**CUSTOMER CARE REGISTRY**

**LITERATURE SURVEY**

**Team Details:**

Team ID : **PNT2022TMID05304**

Team Leader: **Rishikeshvar Ram V**

Member 1 : **Rajkishore G**

Member 2 : **Santhosh Kumar P**

Member 3 : **Sasidharan G**

College : **PSNA College of Engineering and Technology**

Department : **Electronics and Communication Engineering**

1. **Real-world smart chatbot for customer care using a software as a service (saas) architecture.**

**Proposed Work**: This journal employs chatbot for customer care. This is done by providing a human

way interaction using LUIS and cognitive services.

**Tools used/Algorithms:**

• AWS Public Cloud

• AWS Lambda

• API Gateway

• LUIS

• Ejabberd Chatbot

**Technology:**

• Cloud Computing

• Machine Learning

**Advantages / Disadvantages:**

This proposes a robust, scalable, and extensible

architecture with a technology stack consisting

of the EjabberdServer.

The Ejabberd server makes creates the room functionality where the customer needs to be persistent over time in that room.

1. **An intelligent cloud-based customer relationship management system to determine flexible pricing for customer retention.**

**Proposed Work:** This paper proposes that the customer is categorized based on purchase behaviors, historical ordering patterns and frequency of purchase customize customer care and promotions are given.

**Tools used /Algorithms:**

• Intelligent Cloudbased Customer Relationship Management

**Technology:**

• Cloud Computing

• Artificial Intelligence

**Advantages / Disadvantages:**

Customer care is given based upon purchase behaviors, features of the product purchased without any interaction.

1. **Chatbot for customer service**

**Proposed Work:** In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service .

**Tools used /Algorithms:**

• Chatbot

• Java Script

**Technology:**

• Cloud Computing

• Artificial Intelligence

• Machine Learning

**Advantages /Disadvantages:**

This provides automated customer service with the use of the cloud.

1. **Artificial intelligence replacing human customer service**

**Proposed work**: This journal Chatbots for customer care registry using Artificial intelligence. This assists consumers in decision making. Based on the computers-are- social- actors paradigm

**Tools used /Algorithms:**

• Chatbots

• Python

• Mongo DB TECHNOLOGY

• Cloud Computing

• Artificial Intelligence

• Machine Learning

**Advantages /Disadvantages:**

* Maintain Flexibility and focus on their customers.
* The use of chatbots in service interactions may raise greater consumer concerns regarding privacy
* risk issues.

1. **Implementing continuous customer care**

**Proposed work:** 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 and analyze it if agreed appropriately with the customer.

**Tools used /Algorithms**:

• Java Script

• HTML

• Google Analytics TECHNOLOGY

• Cloud Computing

• Machine Learning

**Advantages /Disadvantages**:

• 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

• It is not always easy for SaaS providers to know what customers are experiencing.