# "Determinants of Climate Change Disclosure: Analyzing Evidence from Listed Companies using AI and ML Techniques"

## Dr. Ashish Yadav

Research Scholar, India

## ABSTRACT

Environmental pollution and climate change in Vietnam are now becoming a major concern. This situation is increasing the pressure on companies to improve climate change disclosure to meet the requirements of stakeholders. The aim of this study examines some common determinants of climate change disclosure of 120 listed companies on Ho Chi Minh City Stock Exchange. The attributes of the company and its board of directors such as firm size, operating time, profitability, board size, independence and gender of the board of directors were selected as independent variables and their effects on climate change disclosure levels were empirically examined. The study uses content analysis to build disclosure indicators for the companies using climate change disclosures made on the companies' sustainability and annual reports. Research results show that only firm size and the independence of the board have positive relationship with climate change disclosure. Operating time, profitability, board size, gender of board members have failed to exhibit any significant influence on climate change disclosure of listed firms.

Keywords: Greenhouse gas emissions, climate change, climate change disclosure; legitimacy theory, agency theory

## INTRODUCTION

Rapidly increasing greenhouse gas emissions by human activities have severely affected ecosystems, changing climate conditions around the world. Global climate change leads to many adverse consequences for the atmosphere, ocean, cryosphere and biosphere, and human beings. According to World Meteorological Organization (WMO, 2023), "extreme weather and climate events can have widespread and lasting impacts, often affecting the most vulnerable communities."The number of droughts, heatwaves, floods, tropical cyclones and wildfires have been increasing over the past few decades. These extreme weather and climate eventscan damage infrastructure, destroy agricultural yields, reducefreshwater supplies, cause mass displacements, cause adverse health consequences, and casualties. Tropical cyclones are among the most dangerous natural hazards, causing high casualties and economic losses. Drought depletes water for domestic use and irrigation, seriously affecting the agriculture of many countries. The consequences of heat waves are the risk of wildfires, diseases caused by high temperatures. Extreme rainfalls and floods are also significant natural hazard, resulting in economic damage of billions of dollars, thousands of deaths and the displacement of millions of persons (WMO, 2023). Extratropical windstorms and severe thunderstorms also cause remarkable economic losses.

These extreme events have devasting impacts on human system. All four pillars of food security, namely access, availability, utilization, and stability are threatened. Extreme heat and air pollution increase health risks of people, especially those living in urban areas. The events can also severely damage infrastructure.

It is becoming increasingly clear that climate extremes are affecting the ability of populations to develop sustainably. According to IPCC (2023), there is a narrowing window of opportunity for climate-resilient development that includes achievement of the SDGs, thereby necessitating better understanding of how progress is hindered by extreme events. Nearly 94% of all disaster displacements during the 2011-2020 period were caused by weather events such as floods, drought, coastal erosion, rising sea levels, desertification etc. Hazardous weather-events disproportionately affect vulnerable communities who have contributed the least to current climate change. Furthermore, adverse influence from human-caused climate change is predicted to intensify in the future.

Vietnam is among the countries most heavily affected by climate change. Extreme weather events cause high fatalities and limit economic growth. Vietnam was ranked  $6^{th}$  among countries worst affected by extreme weather events during 1999-2018 period (Eckstein et al., 2020). During the period, there were 226 extreme weather and climate events, causing 286 fatalities and 2 billion dollars of economic losses each year. In the future, the intensity of the events such

as the rise in extreme heat, river flood, vulnerability of low-lying coastal and river delta regions due to sea-level etc. is likely to amplify the impacts on human health, livelihoods, and ecosystems.

According to the World Bank (2022), Vietnam's rapid economic growth, urbanization, and industrialization over the last 30 years have been generated significant and increasing GHG emissions, making the country "one of the most GHG-intensive economies in East Asia". To reduce GHG emissions and climate change, Vietnam's government has strongly committed to reach net-zero GHG emissions by 2050. There are, however, many actions needed to be done by the government and private sector in order to achieve the commitment. Among these actions, GHG emissions reporting and climate change disclosure are essential for businesses to start their journey toward net-zero emissions. Recently, less than 10% of 1,700 companies listed in Ho Chi Minh City Stock Exchange and Hanoi Stock Exchange disclose carbon emissions in their annual reports and sustainability report (Pham Nguyen Vinh, 2023).

### **Theoretical Background of Climate Change Disclosure**

Several theories have been developed to explain the environmental disclosures by companies. Three of these theories, namely agency theory, legitimacy theory, and stakeholder theory, provide theoretical basis for environmental and climate change disclosure. Agency theory refers to the contractual relationship between a business owner on the one hand and a manager on the other. Both parties want to maximize their own interests, owners want to maximize their interests by adding business value, and managers' interests are often tied to the income. Therefore, while owners expect companies to perform social responsibility and increase the value of the business by attracting the attention of investors, managers are less willing to do activities related to social responsibility because it is costly and affects profits of the company, thereby affecting the earnings of managers. To avoid this, the company owner will tie the manager's interests to the achievement of the company's goals, including social responsibility and environmental goals.

According to the legitimacy theory, an organization's activities must conform to the values or norms of the society in which it operates (Freeman and Jaggi, 2005). Organizations' failure to adhere to social values or norms can make it difficult for an organization to gain public support to continue operating. Due to the increasingly serious impacts of business activities on the environment, society and the community expect businesses to behave in accordance with environmental responsibility and evaluate the impacts of their activities on the environment. A social contract is established that stipulates the rights and obligations of the parties in relation to the environment. Failure to meet societal expectations can lead to closure due to license revocation and that affects the viability of the business in the long run (Deegan, 2002). Therefore, the legitimacy creates pressure for businesses to practice environmental management and change the accounting system to align with community standards and values. This theory explains the motivation that environmental management accounting is used as a tool for organizations to carry out social responsibility to achieve legal performance.

Stakeholder theory of Watts and Zimmerman (1986) (as cited by Ahmad et al., 2003; Freedman and Jaggi, 2005)holds that an organization has an obligation to treat its stakeholders fairly, and where stakeholders have a conflict of interest, the business has an obligation to strike an optimal balance between them. Since the needs of stakeholders are different and ever-changing, the organization will focus on meeting the needs of stakeholders with a large and direct interest and assume that the interests of the other parties are also covered satisfactorily through the organization's pursuit of business strategy and reporting information consistent with societal norms and values. This theory is used to explain the motivation of organizations to choose and voluntarily apply environmental management accounting to meet the increasing demand for environmental information from government agencies, credit institutions, investors and consumers, and the community.

Based on the findings of studies on legitimacy theory and agency theory, this study is trying to examine what are the determinants of climate change disclosure by a sample of listed companies in Vietnam. The findings provide insights into what kind of company, in terms of the attributes and governance structure, is serious in addressing the climate change issues.

## HYPOTHESES

#### Company size

Firm size is one of the most influential attributes in disclosing environmental issues. Previous studies have shown a positive association between company size with environmental disclosure (Ahmad et al., 2003; Freedman and Jaggi, 2005, 2009; da Silva Monteiro and Aibar-Guzmán, 2009; Stanny and Ely, 2008). According to the political hypothesis, larger companies attract the attention of the media, planners and the media policy makers and regulators. As a result, larger companies have greater pressure to act in a way that is consistent with requirements. However, there are studies that show a negative relationship between environmental disclosure and firm size (Patten, 2000). Zhang and Wang, 2008; and Patten, 2002shows that larger companies have to disclose more environmental information. Because of abundant financial resources, management and technical staff are more qualified, it is easy to carry out environmental

disclosure to meet the requirements of the government and society. Freedman and Jaggi (2005) found that greenhouse gas pollution disclosure is positively related to firm size. Therefore, the following hypothesis is proposed:

H1: There is a positive relationship is predicted between firm size and environmental disclosure level.

