

CUSTOMER-CARE REGISTRY

LITERATURE SURVEY

TEAM MEMBERS: KEVIN ROSHAN D
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1.Title:Customer Care Application

Authors:Zain Raza, Syed M.,Raza

Year: 2016

Description:

This research contains Customer Care Application features a desktop-based admin panel, a web application, and an Android application that make it simple for users to file product complaints, check the status of their complaints, and check the status of their warranties online. In the website or Android app, users can file complaints about the products they are now using without having to make the time-consuming trip to the relevant office. The issue will then be resolved by the appropriate department. This technique seeks to lessen a complainant's frustration and is highly helpful in today's hectic world. Customers can lodge complaints through an Android application, a Web application, and a desktop-based admin panel, which are all included in the Customer Care Application.

2.Title: Engaging customer care employees in internal collaborative crowdsourcing

Authors: Arvind Malhotra, Ann Majchrzak, William Bonfield, Steve Myers .

Year: 2019

Description:

Customer care employees (CCEs) are a great source of concepts for brand-new, improved customer services. CCEs can identify patterns in unmet and undermet needs because they serve a large number of clients. CCEs are able to make recommendations that expand on already-existing skills because they are internal to the company as opposed to being external, which produces ideas that are simpler to put into practise. Employee suggestion gathering has been the subject of extensive research and practise, but very little of this work has explored how CCEs might be gathered into a transient online community to cocreate unique ideas. When using CCEs for internal collaborative crowdsourcing, a general framework, consequences, and future research paths are laid forth based on the findings.

3. Title: Online clinical feedback system for tracking customer care issue: a case study of Kampala International University Clinic

Authors: Okello, Dickens, Driwaru, Winnyfred .

Year: 2012

Description:

This paper was all about providing feedback. For Kampala International University students who couldn't physically visit the university clinic, it built safer and better ways for them to consult on health issues online. The goal of this project was to help the Kampala International University students. This study focused on the fact that college students who got stuck in long lines at the university clinic could get free online consultations. In this study, interviews, field observations, and a review of the available documents were employed as the data collection methods. The study provided an overview of the various hardware and software tools available for developing a feedback system for the clinic at Kampala International University to monitor customer service issues.

4. Title: Applying The Technology Acceptance And Service Quality Models To Live Customer Support Chat For E-Commerce Websites

Author: Ahmed Elmorshidy

Year: 2013

Description:

This study investigates Live Customer Support Chat as a new type of customer service implemented for E-commerce websites. This study fills a critical research need in comparing the efficiency of the new live customer care system to the conventional sorts of non-real-time support like email and online forms. The research employed two well-known theoretical frameworks (such as the Service Quality Model and the Technology Acceptance Model) and established a new metric for evaluating the quality of electronic services based on system performance, system dependability, system accessibility, accuracy of the information, reliability of the services, and online client comments to create a fresh theoretical foundation for live chat customer support. The research introduces the e-service quality dimensions and includes them in the new framework.