Literature Survey on Customer Care Registry

S.NO	PAPER	AUTHOR	YEAR	METHOD AND ALGORITHM	ACCURACY
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%
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%
3	A machine learning approach to analyze customer satisfaction from airline tweets	Sachin Kumar and Mikhail Zymbler	2019	Features were extracted from the tweets. SVM and several ANN architectures were considered to develop classifcation model that maps the tweet into positive and negative category	92.3%
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%

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%