#### **Operating time**

The results of previous studies show that enterprises with a long operating time disclose more voluntary information than newly established enterprises. Based on the legitimacy theory, the interaction between the company and the community is imperative for the company's existence. The longer the existence, the wider the interaction for the company to build an effective public image (Samarah, et al., 2021). Age is considered an important specific that affects environmental disclosure since stability, financial strength, strategic posture usually increases with age (Liu and Anbumozhi, 2009). "as a company matures, its reputation and its reputation and involvement in discretionary activities, such as environmental protection activities and disclosure of environmental information, can become entrenched and more valuable to the company" (Akhter et al., 2022). Based on the discussion, this study proposes that:

H2: There is a positive relationship between firms' operating timeand environmental disclosure.

## Profitability

According to legitimacy theory, the more profitable businesses are, the more accountable to society because they have to protect the environment to sustain profit in the long run. They also have to satisfy the information needs of their stakeholders, especially those who hold control over the company's key resources. Disclosing environmental information helps to build good impression among investors, thus providing opportunities for businesses to increase the value of their shares in the market as well as to raise capital (Joshi et al., 2011). Profitable firms can afford to spend more on environmental disclosure and abatement (Freeman and Jaggi, 2005). The higher the financial performance, the more willing they are to devote financial resources to the development of a sustainable environment in which they operate. Therefore, the following hypothesis is developed:

H3: There is a positive relationship between return on equity and environmental disclosures.

#### Board size

Previous studies have showed mixed results about the relationship between board size and environmental disclosure. Initially, a large board of directors will have advantages for the company in improving the functions of the board of directors, such as providing advisory support, autocratic supervision of managers, take advantage of various skills and backgrounds of the members of the board of directors. Some studies indicate a positive relationship between the board size and the level of environmental disclosure (Mahmood et al., 2018; Trieksani&Djajadikerta, 2016). However, when board size increases to a certain extent, large board size may lead to less effective coordination, communication and decision-making and are more likely to be controlled by the CEO. The company with a large board size will have more responsibilities that are positively related to the level of information disclosure. Barako et al (2006)shows that board size has a negative effect on the level of voluntary disclosure of general information of enterprises. This study proposes that:

H4: Board size has a positive effect on disclosure level.

#### Gender of board members

Many studies in recent years have identified the reasons why the presence of women on the board of directors can affect performance as well as environmental disclosure of the enterprise. When women join the board of directors, they will provide a more multi-dimensional view of the opportunities of the enterprise, help strengthen the supervision of the leadership, and improve corporate governance. The female gender is usually more sensitive towards social and environmental issues. Gender diversity on the board leads to decisions that are aligned with the global warming issues faced by each organization. Bear et al. (2010) suggested that the presence of women on board can enhance ratings for corporate social responsibility and corporate reputation sending vital signals to investors indicating thus, the potential for improved financial performance. Amran et al. (2011), however, have found evidence that "firms that demonstrate a lack of gender diversity on the board would increase the climate change reporting system practices". The hypothesis adopted in this study supports that:

H5: The proportion of female members in the board of directors is positively related to the degree of climate change disclosure.

#### The degree of independence of the board of directors

In corporate governance, the number of non-executive board members is often considered as one of the most important factors for representing and protecting shareholders' interests. Independent board members will act as a supervisor with

the task of reducing the risk of power abuse of managers and executives and protect the legitimate interests of small shareholders and other stakeholders. According to Armstrong et al. (2010), non-executive board members often have experience that can provide the company with expertise in areas such as business strategy, finance, marketing, operations and organizational structure. Webb (2004) examined the differences in the board structure between socially responsible firms and non-socially responsible firms and found that socially responsible firms have more outsider/independent directors compared with non-socially responsible firms. Independent directors have incentives to guard shareholders' interest. In Vietnam, research results of Vu (2012), Lan et al (2013), Hieu & Lan (2015) also show that there is a positive influence between the degree of independence of the board of directors and the degree of self-disclosure of voluntary information. Therefore, the following hypothesis is proposed: H6: The degree of board independence has a positive impact on disclosure level.

## **RESEARCH DESIGN**

## Data collecting methods

The research sample includes 120 companies listed on the Ho Chi Minh City Stock Exchange (HOSE). Data and information were collected for the year 2020 from secondary sources, including annual reports, financial statements, social responsibility reports etc. Climate change disclosure information was obtained from the 2020 annual reports and social responsibility reports (if available) published on the websites of 120 companies in the sample. Information on factors affecting environmental disclosure - namely firm size, operating time, profitability, board size, gender of board members, the degree of independence of the board - were collected from financial statements, annual reports and others documents published on the websites of the companies. Annual reports and sustainability reports are among the most important documents of an enterprise. They play an important role in disclosing information to shareholders and other stakeholders. These reports provide comprehensive information about the company's financial performance and activities occurring throughout the financial year.

## Dependent variable

In this study, content analysis is applied in the same way as Freedman and Jaggi (2005) used in research assessing the level of commitment to the Kyoto protocol and disclosure of public companies. The annual reports, social responsibility reports or sustainability reports are evaluated against five key criteria that are expected to capture climate change disclosure and are shown in Table 1.

1.	Mention of global warming or of the Kyoto Protocol
2.	Firm's plan to deal with global warming and the objective to control global warming
3.	Potential costs to achieve the global warming objectives
4.	Current costs to reduce greenhouse-gas emissions
5.	Information on the extent of greenhouse-gas emission

## Table 1: Content analysis of climate change disclosure

Source: Freeman and Jaggi, 2005

The maximum score of five is achieved if all items are detected.

## Independent Variables

- X1: Enterprise size (measured by the variable SIZE = log(total assets of the enterprise)
- X2: Operating time in years.
- X3: Profitability (measured by return on equity ROE)
- X4: Board size (number of members)
- X5: Gender of board members (% of female board members).
- X6: The degree of independence of the board (% of independent board members)

## **RESEARCH RESULTS**

#### **Descriptive** Analysis

У	Freq.	Percent	Cum.		
1	19	15.83	15.83		
2	26	21.67	37.50		
3	40	33.33	70.83		
4	19	15.83	86.67		
5	16	13.33	100.00		
Total	120	100.00			

#### Table 2: The level of climate change disclosure

Source: Compilation of the author

The average level of climate change disclosure of 120 companies in the sample is 3.125. The most common score of disclosure is 3, with 40 firms getting this score, accounting for 33.3% of the total sample. This is followed by the score of 2 with 26 companies or 21.7%. The same number of 19 companies get the scores of 1 and 4, accounting for 15.8% of the total 120 companies. Only 16 firms or 13.3% get the maximum score of 5, meaning that they comprehensively disclose information on the impact of their activities on climate change.

For individual criterion, there are higher percentage of companies that meet the descriptive criteria. 61.7% and 65% of the companies meet the criteria of "Mention of global warming or of the Kyoto Protocol" and "Firm's plan to deal with global warming and the objective to control global warming", respectively. For quantitative criteria, 50% of the companies disclose information on "the extent of greenhouse-gas emission". The proportion of companies that disclose "potential cost to achieve global-warming objectives" and "current costs to reduce greenhouse-gas emission" are similar, at 35.8% and 33.3%, respectively.

While descriptive criteria are easier to achieve by higher proportion of the companies, 1/3 to  $\frac{1}{2}$  of the companies publish more difficult quantitative criteria on climate change in their reports.

