning

Advantages:

- 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
- It is not always easy for SaaS providers to know what customers are experiencing.

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