Literature Survey on Customer Care Registry

S. No	PAPER	AUTHOR	YEAR	METHOD AND ALGORITHM	ACCURACY	FUTURE WORKS
1	Theory and practice of customer-related improvements	Daniel Gyllenhammar, et al	2022	The study ensures the Customer satisfactions and reliable on customer improvements, it uses PRISMA Model for customer relations	92%	It is proposed that future research should address how and when to involve the customer in improvements, and by this aid practitioners. Here, researchers can apply an action research approach to facilitate the enrichment of knowledge, as those studies utilising action research are more successful in describing the process of improvements.
2	Improving Customer Service in Healthcare	Muhammad Anshari, et al	2021	The study involves the focus on individual relationship and limited view of the customer & his community preferences, habits, etc It uses CRM 2.O Model	89%	The use of ICT in healthcare organizations has grown in the same pattern it is the growing within the larger industry landscape. The use of web technology, database management systems and network infrastructure are part of ICT initiative that will influence of healthcare practice and administration.
3	Local Consumption Diversification	Bambang Sigit Amanto, et al	2019	By presenting consumers data, researchers can work faster and more precisely in coding and decision making based on the focus of the research	85%	The increase in population, the increase in the level of education and the development of the economic sector make Waimangit Village one of the most developed regions
4	Cybercrime Case As Impact Development Of Communication Technology That Troubling Society	M Chairul Basrun Umanailo, et al	2020	This analysis will be the process of selecting, comparing, combining and sorting various information and data. It uses a method of content analysis	90%	Technological advances are also advancing information. Information can be obtained from friends, family, print media and electronic media

5	Customer Experience modelling from customer experience to service design	Jorge Teixeira, Lia Patrı´cio, et al	2019	It uses CEM method and models to synthesize and communicate knowledge between members of a multidisciplinary service design.	90%	This multimedia service provided a rich foundation for understanding the complexity of the customer experience and the systematic nature of CEM. New applications to other service contexts would enable further developments and refinements of the approach