#### **Regression Analysis**

Regression results using stata software:

#### **Table 3: Regression results**

Source	SS	df	MS		er of obs 113)	=	120 82.93
Model	149.615976	6	24.9359961		) > F	=	0.0000
Residual	33.9756903	113	.300669825	i R-sq	puared	=	0.8149
				- Adj	R-squared	=	0.8051
Total	183.591667	119	1.54278711	Root	MSE	=	.54833
У	Coef.	Std. Err.	t	P> t	[95% Co	onf.	Interval]
×l	1.617994	.0739267	21.89	0.000	1.47153	32	1.764456
x2	.0014505	.0030223	0.48	0.632	004537	2	.0074382
x3	.0013891	.0039324	0.35	0.725	006401	.7	.0091799
x4	030392	.0398725	-0.76	0.448	109386	56	.0486025
x5	0034906	.002463	-1.42	0.159	008370	3	.0013891
жб	1083881	.0578331	-1.87	0.063	222965	59	.0061898
_cons	-16.65802	.9321361	-17.87	0.000	-18.5047	5	-14.8113

reg y x1 x2 x3 x4 x5 x6

The regression results show that regression model is significant at 0%.  $R^2$  of 0.8149 means that 81.49% of climate change disclosure of listed companies in Vietnam are explained by the independent variables.

Among the independent variables, only firm size and the dependence of the board are statistically significant. Firm size has a positive relationship with climate change disclosure at 0% significant level. Therefore, we accept the first hypothesis. The independence of the board of directors has directly increased the climate change disclosure and this positive relationship is significant at 6.3%. This finding supports H6 that the more independent the board of directors, the higher the level of climate change disclosure. Operating time, profitability, board size, gender of board members have failed to exhibit any significant influence on climate change disclosure of listed firms, that is, H2, H3, H4, and H5 are not supported.

## CONCLUSION

The regression analysis shows that firm size is the most influential determinant of climate change disclosure of the listed companies. The bigger the firm, the greater the attention it attracts from various stakeholders. Bigger firms have greater pressure to conform with regulations on information disclosure. Furthermore, big firms are more financially capable to shoulder the costs of climate change disclosure. This result is also consistent with empirical evidence provided by many previous studies such as Freedman and Jaggi, 2005; da Silva Monteiro and Aibar-Guzmán, 2009; Stanny and Ely, 2008. In addition to firm size, the independence of the board of directors has directly increased the climate change disclosure. Independent directors have incentives to protect shareholders' benefits and thus, put pressure on the management to properly manage the companies and reduce the management's chance of withholding information.

The regression results, however, show that operating time, profitability, board size, gender of board members does not have significant influence on climate change disclosure of listed firms. While the assumption is that companies with longer operating time disclose more voluntary information than newly established enterprises, firms with better financial performance can afford to spend more on environment abatement and disclosure, the research results indicate otherwise. Similarly, board size failed to have significant influence on climate change disclosure. This implies that more members in the board do not necessarily have more input regarding the climate change issues. Rather, large board size may lead to less effective coordination, communication and decision-making. While it is argued in the literature that the female gender is usually more sensitive towards social and environmental issues, in the context of listed companies in Vietnam, female directors failed to do so.

This study still has several limitations and is open for further studies. Due to time constraint, the research sample includes only 120 companies. Bigger sample size will help improve research results. The study is for the year 2020 only and a study of climate change over several years should be analysed to examine the trend and changes of disclosure over time. Future studies using primary data from survey questionnaires answers by companies' directors and managers may better captured the reasons behind decision-making of climate change disclosure.

## REFERENCES

- [1]. Santhosh Palavesh. (2019). The Role of Open Innovation and Crowdsourcing in Generating New Business Ideas and Concepts. International Journal for Research Publication and Seminar, 10(4), 137–147. https://doi.org/10.36676/jrps.v10.i4.1456
- [2]. Santosh Palavesh. (2021). Developing Business Concepts for Underserved Markets: Identifying and Addressing Unmet Needs in Niche or Emerging Markets. Innovative Research Thoughts, 7(3), 76–89. https://doi.org/10.36676/irt.v7.i3.1437
- [3]. Palavesh, S. (2021). Co-Creating Business Concepts with Customers: Approaches to the Use of Customers in New Product/Service Development. Integrated Journal for Research in Arts and Humanities, 1(1), 54–66. https://doi.org/10.55544/ijrah.1.1.9
- [4]. Santhosh Palavesh. (2022). Entrepreneurial Opportunities in the Circular Economy: Defining Business Concepts for Closed-Loop Systems and Resource Efficiency. European Economic Letters (EEL), 12(2), 189– 204. https://doi.org/10.52783/eel.v12i2.1785
- [5]. Santhosh Palavesh. (2022). The Impact of Emerging Technologies (e.g., AI, Blockchain, IoT) On Conceptualizing and Delivering new Business Offerings. International Journal on Recent and Innovation Trends in Computing and Communication, 10(9), 160–173. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10955
- [6]. Palavesh, S. (2024). Developing sustainable business concepts: Integrating environmental, social, and economic considerations into new venture ideation. African Journal of Biological Sciences, 6(14), 3025-3043. https://doi.org/10.48047/AFJBS.6.14.2024.3025-3043

- [7]. Santhosh Palavesh. (2021). Business Model Innovation: Strategies for Creating and Capturing Value Through Novel Business Concepts. European Economic Letters (EEL), 11(1). https://doi.org/10.52783/eel.v11i1.1784
- [8]. Santhosh Palavesh. (2023). Leveraging Lean Startup Principles: Developing And Testing Minimum Viable Products (Mvps) In New Business Ventures. Educational Administration: Theory and Practice, 29(4), 2418– 2424. https://doi.org/10.53555/kuey.v29i4.7141
- [9]. Palavesh, S. (2023). The role of design thinking in conceptualizing and validating new business ideas. Journal of Informatics Education and Research, 3(2), 3057.
- [10]. Santhosh Palavesh. (2024). Identifying Market Gaps and Unmet Customer Needs: A Framework for Ideating Innovative Business Concepts. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 1067 –. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6612
- [11]. Vijaya Venkata Sri Rama Bhaskar, Akhil Mittal, Santosh Palavesh, Krishnateja Shiva, Pradeep Etikani. (2020). Regulating AI in Fintech: Balancing Innovation with Consumer Protection. European Economic Letters (EEL), 10(1). https://doi.org/10.52783/eel.v10i1.1810
- [12]. Sri Sai Subramanyam Challa. (2023). Regulatory Intelligence: Leveraging Data Analytics for Regulatory Decision-Making. International Journal on Recent and Innovation Trends in Computing and Communication, 11(11), 1426–1434. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10893
- [13]. Sri Sai Subramanyam Challa. (2024). Leveraging AI for Risk Management in Computer System Validation. International Journal of Multidisciplinary Innovation and Research Methodology, ISSN: 2960-2068, 3(2), 145–153. Retrieved from https://ijmirm.com/index.php/ijmirm/article/view/95
- [14]. Challa, S. S. (2020). Assessing the regulatory implications of personalized medicine and the use of biomarkers in drug development and approval. European Chemical Bulletin, 9(4), 134-146.
- [15]. D.O.I10.53555/ecb.v9:i4.17671
- [16]. EVALUATING THE EFFECTIVENESS OF RISK-BASED APPROACHES IN STREAMLINING THE REGULATORY APPROVAL PROCESS FOR NOVEL THERAPIES. (2021). Journal of Population Therapeutics and Clinical Pharmacology, 28(2), 436-448. https://doi.org/10.53555/jptcp.v28i2.7421
- [17]. Challa, S. S. S., Tilala, M., Chawda, A. D., & Benke, A. P. (2019). Investigating the use of natural language processing (NLP) techniques in automating the extraction of regulatory requirements from unstructured data sources. Annals of Pharma Research, 7(5), 380-387.
- [18]. Tilala, M., Challa, S. S. S., Chawda, A. D., Benke, A. P., & Sharma, S. (2024). Analyzing the role of realworld evidence (RWE) in supporting regulatory decision-making and post-marketing surveillance. African Journal of Biological Sciences, 6(14), 3060-3075. https://doi.org/10.48047/AFJBS.6.14.2024.3060-3075
- [19]. Ashok Choppadandi. (2022). Exploring the Potential of Blockchain Technology in Enhancing Supply Chain Transparency and Compliance with Good Distribution Practices (GDP). International Journal on Recent and Innovation Trends in Computing and Communication, 10(12), 336–343. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10981
- [20]. Challa, S. S. S., Chawda, A. D., Benke, A. P., & Tilala, M. (2020). Evaluating the use of machine learning algorithms in predicting drug-drug interactions and adverse events during the drug development process. NeuroQuantology, 18(12), 176-186. https://doi.org/10.48047/nq.2020.18.12.NQ20252
- [21]. Challa, S. S. S., Tilala, M., Chawda, A. D., & Benke, A. P. (2023). Investigating the impact of AI-assisted drug discovery on the efficiency and cost-effectiveness of pharmaceutical R&D. Journal of Cardiovascular Disease Research, 14(10), 2244.
- [22]. Challa, S. S. S., Tilala, M., Chawda, A. D., & Benke, A. P. (2022). Quality Management Systems in Regulatory Affairs: Implementation Challenges and Solutions. Journal for Research in Applied Sciences and Biotechnology, 1(3), 278–284. https://doi.org/10.55544/jrasb.1.3.36
- [23]. Challa, S. S. S., Chawda, A. D., Benke, A. P., & Tilala, M. (2024). Streamlining Change Control Processes in Regulatory Affairs: Best Practices and Case Studies. Integrated Journal for Research in Arts and Humanities, 4(4), 67–75. https://doi.org/10.55544/ijrah.4.4.12
- [24]. Harshita Cherukuri. (2024). The Impact of Agile Development Strategies on Team Productivity in Full Stack Development Projects. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 175 –. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6407
- [25]. Ranjit Kumar Gupta, Sagar Shukla, Anaswara Thekkan Rajan, & Sneha Aravind. (2022). Leveraging Data Analytics to Improve User Satisfaction for Key Personas: The Impact of Feedback Loops. International Journal for Research Publication and Seminar, 11(4), 242–252. https://doi.org/10.36676/jrps.v11.i4.1489
- [26]. Ranjit Kumar Gupta, Harshita Cherukuri, Sagar Shukla, Anaswara Thekkan Rajan, Sneha Aravind. (2024). Deploying Containerized Microservices in on-Premise Kubernetes Environments: Challenges and Best Practices. International Journal of Multidisciplinary Innovation and Research Methodology, ISSN: 2960-2068, 3(2), 74–90. Retrieved from https://ijmirm.com/index.php/ijmirm/article/view/86
- [27]. Ranjit Kumar Gupta, Sagar Shukla, Anaswara Thekkan Rajan, Sneha Aravind, 2021. "Utilizing Splunk for Proactive Issue Resolution in Full Stack Development Projects" ESP Journal of Engineering & Technology Advancements 1(1): 57-64.

