

Literature Survey on Customer Care Registry						
Serial Number	Journal Name	Author Name	Year	Technology Used	Existing System	Proposed System
1	A Proposed Cloud Based Solution for Support Customer Satisfaction in Cloud based Industry	Mona N. Shah, Vineet Raitani	2019	Cloud based Solution, Data Analytics migration	In the existing cloud based solution framework, users requesting the services may be scattered across different domains such as government buildings, offices, market places, etc. At any particular instant of time, these users cannot use all the services provided by the cloud. As a result, by taking the needs of the users and cost-effective benefits into consideration, pay per service would be a viable solution for the cloud computing scenario.	A proposed cloud-based customer supports a solution for common challenge and issue that enterprises have after deciding to go with cloud-based services revolves around how they are supposed to integrate this new technology with their bread-and-butter legacy IT systems. Many of the issues stem from the process, which involves both technical and non-technical resources. Often, enterprises assume a cloud migration will be seamlessly handled by the vendor, but a lack of communication with the vendor and across departments and lines of business can create problems, including a lack of proper expectations. Moving legacy systems to the cloud is difficult and costs can run high

2	Using SMS and Web Technology in Mobile Some Information Services Platform to Client Platform	Abdulhamid Shebob, Amit Mhalas and Raj Kapur Shah	2009	Ajax web technology, Dynamic web page technology	<p>In the existing system traditional electronic system, usually employs third network communication or handles on the spot. In case, the government servants leave the office, they can not obtain the time information of the government and related departments which causes the delay of decision-making and lack of information. Moreover, the low penetration of the computer terminal restricts people's receive of government information. With the development of the mobile communication technology, especially the roaring increase of mobile phone users, a kind of mobile wireless administration based on the mobile network platform has emerged. It is taken seriously by many municipalities and regarded as the promoter to build an efficient and transparent government.</p>	<p>A proposed SMS Technology in mobile service platforms in a meanwhile, a quickly-responded and smoother user interface was provided. Enterprise information systems with Ajax can be operated in a more efficient way, which means that using the current hardware, it can provide more load capacity, be more stable and serve more clients in parallel. In this paper: we present two kinds of information system models, one use conventional B/S architecture and the other use Ajax enhanced B/S architecture. First, we build both of the systems in accordance with typical business applications (search files, database access, etc.). Second, we use standard web pressure test tools such as Microsoft Web Application Stress tool to test both of the systems to get information like concurrent user number and average response time. Finally, with the experimental data, I compare and found out the difference between the two systems. The results presented in this paper propose a good way for enterprises, to enhance the information system performance, capacity, and stability under a definite hardware facilities circumstance.</p>
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3	Real World Time Smart Chatbot for Human interaction using a Software as a Service (SaaS) based Architecture	Pawel T. Peter Sewell	2016	Emering AWS Lambda,Artificial intelligence, AI and natural language processing technology	Eye contact is powerful, and customers, more and more, will look at non-video, real-time voice conversation as a thing of the past. Companies using video asynchronously, as video voicemail (e.g. Loom), or synchronously, as video conference (e.g. Zoom with video) are a generation ahead We know that eye contact improves relationships and facilitates openness (whether that's in business or your personal life), so the video is not just a growing expectation of consumers, but a viable business-improving tool for vendors. You should start using video voicemails now, and scheduled meetings with customers should involve a face-to-face meeting whenever possible	A proposed Real World Smart Chatbot system architecture focus on analyzing these chats Chat-Bot is the agent designed to make the user feel more comfortable, by interacting with it in a voice. Based on machine learning, it is designed in order to understand and adapt to particular places infrastructure. It is interacting with the user to let her/him choose the required pathways in a particular place. It is also intended to kindly ask the user for required information just as a guidance or security would behave in processing technology.
