

# CUSTOMER CARE REGISTRY

LITERATURE SURVEY



# TEAM DETAILS

TEAM ID : PNT2022TMIDO5042

COLLEGE NAME : PSNA COLLEGE OF ENGINEERING AND  
TECHNOLOGY

DEPARTMENT : COMPUTER SCIENCE AND ENGINEERING

# TEAM MEMBERS



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# LITERATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
ARTIFICIAL INTELLIGENCE REPLACING HUMAN CUSTOMER SERVICE	This journal Chatbots for Customer care Registry Using Artificial intelligence This assists consumers in decision making. Based on the computers-are- social- actors paradigm	<ul style="list-style-type: none"><li>❖ Chatbots</li><li>❖ Python</li><li>❖ Mongo DB</li></ul>	<ul style="list-style-type: none"><li>❖ Cloud Computing</li><li>❖ Artificial Intelligence</li><li>❖ Machine Learning</li></ul>	<ul style="list-style-type: none"><li>❖ Maintain Flexibility and focus on their customers.</li><li>❖ The use of chaatbots in service interactions may raise greater consumer concerns regarding privacy risk issues</li></ul>

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IMPLEMENTING CONTINUOUS CUSTOMER CARE	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 to the user data and analyze it if agreed appropriately with the customer.	<ul style="list-style-type: none"><li>• Java Script</li><li>• HTML</li><li>• Google Analytics</li></ul>	<ul style="list-style-type: none"><li>• Cloud Computing</li><li>• Machine Learning</li></ul>	<p>1. Feedback loops are used that allow the Service provider to capture feedback at the point of experience. One way to find out is to conduct continual end-user experience monitoring to determine if users are happy.</p> <p>2. It is not always easy for SaaS providers to know what customers are experiencing</p>

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CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support for the Customer by collecting their complaints through question and answer sessions	<ul style="list-style-type: none"><li>❖ Chatbot</li><li>❖ Java Script</li></ul>	<ul style="list-style-type: none"><li>• Cloud Computing</li><li>• Artificial Intelligence</li><li>• Machine Learning</li></ul>	This provides automated customer service with the use of the cloud

**THANK YOU**