CUSTOMER CARE  
REGISTRY

LITERATURE SURVEY

TEAM DETAILS:

Team Id : PNT2022TMID42135

project Name : Customer Care Rejestery

College Name : AVS College Of Technology.

TITLE :

✓ REAL WORLD SMARCHATBOT FORCUSTOMER CAREUSING A SOFTWARAS A SERVICE (SAAS)ARCHITECTURE

PROPOSED WORK

This journal employ chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.

TITLE :

✓ AN INTELLIGENTCLOUD BASEDCUSTOMERRELATIONSHIPMANAGEMENTSYSTEM TODETERMINEFLEXIBLE PRICINGFOR CUSTOMER RETENTION

PROPOSED WORK

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.

TITLE :

✓ CHATBOT FORCUSTOMER SERVICE

PROPOSED WORK

In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.

TITLE :

✓ ARTIFICIAL INTELLIGENCE REPLACING HUMAN  
 CUSTOMER SERVICE

PROPOSED WORK

This journal Chatbots for customer care registry using Artificial intelligence.This assists consumers in decision making. Based on the computers-are- social-actors paradigm

TITLE :

IMPLEMENTING CONTINUOUS CUSTOMER CARE

PROPOSED WORK

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.