

CUSTOMER CARE REGISTRY

LITERATURE SURVEY

TEAM DETAILS:

Team No : PNT2022TMID31596

College Name : KGISL Institute of Technology

Department : Computer Science & Engineering

Team Leader – KEERTHANA S

Team Member 1 – MUKESHWARAN D

Team Member 2 – GOKULKRISHNAN V

Team Member 3 – JANA SHRUTHI M

TITLE “	PUBLICATION DETAILS	METHODOLOGY /ALGORITHMS	MERITS	DEMERITS
Customer care application	Zain Raza Syed M Raza , Hamid , Ahmed Faizan , Faisal , Malik	<input type="checkbox"/> This proposed system helps to offer several applications in various fields includes Desktop based Admin Panel,etc. <input type="checkbox"/> It can measure storage , entertainment , management , social networking, GPS.	<input type="checkbox"/> Data storage consumption <input type="checkbox"/> Cost reduction	<input type="checkbox"/> Very less application in down time

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Automation to handle Customer complaints in Banks Using BPM Tool.	Gnana Sunny Antony	<ul style="list-style-type: none"> <input type="checkbox"/> This project was focused on developing a new customer centric application for automating Complaints mechanism throughout all platform. <input type="checkbox"/> This project involved developing and testing the new application and focusing on being customer centric and to beat the growing demand of banking market 	<ul style="list-style-type: none"> <input type="checkbox"/> Decrease the Maintenance cost by 25% <input type="checkbox"/> Cloud server database <input type="checkbox"/> Reduced overhead costs 	<ul style="list-style-type: none"> <input type="checkbox"/> The main drawback of automation is that it lacks human touch. <input type="checkbox"/> Companies are dependent on technology .

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Customer care registry What Affects Employee Performance thought work motivation	Nabilah Aliyyah, Indra Prasetyo, Rusdiyanto, Nawang Kalbuana	<ul style="list-style-type: none"> <input type="checkbox"/> This type of research uses explanatory research with a quantitative approach. <input type="checkbox"/> Quantitative method is a research method based on a specific population 	<ul style="list-style-type: none"> <input type="checkbox"/> Reduced processing time <input type="checkbox"/> Very informative primitives. 	<ul style="list-style-type: none"> <input type="checkbox"/> Manual selection <input type="checkbox"/> Pre-processing is necessary (segmentation)

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CRM (customer relationship manageme nt	Ni Made Nopita Wati,Erna Hendrawati,l Gede Juanamasta	<input type="checkbox"/> The formulation of the problem in this research how does the role of customer service through Customer Relationship Management (CRM) to improve customer loyalty and good image	<input type="checkbox"/> It speed up the sales conversion process. <input type="checkbox"/> It increase staff productivity , lowering time-cost	<input type="checkbox"/> CRM may not suit all businesses <input type="checkbox"/> Security and data protection issues with centralised data.

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Chatbot for customer service	Gunasekaran A , Marri H.B , Chung Minjee. Joung Heerim	<input type="checkbox"/> In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	<input type="checkbox"/> Cost efficient <input type="checkbox"/> This provides automated customer service with the use of the cloud.	<input type="checkbox"/> Less accuracy

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Integrated Information System for Customer Care	D Riananingrum, R R S Hari, F Nursaori and WA Astuti	<ul style="list-style-type: none"> ❑ The goal is to understand customers' needs and expectations to establish good relationships with customers. ❑ This study aims to determine Customer Facing and Ecosystem Facing services in the digital transformation business. 	<ul style="list-style-type: none"> ❑ The objectives and processes are essentially the same ❑ Integation should reduce the possibility of resolving problems ❑ Integation should lead to the avoidance of duplication 	<ul style="list-style-type: none"> ❑ Existing system may work well already