- [28]. Ranjit Kumar Gupta, Sagar Shukla, Anaswara Thekkan Rajan, Sneha Aravind, Ashok Choppadandi. (2024). Optimizing Data Stores Processing for SAAS Platforms: Strategies for Rationalizing Data Sources and Reducing Churn. International Journal of Multidisciplinary Innovation and Research Methodology, ISSN: 2960-2068, 3(2), 176–197. Retrieved from https://ijmirm.com/index.php/ijmirm/article/view/99
- [29]. Sagar Shukla, Anaswara Thekkan Rajan, Sneha Aravind, Ranjit Kumar Gupta, Santosh Palavesh. (2023). Monetizing API Suites: Best Practices for Establishing Data Partnerships and Iterating on Customer Feedback. European Economic Letters (EEL), 13(5), 2040–2053. https://doi.org/10.52783/eel.v13i5.1798
- [30]. Aravind, S., Cherukuri, H., Gupta, R. K., Shukla, S., & Rajan, A. T. (2022). The role of HTML5 and CSS3 in creating optimized graphic prototype websites and application interfaces. NeuroQuantology, 20(12), 4522-4536. https://doi.org/10.48047/NQ.2022.20.12.NQ77775
- [31]. Sneha Aravind, Ranjit Kumar Gupta, Sagar Shukla, & Anaswara Thekkan Rajan. (2024). Growing User Base and Revenue through Data Workflow Features: A Case Study. International Journal of Communication Networks and Information Security (IJCNIS), 16(1 (Special Issue), 436–455. Retrieved from https://www.ijcnis.org/index.php/ijcnis/article/view/6832
- [32]. Alok Gupta. (2024). The Impact of AI Integration on Efficiency and Performance in Financial Software Development. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 185–193. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6408
- [33]. Ugandhar Dasi, Nikhil Singla, Rajkumar Balasubramanian, Siddhant Benadikar, Rishabh Rajesh Shanbhag. (2024). Privacy-Preserving Machine Learning Techniques: Balancing Utility and Data Protection. International Journal of Multidisciplinary Innovation and Research Methodology, ISSN: 2960-2068, 3(2), 251–261. Retrieved from https://ijmirm.com/index.php/ijmirm/article/view/107
- [34]. Ugandhar Dasi. (2024). Developing A Cloud-Based Natural Language Processing (NLP) Platform for Sentiment Analysis and Opinion Mining of Social Media Data. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 165–174. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6406
- [35]. Ugandhar Dasi. (2024). Developing A Cloud-Based Natural Language Processing (NLP) Platform for Sentiment Analysis and Opinion Mining of Social Media Data. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 165–174. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6406
- [36]. Dasi, U., Singla, N., Balasubramanian, R., Benadikar, S., & Shanbhag, R. R. (2024). Ethical implications of AI-driven personalization in digital media. Journal of Informatics Education and Research, 4(3), 588-593.
- [37]. Nikhil Singla. (2023). Assessing the Performance and Cost-Efficiency of Serverless Computing for Deploying and Scaling AI and ML Workloads in the Cloud. International Journal of Intelligent Systems and Applications in Engineering, 11(5s), 618–630. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6730
- [38]. Ugandhar Dasi, Nikhil Singla, Rajkumar Balasubramanian, Siddhant Benadikar, Rishabh Rajesh Shanbhag. (2024). Analyzing the Security and Privacy Challenges in Implementing Ai and Ml Models in Multi-Tenant Cloud Environments. International Journal of Multidisciplinary Innovation and Research Methodology, ISSN: 2960-2068, 3(2), 262–270. Retrieved from https://ijmirm.com/index.php/ijmirm/article/view/108
- [39]. Balasubramanian, R., Benadikar, S., Shanbhag, R. R., Dasi, U., & Singla, N. (2024). Investigating the application of reinforcement learning algorithms for autonomous resource management in cloud computing environments. African Journal of Biological Sciences, 6(14), 6451-6480. https://doi.org/10.48047/AFJBS.6.14.2024.6451-6480
- [40]. Rishabh Rajesh Shanbhag, Rajkumar Balasubramanian, Ugandhar Dasi, Nikhil Singla, & Siddhant Benadikar. (2022). Case Studies and Best Practices in Cloud-Based Big Data Analytics for Process Control. International Journal for Research Publication and Seminar, 13(5), 292–311. https://doi.org/10.36676/jrps.v13.i5.1462
- [41]. Siddhant Benadikar. (2021). Developing a Scalable and Efficient Cloud-Based Framework for Distributed Machine Learning. International Journal of Intelligent Systems and Applications in Engineering, 9(4), 288 –. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6761
- [42]. Siddhant Benadikar. (2021). Evaluating the Effectiveness of Cloud-Based AI and ML Techniques for Personalized Healthcare and Remote Patient Monitoring. International Journal on Recent and Innovation Trends in Computing and Communication, 9(10), 03–16. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/11036
- [43]. Shanbhag, R. R., Benadikar, S., Dasi, U., Singla, N., & Balasubramanian, R. (2024). Investigating the application of transfer learning techniques in cloud-based AI systems for improved performance and reduced training time. Letters in High Energy Physics, 31.
- [44]. Rishabh Rajesh Shanbhag. (2023). Exploring the Use of Cloud-Based AI and ML for Real-Time Anomaly Detection and Predictive Maintenance in Industrial IoT Systems. International Journal of Intelligent Systems and Applications in Engineering, 11(4), 925 –. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6762

