CUSTOMER CARE REGISTRY
LITERATURE SURVEY

Date	25 September 2022
Team ID	PNT2022TMID48546
Project Name	Project – Customer Care Registry
Maximum Marks	4 Marks

S.NO	TITLE	PROPOSED WORK	TECHNOLOGY	ADVANTAGE \ DISADVANTAGE
1	REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE	This journal employs a chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services	1. CLOUD COMPUTING 2. 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
2	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.	1. CLOUD COMPUTING 2. ARTIFICIAL INTELLIGENCE	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.
3	CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	1. CLOUD COMPUTING 2. ARTIFICIAL INTELLIGENCE 3. MACHINE LEARNING	This provides automated customer service with the use of the cloud.

4	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	1. CLOUD COMPUTING 2. ARTIFICIAL INTELLIGENCE 3. 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