CUSTOMER COMPAINT REGISTRY-LITERATURE SURVEY

TEAM ID: PNT2022TMID23437
COLLEGE: Velammal Institute Of technology

S.NO	TITLE OF THE PROJECT	PROPOSED WORKS	TOOLS USED	ADVANTAGES/ DISADVANTAGES
1	AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes that the customer are categorized based on purchase behaviors, historical ordering patterns and frequency of purchase customize customer care and promotions are given.	Intelligent Cloud based Customer Relationship Management	Customer care is given based upon purchase behaviors, features of the product purchased without any interaction.
2	REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE	This journal employ chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.	AWS Public Cloud AWS Lambda API Gateway LUIS Ejabberd	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the Ejabberd Server. The Ejabberd server makes creates the room functionality where the customer needs to be persistent over time in that room

3	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 and analyze it if agreed appropriately with the customer	Java Script HTML Google Analytics	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 2. It is not always easy for SaaS providers to know what customers are experiencing
4	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-socialactors paradigm	Chatbots Python Mongo DB	1. Maintain Flexibility and focus on their customers. 2. The use of chatbots in service interactions may raise greater consumer concerns regarding privacy risk issues
5	CHATBOT FOR CUSTOMER SERVICE	In this paper customer trust chatbots to provide the required support. Chatbots represent a potential means for automating customer service.	Chatbot Java Script	This provides automated customer service with the use of the cloud.

SURVEY:

1. Smart Complaint Management System
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Customers are the essential factor in the organization. The business has to support the customers' preferences and demands for creating the customer loyalty, which make the customer still purchases with the particular company. The customer may feel dissatisfied with the service when he or she receives the delay of services and they do not know the channel for filing the complaint, and also the current complaint handling in the organizations still has the problems. Therefore, we, developers of this project implemented the Smart Complaint Management System (SCMS) consisting of the mobile application, chatbot and web application, for solving the customer's dissatisfaction issue. Furthermore, the SCMS has the service for classifying the complaint, then automatically direct to the responsible department, and the service for finding the similar complaint to avoid submitting the duplicate complaint. The test result shows that this system is able to reduce the time and procedures for complaint handling, increase the channel for filing the complaint, and increase the channel for progress reporting and tracking the status of the complaint.

2.Customer Experience Management Platform
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Fault management plays a major role in Telecommunication industry. An effective and efficient response to customer complaints is an essential index of organization's performance. The presented model for the CEMP has the ability to minimize customers' dissatisfaction and on the other hand it can encourage customers to participate in controlling the provided quality of the services. The customer may feel dissatisfied with the service if he or she receives a delayed response. Customers do not know where to fill the complaint, Current complaint handling in the organization still have these problems. Therefore, CEMP was proposed and implemented to solve the customer faults. CEMP was consisted both a mobile application and a web application linking the customer to technician in the field through a management portal. Proposed system has the functionalities of fault/technician tracking, maintain user profile, nearest technician acknowledgement and customer feedback which are beneficial to both customer and the company