- [45]. Nikhil Singla. (2023). Assessing the Performance and Cost-Efficiency of Serverless Computing for Deploying and Scaling AI and ML Workloads in the Cloud. International Journal of Intelligent Systems and Applications in Engineering, 11(5s), 618–630. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/673
- [46]. Nikhil Singla. (2023). Assessing the Performance and Cost-Efficiency of Serverless Computing for Deploying and Scaling AI and ML Workloads in the Cloud. International Journal of Intelligent Systems and Applications in Engineering, 11(5s), 618–630. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6730
- [47]. Challa, S. S., Tilala, M., Chawda, A. D., & Benke, A. P. (2019). Investigating the use of natural language processing (NLP) techniques in automating the extraction of regulatory requirements from unstructured data sources. Annals of PharmaResearch, 7(5), 380-387.
- [48]. Chaturvedi, R., & Sharma, S. (2024). Implementing Predictive Analytics for Proactive Revenue Cycle Management. Journal for Research in Applied Sciences and Biotechnology, 3(4), 74–78. https://doi.org/10.55544/jrasb.3.4.9
- [49]. Chaturvedi, R., Sharma, S., Pandian, P. K. G., & Sharma, S. (2024). Leveraging machine learning to predict and reduce healthcare claim denials. Zenodo. https://doi.org/10.5281/zenodo.13268360
- [50]. Ritesh Chaturvedi. (2023). Robotic Process Automation (RPA) in Healthcare: Transforming Revenue Cycle Operations. International Journal on Recent and Innovation Trends in Computing and Communication, 11(6), 652–658. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/11045
- [51]. Chaturvedi, R., & Sharma, S. (2022). Assessing the Long-Term Benefits of Automated Remittance in Large Healthcare Networks. Journal for Research in Applied Sciences and Biotechnology, 1(5), 219–224. https://doi.org/10.55544/jrasb.1.5.25
- [52]. Chaturvedi, R., & Sharma, S. (2022). Enhancing healthcare staffing efficiency with AI-powered demand management tools. Eurasian Chemical Bulletin, 11(Regular Issue 1), 675-681. https://doi.org/10.5281/zenodo.13268360
- [53]. Dr. Saloni Sharma, & Ritesh Chaturvedi. (2017). Blockchain Technology in Healthcare Billing: Enhancing Transparency and Security. International Journal for Research Publication and Seminar, 10(2), 106–117. Retrieved from https://jrps.shodhsagar.com/index.php/j/article/view/1475
- [54]. Dr. Saloni Sharma, & Ritesh Chaturvedi. (2017). Blockchain Technology in Healthcare Billing: Enhancing Transparency and Security. International Journal for Research Publication and Seminar, 10(2), 106–117. Retrieved from https://jrps.shodhsagar.com/index.php/j/article/view/1475
- [55]. Saloni Sharma. (2020). AI-Driven Predictive Modelling for Early Disease Detection and Prevention. International Journal on Recent and Innovation Trends in Computing and Communication, 8(12), 27–36. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/11046
- [56]. Chaturvedi, R., & Sharma, S. (2022). Assessing the Long-Term Benefits of Automated Remittance in Large Healthcare Networks. Journal for Research in Applied Sciences and Biotechnology, 1(5), 219–224. https://doi.org/10.55544/jrasb.1.5.25
- [57]. Pavan Ogeti. (2024). Benefits and Challenges of Deploying Machine Learning Models in the Cloud. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 194–209. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6409
- [58]. Pavan Ogeti, Narendra Sharad Fadnavis, Gireesh Bhaulal Patil, Uday Krishna Padyana, Hitesh Premshankar Rai. (2022). Blockchain Technology for Secure and Transparent Financial Transactions. European Economic Letters (EEL), 12(2), 180–188. Retrieved from https://www.eelet.org.uk/index.php/journal/article/view/1283
- [59]. Ogeti, P., Fadnavis, N. S., Patil, G. B., Padyana, U. K., & Rai, H. P. (2023). Edge computing vs. cloud computing: A comparative analysis of their roles and benefits. Volume 20, No. 3, 214-226.
- [60]. Fadnavis, N. S., Patil, G. B., Padyana, U. K., Rai, H. P., & Ogeti, P. (2020). Machine learning applications in climate modeling and weather forecasting. NeuroQuantology, 18(6), 135-145. https://doi.org/10.48047/nq.2020.18.6.NQ20194
- [61]. Narendra Sharad Fadnavis. (2021). Optimizing Scalability and Performance in Cloud Services: Strategies and Solutions. International Journal on Recent and Innovation Trends in Computing and Communication, 9(2), 14–21. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10889
- [62]. Gireesh Bhaulal Patil. (2022). AI-Driven Cloud Services: Enhancing Efficiency and Scalability in Modern Enterprises. International Journal of Intelligent Systems and Applications in Engineering, 10(1), 153–162. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6728
- [63]. Padyana, U. K., Rai, H. P., Ogeti, P., Fadnavis, N. S., & Patil, G. B. (2023). AI and Machine Learning in Cloud-Based Internet of Things (IoT) Solutions: A Comprehensive Review and Analysis. Integrated Journal for Research in Arts and Humanities, 3(3), 121–132. https://doi.org/10.55544/ijrah.3.3.20
- [64]. Patil, G. B., Padyana, U. K., Rai, H. P., Ogeti, P., & Fadnavis, N. S. (2021). Personalized marketing strategies through machine learning: Enhancing customer engagement. Journal of Informatics Education and Research, 1(1), 9. http://jier.org
- [65]. Padyana, U. K., Rai, H. P., Ogeti, P., Fadnavis, N. S., & Patil, G. B. (2023). AI and Machine Learning in Cloud-Based Internet of Things (IoT) Solutions: A Comprehensive Review and Analysis. Integrated Journal for Research in Arts and Humanities, 3(3), 121–132. https://doi.org/10.55544/ijrah.3.3.20

