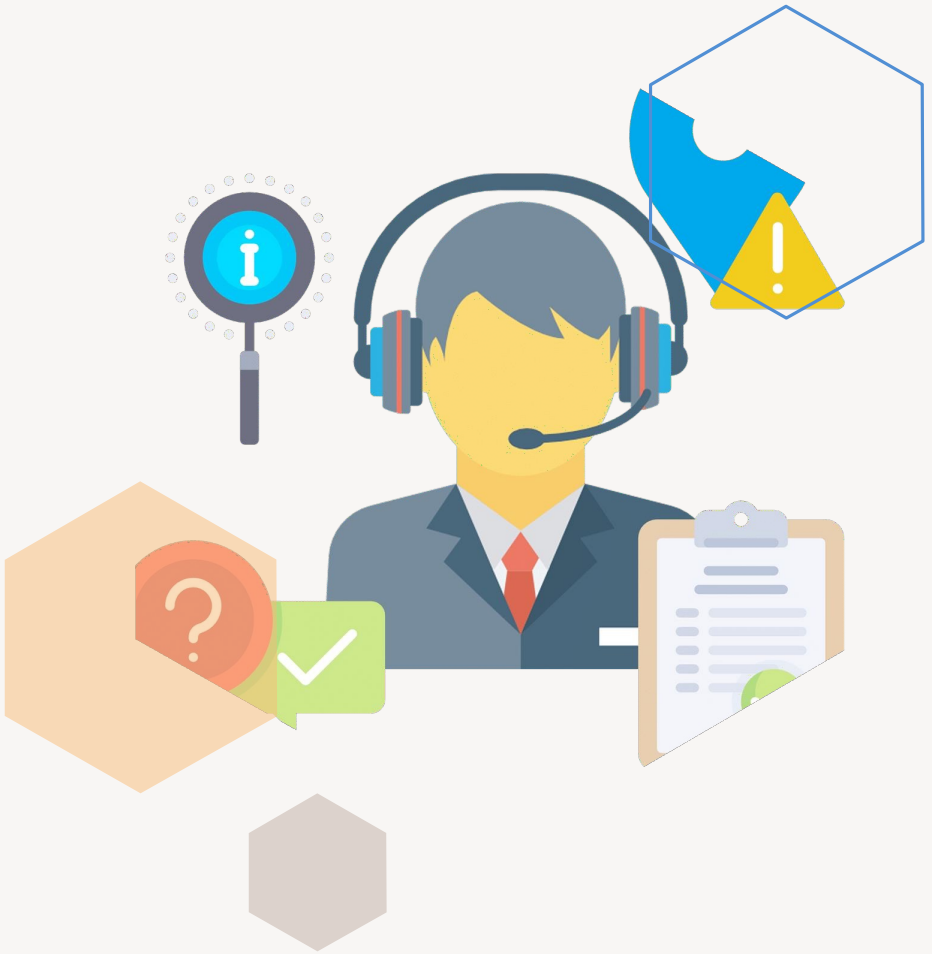
CUSTOMER CARE REGISTRY

LITERATURE SURVEY



TEAM DETAILS:

Team No : PNT2022TMID54192
College Name : Velalar College of Engineering and Technology
Department : Information Technology

PROBLEM MEMBERS :

- TAMIL PRIYA T S
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LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ 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	• Cloud Computing • Machine Learning	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer. The Ejabberd server makes creates the roomfunctionality where the customer needs to be persistent over time in that room

LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ 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 Cloud-based Customer Relationship Management	• Cloud Computing • Artificial Intelligence	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.

LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ 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	• Cloud Computing • Artificial Intelligence • Machine Learning	This provides automated customer service with the use of the cloud.

LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ 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- social-actors paradigm	• Chatbots • Python • Mongo DB	• Cloud Computing • Artificial Intelligence • Machine Learning	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.

LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ 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	• Cloud Computing • Machine Learning	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.

Thank you