Project Id	:	PNT2022TMID38748
Team Leader	:	Kiruthika M
Team Members	:	Praveen J
		Kumararaja M
		Silambarasan D
Project Title	:	Customer Care Registry

Literature Survey

1	Title	:	Cloud Computing Characteristics and Services: A Brief Review
	Author	:	Aaqib Rashid, Amit Chaturvedi
	Journal	:	International Journal of Computer Science and Engineering
	Year	:	28th February 2019
	Methodology	:	Cloud Computing, Virtualization, Data recovery, E-Governance, Service provider
	Scope	:	The IT industry is likely to undergo a significant transition in the next years as a result of the growing technology known as cloud computing. The authors of this work attempted to examine various cloud computing services, applications, and characteristics; they provided a number of examples for cloud services provided by the most popular Cloud Service Providers (CSPs), including Google, Microsoft, and Amazon. The development of alternative approaches that can handle cloud computing's security concerns will undoubtedly be the main focus of future study in the field. In their upcoming work, they would like to address the issue of cloud computing security and strive to offer a framework and security model that handle security concerns and reduce risks related to cloud computing.
2	Title	:	Security and Privacy Protection in Cloud Computing: Discussions and Challenges
	Author	:	PanJun Sun
	Journal	:	Journal of Network and Computer Applications

	Year	:	2020

	Methodology	:	Cloud computing, Privacy security, Access control, Attribute-based encryption

	Scope	:	Industry and academia are concerned about privacy security vulnerabilities that have arisen as a result of the advent of cloud computing. From the standpoint of various privacy security protection solutions used in cloud computing, the author reviews the research progress on privacy security challenges. First, the author discusses certain privacy security threats associated with cloud computing and offers a thorough strategy for protecting against those risks. The author then compares and analyses the features and application range of typical schemes before demonstrating and discussing the research progress of several technologies, including access control, CP-ABE, KP-ABE, the fine-grain, multi-authority, revocation mechanism, the trace mechanism, PRE, hierarchical encryption, SE, and multi-tenant, trust. Finally, the author highlights potential future study directions and discusses present challenges.

3	Title	:	Electronic-Customer Complaint Management System (E-CCMS) – a Generic Approach

	Author	:	Esraa A. Afify, Mona A. Kadry

	Journal	:	International Journal of Advanced Networking and Applications

	Year	:	24th August 2019

	Methodology	:	Complaint Handling System, Complaint Management System, e-Complaint, SOA

	Scope	:	On the basis of service-oriented architecture, the researchers provided a summary of the design and implementation of the electronic customer complaint management system (e-CCMS) as a web service (SOA). The results of the installation are encouraging and hopeful for the future development of the suggested model or even more complex systems because complaints management is a complicated and important issue. At the conclusion of the investigation, the researcher outlined the system's operation, key users, services, and strategies for dealing with the suggested

system. In terms of Citizen Adaption and Citizen Loyalty, the researcher feels the proposed model can be useful in various e-complaining sectors. The approach demonstrated that it is possible to implement SOA standards and ideas.

4	Title	:	Customer Care Strategies On Customer Satisfaction In Government Agencies: A CaseStudy Of Kenya Bureau Of Standards (KEBS)
	Author	:	Pauline Mathangani, Isabella Sile
	Journal	:	European Journal of Management
	Year	:	27th October 2020
	Methodology	:	Customer care strategies, customer satisfaction in government agencies, Kenya Bureau of Standards (KEBS)
	Scope	:	The major goal of that study was to determine how customer service practises affected customer satisfaction in government organisations. According to the researcher's findings in that report, KEBS's customer care initiatives and tactics are subpar. However, it was discovered that the few customer care services provided by KEBS are dependable and solid. The study's results also showed that the majority of KEBS clients are happy with the company's security and front desk services. Customers are dissatisfied with KEBS's parking lot, service turnaround time, and institution guide, though. According to the results of the regression study, 62.9% of the variation in customer satisfaction can be attributed to the three variables of employee training, customer feedback, and management support.
5	Title	:	Implementation of a Chatbot System using AI and NLP
	Author	:	Tarun Lalwani, Shashank Bhalotia, Ashish Pal, Shreya Bisen,

Vasundhara Rathod

Journal	:	International Journal of Innovative Research in Computer Science & Technology
Year	:	May 2018
Methodology	:	AI, chat bot, knowledge base, lemmatization, NLP, semantic sentence similarity, wordnet
Scope	:	A class of bots known as chatbots have been present in chat networks. The user can interact with them through widgets or graphical user interfaces, and this is the current trend. A chatbot system's goal is to mimic a human conversation. The chatbot quickly and effectively searches for the answers to users' questions and finds the pertinent links. In order to establish the right link, background research was conducted, which included an overview of the discussion process and an attempt to identify the pertinent keywords associated with that query. Information regarding questions, responses, keywords, and logs is stored in the database.Additionally, we created an interface. One section of the interface being designed will be for users, and the other will be for administrator.

6	Title	:	Design of Customer Service System of Online Shop based on Customer Satisfaction
	Author	:	Xianfeng Chen
	Journal	:	3rd International Conference on Business, Economics, Management Science
	Year	:	2021
	Methodology	:	Customer Satisfaction; Online Shop Guest System; Process Optimization Design

	Scope	:	One of the key services offered on the Internet today is the online customer support system of online stores. The contact between customers and customer service representatives via instant messaging cannot satisfy customer needs in the conventional customer service system. On the basis of such findings, the study analyses the design specifications and objectives of the customer service management system. After that, references to customer service management systems are discussed, along with the system modelling, database design, and architecture realisation of the system.
7	Title	:	A Study on the Impact of E-Banking Service Quality on Customer Satisfaction
	Author	:	S. V. Abil Das, Nima Ravi
	Journal	:	Asian Journal of Economics, Finance and Management
	Year	:	2021
	Methodology	:	E-Banking; Customer satisfaction; Service quality; reliability; security & privacy; website design; and responsiveness & communication
	Scope	:	Indian banks are investing heavily in implementing the most recent E-Banking methods in order to maintain and strengthen their competitive edge. Indian banks are strategically exploiting developments in E-Banking services for keeping and attracting consumers. In order to identify which aspect of the quality of the E-Banking service may have the greatest impact on customer satisfaction, the study looked at the relationship between those dimensions and consumer satisfaction. The most significant factor among young people is website design. They placed less value on security & privacy, dependability, and responsiveness & communication since they trusted banks' online transactions. The results of the study are anticipated to have particular repercussions for online banking services and boost client satisfaction by developing an appropriate strategy.