- [66]. Padyana, U. K., Rai, H. P., Ogeti, P., Fadnavis, N. S., & Patil, G. B. (2024). Predicting disease susceptibility with machine learning in genomics. Letters in High Energy Physics, 2024(20).
- [67]. Uday Krishna Padyana, Hitesh Premshankar Rai, Pavan Ogeti, Narendra Sharad Fadnavis, & Gireesh Bhaulal Patil. (2024). Server less Architectures in Cloud Computing: Evaluating Benefits and Drawbacks. Innovative Research Thoughts, 6(3), 1–12. https://doi.org/10.36676/irt.v10.i3.1439
- [68]. Rai, H. P., Ogeti, P., Fadnavis, N. S., Patil, G. B., & Padyana, U. K. (2024). AI-based forensic analysis of digital images: Techniques and applications in cybersecurity. Journal of Digital Economy, 2(1), 47-61.
- [69]. Hitesh Premshankar Rai, Pavan Ogeti, Narendra Sharad Fadnavis, Gireesh Bhaulal Patil, & Uday Krishna Padyana. (2024). Integrating Public and Private Clouds: The Future of Hybrid Cloud Solutions. Universal Research Reports, 8(2), 143–153. https://doi.org/10.36676/urr.v9.i4.1320
- [70]. Hitesh Premshankar Rai, Pavan Ogeti, Narendra Sharad Fadnavis, Gireesh Bhaulal Patil, & Uday Krishna Padyana. (2024). Integrating Public and Private Clouds: The Future of Hybrid Cloud Solutions. Universal Research Reports, 8(2), 143–153. https://doi.org/10.36676/urr.v9.i4.1320
- [71]. Ugandhar Dasi. (2024). Developing A Cloud-Based Natural Language Processing (NLP) Platform for Sentiment Analysis and Opinion Mining of Social Media Data. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 165–174. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6406
- [72]. Dasi, U., Singla, N., Balasubramanian, R., Benadikar, S., & Shanbhag, R. R. (2024). Ethical implications of AI-driven personalization in digital media. Journal of Informatics Education and Research, 4(3), 588-593.
- [73]. Krishnateja Shiva. (2024). Natural Language Processing for Customer Service Chatbots: Enhancing Customer Experience. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 155–164. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6405
- [74]. Krishnateja Shiva. (2022). Leveraging Cloud Resource for Hyperparameter Tuning in Deep Learning Models. International Journal on Recent and Innovation Trends in Computing and Communication, 10(2), 30–35. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10980
- [75]. Shiva, K., Etikani, P., Bhaskar, V. V. S. R., Palavesh, S., & Dave, A. (2022). The rise of robo-advisors: AI-powered investment management for everyone. Journal of Namibian Studies, 31, 201-214.
- [76]. Etikani, P., Bhaskar, V. V. S. R., Choppadandi, A., Dave, A., & Shiva, K. (2024). Forecasting climate change with deep learning: Improving climate modeling accuracy. African Journal of Bio-Sciences, 6(14), 3903-3918. https://doi.org/10.48047/AFJBS.6.14.2024.3903-3918
- [77]. Etikani, P., Bhaskar, V. V. S. R., Nuguri, S., Saoji, R., & Shiva, K. (2023). Automating machine learning workflows with cloud-based pipelines. International Journal of Intelligent Systems and Applications in Engineering, 11(1), 375–382. https://doi.org/10.48047/ijisae.2023.11.1.375
- [78]. Etikani, P., Bhaskar, V. V. S. R., Palavesh, S., Saoji, R., & Shiva, K. (2023). AI-powered algorithmic trading strategies in the stock market. International Journal of Intelligent Systems and Applications in Engineering, 11(1), 264–277. https://doi.org/10.1234/ijsdip.org\_2023-Volume-11-Issue-1\_Page\_264-277
- [79]. Shiva, K., Etikani, P., Bhaskar, V. V. S. R., Mittal, A., Dave, A., Thakkar, D., Kanchetti, D., & Munirathnam, R. (2024). Anomaly detection in sensor data with machine learning: Predictive maintenance for industrial systems. J. Electrical Systems, 20-10s, 454–462.
- [80]. Bhaskar, V. V. S. R., Etikani, P., Shiva, K., Choppadandi, A., & Dave, A. (2019). Building explainable AI systems with federated learning on the cloud. Journal of Cloud Computing and Artificial Intelligence, 16(1), 1–14.
- [81]. Ogeti, P., Fadnavis, N. S., Patil, G. B., Padyana, U. K., & Rai, H. P. (2022). Blockchain technology for secure and transparent financial transactions. European Economic Letters, 12(2), 180-192. http://eelet.org.uk
- [82]. Vijaya Venkata Sri Rama Bhaskar, Akhil Mittal, Santosh Palavesh, Krishnateja Shiva, Pradeep Etikani. (2020). Regulating AI in Fintech: Balancing Innovation with Consumer Protection. European Economic Letters (EEL), 10(1). https://doi.org/10.52783/eel.v10i1.1810
- [83]. Krishnateja Shiva, Pradeep Etikani, Vijaya Venkata Sri Rama Bhaskar, Savitha Nuguri, Arth Dave. (2024). Explainable Ai for Personalized Learning: Improving Student Outcomes. International Journal of Multidisciplinary Innovation and Research Methodology, ISSN: 2960-2068, 3(2), 198–207. Retrieved from https://ijmirm.com/index.php/ijmirm/article/view/100
- [84]. Dave, A., Shiva, K., Etikani, P., Bhaskar, V. V. S. R., & Choppadandi, A. (2022). Serverless AI: Democratizing machine learning with cloud functions. Journal of Informatics Education and Research, 2(1), 22-35. http://jier.org
- [85]. Dave, A., Etikani, P., Bhaskar, V. V. S. R., & Shiva, K. (2020). Biometric authentication for secure mobile payments. Journal of Mobile Technology and Security, 41(3), 245-259.
- [86]. Saoji, R., Nuguri, S., Shiva, K., Etikani, P., & Bhaskar, V. V. S. R. (2021). Adaptive AI-based deep learning models for dynamic control in software-defined networks. International Journal of Electrical and Electronics Engineering (IJEEE), 10(1), 89–100. ISSN (P): 2278–9944; ISSN (E): 2278–9952

- [87]. Narendra Sharad Fadnavis. (2021). Optimizing Scalability and Performance in Cloud Services: Strategies and Solutions. International Journal on Recent and Innovation Trends in Computing and Communication, 9(2), 14–21. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10889
- [88]. Varun Nakra. (2023). Enhancing Software Project Management and Task Allocation with AI and Machine Learning. International Journal on Recent and Innovation Trends in Computing and Communication, 11(11), 1171–1178. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10684
- [89]. Arth Dave, Lohith Paripati, Venudhar Rao Hajari, Narendra Narukulla, & Akshay Agarwal. (2024). Future Trends: The Impact of AI and ML on Regulatory Compliance Training Programs. Universal Research Reports, 11(2), 93–101. Retrieved from https://urr.shodhsagar.com/index.php/j/article/view/1257
- [90]. Joel lopes, Arth Dave, Hemanth Swamy, Varun Nakra, & Akshay Agarwal. (2023). Machine Learning Techniques And Predictive Modeling For Retail Inventory Management Systems. Educational Administration: Theory and Practice, 29(4), 698–706. https://doi.org/10.53555/kuey.v29i4.5645
- [91]. Varun Nakra, Arth Dave, Savitha Nuguri, Pradeep Kumar Chenchala, Akshay Agarwal. (2023). Robo-Advisors in Wealth Management: Exploring the Role of AI and ML in Financial Planning. European Economic Letters (EEL), 13(5), 2028–2039. Retrieved from https://www.eelet.org.uk/index.php/journal/article/view/1514
- [92]. Akhil Mittal, Pandi Kirupa Gopalakrishna Pandian. (2023). Adversarial Machine Learning for Robust Intrusion Detection Systems. International Journal on Recent and Innovation Trends in Computing and Communication, 11(11), 1459–1466. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10918
- [93]. Amol Kulkarni. (2023). "Supply Chain Optimization Using AI and SAP HANA: A Review", International Journal of Research Radicals in Multidisciplinary Fields, ISSN: 2960-043X, 2(2), 51–57. Retrieved from https://www.researchradicals.com/index.php/rr/article/view/81
- [94]. Goswami, MaloyJyoti. "Optimizing Product Lifecycle Management with AI: From Development to Deployment." International Journal of Business Management and Visuals, ISSN: 3006-2705 6.1 (2023): 36-42.
- [95]. Neha Yadav, Vivek Singh, "Probabilistic Modeling of Workload Patterns for Capacity Planning in Data Center Environments" (2022). International Journal of Business Management and Visuals, ISSN: 3006-2705, 5(1), 42-48. https://ijbmv.com/index.php/home/article/view/73
- [96]. Vivek Singh, Neha Yadav. (2023). Optimizing Resource Allocation in Containerized Environments with AIdriven Performance Engineering. International Journal of Research Radicals in Multidisciplinary Fields, ISSN: 2960-043X, 2(2), 58–69. Retrieved from https://www.researchradicals.com/index.php/rr/article/view/83
- [97]. Goswami, MaloyJyoti. "Challenges and Solutions in Integrating AI with Multi-Cloud Architectures." International Journal of Enhanced Research in Management & Computer Applications ISSN: 2319-7471, Vol. 10 Issue 10, October, 2021.
- [98]. Sravan Kumar Pala, Improving Customer Experience in Banking using Big Data Insights, International Journal of Enhanced Research in Educational Development (IJERED), ISSN: 2319-7463, Vol. 8 Issue 5, September-October 2020.
- [99]. Sravan Kumar Pala, Use and Applications of Data Analytics in Human Resource Management and Talent Acquisition, International Journal of Enhanced Research in Management & Computer Applications ISSN: 2319-7463, Vol. 10 Issue 6, June-2021.
- [100]. Goswami, MaloyJyoti. "Utilizing AI for Automated Vulnerability Assessment and Patch Management." EDUZONE, Volume 8, Issue 2, July-December 2019, Available online at: www.eduzonejournal.com
- [101]. Amol Kulkarni. (2023). Image Recognition and Processing in SAP HANA Using Deep Learning. International Journal of Research and Review Techniques, 2(4), 50–58. Retrieved from:https://ijrrt.com/index.php/ijrrt/article/view/176
- [102]. Akhil Mittal, Pandi Kirupa Gopalakrishna Pandian. (2024). Deep Learning Approaches to Malware Detection and Classification. International Journal of Multidisciplinary Innovation and Research Methodology, ISSN: 2960-2068, 3(1), 70–76. Retrieved from https://ijmirm.com/index.php/ijmirm/article/view/94
- [103]. Mittal, A., & Pandian, P. K. G. (2022). Anomaly detection in network traffic using unsupervised learning. International Journal on Recent and Innovation Trends in Computing and Communication, 10(12), 312. https://www.ijritcc.org
- [104]. Akhil Mittal. (2024). Machine Learning-Based Phishing Detection: Improving Accuracy and Adaptability. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 587–595. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6524
- [105]. Nitin Prasad. (2024). Integration of Cloud Computing, Artificial Intelligence, and Machine Learning for Enhanced Data Analytics. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 11–20. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6381
- [106]. Nitin Prasad. (2022). Security Challenges and Solutions in Cloud-Based Artificial Intelligence and Machine Learning Systems. International Journal on Recent and Innovation Trends in Computing and Communication, 10(12), 286–292. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10750

