

Ideation Phase

Literature Survey

Date	17.10.2022
Team ID	PNT2022TMID11405
Project Name	Project - Customer Care Registry

1: Customer Centric Cloud Service Model and a Case Study on Commerce as a Service

Author: Hong Cai, Ke Zhang, MiaoMiao Wang, JiaLin Li, Lei Sun, XinShengMao . IBM China Laboratory. Beijing, China.-2009

This paper proposes a Cloud service model that centers on customer business requirements. The model covers the customers subscribed services and the service providers offered Cloud services. It covers the relationship among offering versus Cloud application service, configuration versus centric Cloud service model which models the artifacts of enterprises owned by public serving Cloud services. It's an extension of enterprise services to open service ecosystem leveraging the latest technical innovation of Cloud Computing. Later this paper carries out a case study on a IBM software group ongoing project, Commerce as a Service ,which aims to provide e-commerce functions as services over a Cloud infrastructure.

2: Corporate IT-Support Help-Desk Process Hybrid-Automation Solution with Machine Learning Approach

Author - Kuruparan Shanmugalingam , Nisal Chandrasekhar , Calvin Hindle Gihan Fernando , Chanaka Gunawaradhana – 2019

In an organization, the Information Technology (IT) support help desk operation is an important unit that handles the IT services of a business. Many large-scale organizations handle engagement and requests with employees on a 24×7 basis. As with any routine tasks, most processes of the support help desk unit are considered repetitive in nature repetitive tasks such as entering information into an application, resetting passwords, unlocking applications, and credentials errors. The industry has now come to realize that many repetitive business processes and tasks can be automated by using Robotic Process Automation (RPA) bots or robotic processes automotive software bots. The idea is to take the repetitive workload and hand it over to the RPA bots so that the employees could focus on more value-adding tasks and decision-making for the organization. The RPA bot would also help to reduce human errors and make processes more efficient, which would finally result in cost savings and productivity increase.

3: To identify the classification of simple and routine enquiries

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Information technology has changed the way organizations function. This has resulted in reliance of help desks to support users in dealing with a wide range of information technology-related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraint, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. Literature has shown that the majority of incoming enquiries are considered to be "simple and routine", and do not require specialized knowledge. The aim of this paper is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a helpdesk environment. This paper also discusses the development of help desks, ranging from support models to support structure. Keywords: Help Desk, Simple and Routine Enquiries.

4. Smart Help Desk Automated Ticketing System

**Author - Dhiraj Temkar, Sheetal Singh, Leema Bari, Prof. Snigdha Banga -
2021**

Automated technical queries help desk is proposed to possess instant real-time quick solutions and ticket categorization. Incorrect routing of tickets to the incorrect resolver group causes delays in resolving the matter. It also causes unnecessary resource utilization, and customer dissatisfaction and affects the business. To beat these problems, the proposed "Smart Automated Ticketing System" supports supervised machine learning techniques that automatically predict the category of the ticket using the natural language ticket description entered by the user through a chat interface. It also helps in faster resolution of customer issues and sends them an email about the status of the ticket. This process assures customer satisfaction and also keeps the customers within the loop.