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4	Virtual Customer Service Agents: Using Social Presence and Personalization to Shape Online Service Encounter	Dag Johansen Robbert van Renesse Fred B. Schneider	2013	Data Analysis	<p>In the Existing system, Customer service and experience count now more than ever before no compromises, no exceptions. Brands that invest in building faultless experiences and offer exceptional standards of customer service (CS) will set themselves apart from their competitors while earning genuine consumer loyalty. When it comes to CS, in particular, today's digital consumer is very much in charge. Due to the hyperconnected, incredibly convenient, and instantaneous nature of the modern consumer world, as well as the number of touchpoints on offer, maintaining excellent levels of service by utilizing carefully selected customer service KPIs is the ultimate key to survival. That said, if you're able to answer customer queries quickly and effectively, you stand to increase your brand loyalty ten-fold. To optimize your CS offerings, you need access to the right data, and this is where a customer service</p>	<p>In the proposed system, Registries have the potential to produce databases that are an important source of information regarding healthcare patterns, decision making, and delivery, as well as the subsequent association of these factors with patient outcomes. Registries, for example, can provide valuable insight into the safety and/or effectiveness of an intervention or the efficiency, timeliness, quality, and patient centeredness of a healthcare system. The utility and applicability of registry data rely heavily on the quality of the data analysis plan and its users' ability to interpret the results. Analysis and interpretation of registry data perception of the agent.</p>
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5	Online Complaint Registration System to Municipality	Kalle Burbeck, Daniel Garpe, Simin Nadjm-Tehrani	2020	Android Studio, SQL	<p>In the existing system, CMS (Complaint Management System) is used. can send or receive broadcast messages from the Android system and other Android apps, similar to the design pattern. These broadcasts are sent when an event of interest occurs. For example, the Android system sends broadcasts when various system events occur, such as when the system boots up or the device starts charging. Apps can also send custom broadcasts, for example, to notify other apps of something that they might be interested in, for example, some new data</p>	<p>In the proposed syystem, by using the android application Customer relationship management (CRM) is a system for managing a company's interactions with current and future customers. It often involves using technology to organize, automate, and synchronize sales. Company employees must keep track of current and future customers to synchronize sales. Manually it is not possible for the employee to keep records of all the leads. The customer Relationship Management System helps to keep track of a number of leads converted by the employee. This System helps to manage sales. This</p>

					has been downloaded. Apps can register to receive specific broadcasts. When a broadcast is sent, the system automatically routes broadcasts to apps that have subscribed to receive that particular type of broadcast.	system is a combination of both
6	Implementation Of 'ASR4CRM': An Automated Speech Enabled Customer Care Service System	Ole Martin Mevassvik, Mr. Karsten Bråthen	2009	VoiceXML, PHP, and Apache, MySQL	The main disadvantage of the existing system is the human presence in the Call centers of GSM service providers is poor response time.	The proposed system describes the implementation of ASR4CRM - an automated customer care service system that obviates the need for a human operator reduces the budget allocation of corporate bodies for CCS and most importantly, improves the business-to-customer (B2C) relationship, which is often damaged by inevitable flaws in the human character.