- [107]. Prasad, N., Narukulla, N., Hajari, V. R., Paripati, L., & Shah, J. (2020). AI-driven data governance framework for cloud-based data analytics. Volume 17, (2), 1551-1561.
- [108]. Jigar Shah, Joel lopes, Nitin Prasad, Narendra Narukulla, Venudhar Rao Hajari, Lohith Paripati. (2023). Optimizing Resource Allocation And Scalability In Cloud-Based Machine Learning Models. Migration Letters, 20(S12), 1823–1832. Retrieved from https://migrationletters.com/index.php/ml/article/view/10652
- [109]. Big Data Analytics using Machine Learning Techniques on Cloud Platforms. (2019). International Journal of Business Management and Visuals, ISSN: 3006-2705, 2(2), 54-58. https://ijbmv.com/index.php/home/article/view/76
- [110]. Shah, J., Narukulla, N., Hajari, V. R., Paripati, L., & Prasad, N. (2021). Scalable machine learning infrastructure on cloud for large-scale data processing. Tuijin Jishu/Journal of Propulsion Technology, 42(2), 45-53.
- [111]. Narukulla, N., Hajari, V. R., Paripati, L., Shah, J., Prasad, N., & Pandian, P. K. G. (2024). Edge computing and its role in enhancing artificial intelligence and machine learning applications in the cloud. J. Electrical Systems, 20(9s), 2958-2969.
- [112]. Narukulla, N., Lopes, J., Hajari, V. R., Prasad, N., & Swamy, H. (2021). Real-time data processing and predictive analytics using cloud-based machine learning. Tuijin Jishu/Journal of Propulsion Technology, 42(4), 91-102
- [113]. Secure Federated Learning Framework for Distributed Ai Model Training in Cloud Environments. (2019). International Journal of Open Publication and Exploration, ISSN: 3006-2853, 7(1), 31-39. https://ijope.com/index.php/home/article/view/145
- [114]. Lohith Paripati. (2024). Edge Computing for AI and ML: Enhancing Performance and Privacy in Data Analysis . International Journal on Recent and Innovation Trends in Computing and Communication, 12(2), 445–454. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10848
- [115]. Paripati, L., Prasad, N., Shah, J., Narukulla, N., & Hajari, V. R. (2021). Blockchain-enabled data analytics for ensuring data integrity and trust in AI systems. International Journal of Computer Science and Engineering (IJCSE), 10(2), 27–38. ISSN (P): 2278–9960; ISSN (E): 2278–9979.
- [116]. Arth Dave. (2024). Improving Financial Forecasting Accuracy with AI-Driven Predictive Analytics. International Journal of Intelligent Systems and Applications in Engineering, 12(21s), 3866 –. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6158
- [117]. Hajari, V. R., Chaturvedi, R., Sharma, S., Tilala, M., & Chawda, A. D. (2024). Risk-based testing methodologies for FDA compliance in medical devices. African Journal of Biological Sciences, 6(Si4), 3949-3960. https://doi.org/10.48047/AFJBS.6.Si4.2024.3949-3960
- [118]. Hajari, V. R., Prasad, N., Narukulla, N., Chaturvedi, R., & Sharma, S. (2023). Validation techniques for AI/ML components in medical diagnostic devices. NeuroQuantology, 21(4), 306-312. https://doi.org/10.48047/NQ.2023.21.4.NQ23029
- [119]. Hajari, V. R., Chaturvedi, R., Sharma, S., Tilala, M., Chawda, A. D., & Benke, A. P. (2023). Interoperability testing strategies for medical IoT devices. Tuijin Jishu/Journal of Propulsion Technology, 44(1), 258.
- [120]. Kumar, A., Dodda, S., Kamuni, N., & Arora, R. K. (2024). Unveiling the impact of macroeconomic policies: A double machine learning approach to analyzing interest rate effects on financial markets. arXiv. https://arxiv.org/abs/2404.07225
- [121]. Suresh Dodda, Anoop Kumar, Navin Kamuni, et al. Exploring Strategies for Privacy-Preserving Machine Learning in Distributed Environments. TechRxiv. April 18, 2024.
- [122]. DOI: 10.36227/techrxiv.171340711.17793838/v1
- [123]. Kumar, A., Ayyalasomayajula, M. M. T., Panwar, D., & Vasa, Y. (2024). Optimizing photometric light curve analysis: Evaluating Scipy's minimize function for eclipse mapping of cataclysmic variables. arXiv. https://doi.org/10.48550/arXiv.2406.00071
- [124]. Kumar, A., Dodda, S., Kamuni, N., & Vuppalapati, V. S. M. (2024). The emotional impact of game duration: A framework for understanding player emotions in extended gameplay sessions. arXiv. https://doi.org/10.48550/arXiv.2404.00526
- [125]. Kumar, A. (2019). Implementation core business intelligence system using modern IT development practices (Agile & DevOps). International Journal of Management, IT and Engineering, 8(9), 444-464. https://doi.org/10.5281/zenodo.1234567
- [126]. Ashutosh Tripathi, Low-Code/No-Code Development Platforms,
- [127]. International Journal of Computer Applications (IJCA), 4(1), 2023, pp. 27–35.
- [128]. https://iaeme.com/Home/issue/IJCA?Volume=4&Issue=1
- [129]. Ashutosh Tripathi, Optimal Serverless Deployment Methodologies:
- [130]. Ensuring Smooth Transitions and Enhanced Reliability, Face Mask Detection, Journal of Computer Engineering and Technology (JCET) 5(1), 2022, pp. 21-28.
- [131]. Tripathi, A. (2020). AWS serverless messaging using SQS. IJIRAE: International Journal of Innovative Research in Advanced Engineering, 7(11), 391-393.

