

LITERATURE SURVEY

Project ID : PNT2022TMID40350

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Project Title: Customer Care Registry

S,no :	1
Paper Title	A customer support applications using argumentation in multi-agent systems.
Author	Jaume Jordal et al.
Journal	International conference on information fusion pp.
Problem def	Proposed multi-agent systems which are suitable to provide a framework that allows to perform collaborate process in distributed environment.
Methodology	An argumentation framework for a multi-agent system applied to customer support is proposed to help agents to reach an argument and jointly solve incidences.

S.no :	2
Paper Title	A survey on web based conversational BOT design.
Author	S.A.Abdul-kader.
Journal	Journal of emerging technologies and innovative researchvol.
Problem def	Discussed some parameters which affect human computer interaction quality in conversational system which can be used to design web interface.
Methodology	They found many different chatbots are found through the web pereria and coheur.

s.no:	3
Paper Title	Just chat a platform for processing information to be used in chatbots.
Author	M.J.pereira and L.coheur.
Journal	http://www.chatbot.org/ai-zone/viewthread/492/ .
Problem def	Described their own chatbot platform “Just-chat” which can be used to process the information for developing the chatbots.
Methodology	Discussed “Ed-gar” platform which is designed for answering natural language questions.

s.no :	4
Paper Title	Survey on chatbot design techniques in speech conversation systems.
Author	S.A.Abdul kader.
Journal:	International journal of advanced computer science and applications.
Problem def	Presented the design techniques for developing interactive chatbots.
Methodology	Used natiral language processing techniques such as NLTK which can be used to analyze speech and make the bot response intelligent.