7	A Blockchain and AutoML Approach for Open and Automated Customer Service	Zhi Li, Hanyang Guo, Wai Ming Wang, Yijiang Guan, Ali Vatankhah Barenji, George Q. Huang, Kevin S. McFall, and Xin Chen	2019	Blockchain, IoT, AutoML,	<p>In the existing systems,As for small and medium enterprises (SMEs), Revolutionary and disrupting, it can soon become a common part of day-to-day life with transparency in business operations.Blockchain has a comprehensive approach in industries that need to be protected from corruption, human error, or human intervention. Land Registry is one of the use cases that involve a lot of intermediaries to put trust in the system. The existing solutions in place are out of date. Tracking who owns which pieces of property is challenging when you have thousands of land records to maintain. It is quite common to confront discrepancies within the paperwork such as counterfeit titles, forged documents, and a complete loss of the record. Such situations lead to expensive to control and ensure.</p>	<p>The proposed system describes the implementation of blockchain and AutoML which incorporates seeking to buy Land often having to go through rigorous surveying and researching to find a plot that suits their needs and matches their budget. Even after a person finds the ideal land, they might find themselves swamped with paperwork and documentation to get the land transferred and registered under their name. Personal data required to successfully execute the paperwork of a land deal is often very sensitive and the data must be properly safeguarded to prevent it from falling into the wrong hands. This Blockchain based Land Registries System comprises the following two entities: The Registrar and The User. Once the User has created their profile and logged in to the system, they can look for land available for sale and view relevant details about the current owner and the pending status</p>
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8	Using Authentic Leadership and Mindfulness as Internal Marketing Mechanism for Enhancing Proactive Customer Service Performance	C. M. Wu, T. J. Chen, Y. D. Lee, T. F. Chen	2016	Data analysis, confirmatory factor analysis, structural equation modeling	In the existing system, internal marketing is critical e presenting a customer data analysis model in a telecommunication company and business intelligence tools for data modeling, transforming, data visualization, and dynamic reports building. For a mature market, knowing the information inside the data and making important in Romanian Market. Business Intelligence tools are used in a business organizations as support for decision making. Keywords: Customer Analysis, Business Intelligence, Data Warehouse, Data Mining, decisions, self-service reports, interactive visual analysis, dynamic dashboards, Use Cases Diagram, Process Modelling, Logical Data Model, Data Mart forecast for strategic decision become more.	The proposed model integrates authentic leadership, mindfulness, and proactive customer service performance. According to the analysis, as expected, authentic leadership can positively influence mindfulness, authentic leadership and mindfulness can be used in internal marketing for promoting employee's proactive customer service performance. Specifically, we highlight that mindfulness also has a partially mediating role between authentic leadership and proactive customer service performance.
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9	An Application of SMS Technology for Customer Service Centre	Ariff Idris, Abd. Samad Hasan Basari, Nur Hanisah Zubir,	2009	Smart Message System Technology, PHP, MySQL	<p>In the existing system, LAP is a semi government organization in customer data from all your systems. Capture each customer's activities across all channels and devices. Use this information to seamlessly engage with each customer across touchpoints customer complaint is delaying the action taken.</p>	<p>In the proposed system business needs to have an SMS marketing strategy. While finding or creating marketing templates for SMS is important, you also need to think about the organization and management of the texts you send customers. This is where an SMS service management system comes into play. This is a program that helps you manage and queue text messages for your business. Once your team is comfortable using SMS for business, it's time to think about other potential applications. One of the best uses of SMS marketing is using text messages to manage lines and waitlists. With the right customer queue management software, you can boost the customer experience and overall efficiency while improving your waiting line management. Customers will appreciate the transparency, and you may even generate more leads for your SMS marketing in the process.</p>
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10	Online Helpdesk Support System for Handling Complaints and Service	Cadelina Cassandra, Sugiarto Hartono, Marisa Karsen	2019	Web Technology	<p>In existing system, The customer's complaint often not documented because the customer services record all complaint manually one by one and the amount of complaint increase day by day. The customer service often answers the same question rom different customer. There is no information for the customer about the progress of the complaint and it is difficult to monitor the complaint and report.</p>	<p>In proposed system, by Using Online helpdesk, customer can submit complaint in the web. The customer services will find a notification for new complaint in the system. There is a Frequently Ask Question in the system, so customer can find the common answers andsolve the problem by themselves. The customer service also can solve same problems quickly because all history of complaint and solution is recorded. The customer can find the notification for the progress of complaint by status in the system. With this integrated system between front end and back end system, all of the complaint history will be recorded easily, so manager can monitor everything. Thus the utilization of helpdesk system can reduce task, problem, and improve the customer satisfaction rather than waiting for the customer service to solve the problem. The benefit of this online helpdesk system for this service company will reduce complexity of customer complaints and needs using one system, and for the impact, it will increase customer satisfaction.</p>
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