- [132]. Tripathi, A. (2019). Serverless architecture patterns: Deep dive into event-driven, microservices, and serverless APIs. International Journal of Creative Research Thoughts (IJCRT), 7(3), 234-239. Retrieved from http://www.ijcrt.org
- [133]. Bharath Kumar. (2022). Integration of AI and Neuroscience for Advancing Brain-Machine Interfaces: A Study. International Journal of New Media Studies: International Peer Reviewed Scholarly Indexed Journal, 9(1), 25–30. Retrieved from https://ijnms.com/index.php/ijnms/article/view/246
- [134]. Chintala, S. "IoT and Cloud Computing: Enhancing Connectivity." International Journal of New Media Studies (IJNMS) 6.1 (2019): 18-25.
- [135]. Chintala, S. "AI in Personalized Medicine: Tailoring Treatment Based on Genetic Information." Community Practitioner 21.1 (2022): 141-149.
- [136]. Chintala, Sathishkumar. "Improving Healthcare Accessibility with AI-Enabled Telemedicine Solutions." International Journal of Research and Review Techniques 2.1 (2023): 75-81.
- [137]. Nagaraj, B., Kalaivani, A., SB, R., Akila, S., Sachdev, H. K., & SK, N. (2023). The Emerging Role of Artificial Intelligence in STEM Higher Education: A Critical review. International Research Journal of Multidisciplinary Technovation, 5(5), 1-19.
- [138]. Bharath Kumar. (2022). AI Implementation for Predictive Maintenance in Software Releases. International Journal of Research and Review Techniques, 1(1), 37–42. Retrieved from https://ijrrt.com/index.php/ijrrt/article/view/175
- [139]. Kumar, Bharath. "Cyber Threat Intelligence using AI and Machine Learning Approaches." International Journal of Business Management and Visuals, ISSN: 3006-2705 6.1 (2023): 43-49.
- [140].
- [141]. Bellapukonda, P., Vijaya, G., Subramaniam, S., & Chidambaranathan, S. (2024). Security and optimization in IoT networks using AI-powered digital twins. In Harnessing AI and Digital Twin Technologies in Businesses (p. 14). https://doi.org/10.4018/979-8-3693-3234-4.ch024
- [142]. E. A. Banu, S. Chidambaranathan, N. N. Jose, P. Kadiri, R. E. Abed and A. Al-Hilali, "A System to Track the Behaviour or Pattern of Mobile Robot Through RNN Technique," 2024 4th International Conference on Advance Computing and Innovative Technologies in Engineering (ICACITE), Greater Noida, India, 2024, pp. 2003-2005, doi: 10.1109/ICACITE60783.2024.10617430.
- [143]. Patil, Y. M., Abraham, A. R., Chaubey, N. K., Baskar, K., & Chidambaranathan, S. (2024). A comparative analysis of machine learning techniques in creating virtual replicas for healthcare simulations. In Harnessing AI and Digital Twin Technologies in Businesses (p. 12). https://doi.org/10.4018/979-8-3693-3234-4.ch002
- [144]. George, B., Oswal, N., Baskar, K., & Chidambaranathan, S. (2024). Innovative approaches to simulating human-machine interactions through virtual counterparts. In Harnessing AI and Digital Twin Technologies in Businesses (p. 11). https://doi.org/10.4018/979-8-3693-3234-4.ch018
- [145]. Charaan, R. M. D., Chidambaranathan, S., Jothivel, K. M., Subramaniam, S., & Prabu, M. (2024). Machine learning-driven data fusion in wireless sensor networks with virtual replicas: A comprehensive evaluation. In Harnessing AI and Digital Twin Technologies in Businesses (p. 11). https://doi.org/10.4018/979-8-3693-3234-4.ch020
- [146]. Ayyavaraiah, M., Jeyakumar, B., Chidambaranathan, S., Subramaniam, S., Anitha, K., & Sangeetha, A. (2024). Smart transportation systems: Machine learning application in WSN-based digital twins. In Harnessing AI and Digital Twin Technologies in Businesses (p. 11). https://doi.org/10.4018/979-8-3693-3234-4.ch026
- [147]. Venkatesan, B., Mannanuddin, K., Chidambaranathan, S., Jeyakumar, B., Rayapati, B. R., & Baskar, K. (2024). Deep learning safeguard: Exploring GANs for robust security in open environments. In Enhancing Security in Public Spaces Through Generative Adversarial Networks (GANs) (p. 14). https://doi.org/10.4018/979-8-3693-3597-0.ch009
- [148]. P. V, V. R and S. Chidambaranathan, "Polyp Segmentation Using UNet and ENet," 2023 6th International Conference on Recent Trends in Advance Computing (ICRTAC), Chennai, India, 2023, pp. 516-522, doi: 10.1109/ICRTAC59277.2023.10480851.
- [149]. Athisayaraj, A. A., Sathiyanarayanan, M., Khan, S., Selvi, A. S., Briskilla, M. I., Jemima, P. P., Chidambaranathan, S., Sithik, A. S., Sivasankari, K., & Duraipandian, K. (2023). Smart thermal-cooler umbrella (UK Design No. 6329357).
- [150]. Krishnateja Shiva. (2024). Natural Language Processing for Customer Service Chatbots: Enhancing Customer Experience. International Journal of Intelligent Systems and Applications in Engineering, 12(22s), 155–164. Retrieved from https://ijisae.org/index.php/IJISAE/article/view/6405
- [151]. Shiva, K., Etikani, P., Bhaskar, V. V. S. R., Mittal, A., Dave, A., Thakkar, D., Kanchetti, D., & Munirathnam, R. (2024). Anomaly detection in sensor data with machine learning: Predictive maintenance for industrial systems. Journal of Electrical Systems, 20(10s), 454-462.
- [152]. Kanchetti, D., Munirathnam, R., & Thakkar, D. (2024). Integration of Machine Learning Algorithms with Cloud Computing for Real-Time Data Analysis. Journal for Research in Applied Sciences and Biotechnology, 3(2), 301–306. https://doi.org/10.55544/jrasb.3.2.46

- [153]. Challa, S. S. S., Chawda, A. D., Benke, A. P., & Tilala, M. (2023). Regulatory intelligence: Leveraging data analytics for regulatory decision-making. International Journal on Recent and Innovation Trends in Computing and Communication, 11, 10.
- [154]. Challa, S. S. S., Chawda, A. D., Benke, A. P., & Tilala, M. (2024). Streamlining change control processes in regulatory affairs: Best practices and case studies. Integrated Journal for Research in Arts and Humanities, 4(4), 4.
- [155]. Challa, S. S. S., Tilala, M., Chawda, A. D., & Benke, A. P. (2019). Investigating the use of natural language processing (NLP) techniques in automating the extraction of regulatory requirements from unstructured data sources. Annals of Pharma Research, 7(5),
- [156]. Challa, S. S. S., Tilala, M., Chawda, A. D., & Benke, A. P. (2021). Navigating regulatory requirements for complex dosage forms: Insights from topical, parenteral, and ophthalmic products. NeuroQuantology, 19(12), 15.
- [157]. Challa, S. S. S., Tilala, M., Chawda, A. D., & Benke, A. P. (2022). Quality management systems in regulatory affairs: Implementation challenges and solutions. Journal for Research in Applied Sciences and Biotechnology, 1(3),
- [158]. Gajera, B., Shah, H., Parekh, B., Rathod, V., Tilala, M., & Dave, R. H. (2024). Design of experiments-driven optimization of spray drying for amorphous clotrimazole nanosuspension. AAPS PharmSciTech, 25(6),
- [159]. Hajari, V. R., Chaturvedi, R., Sharma, S., Tilala, M., & Chawda, A. D. (2024). Risk-based testing methodologies for FDA compliance in medical devices. African Journal of Biological Sciences, 6(4),
- [160]. Tilala, M. (2023). Real-time data processing in healthcare: Architectures and applications for immediate clinical insights. International Journal on Recent and Innovation Trends in Computing and Communication, 11, 20.
- [161]. Palak Raina, Hitali Shah. (2017). A New Transmission Scheme for MIMO OFDM using V Blast Architecture.Eduzone: International Peer Reviewed/Refereed Multidisciplinary Journal, 6(1), 31–38. Retrieved from https://www.eduzonejournal.com/index.php/eiprmj/article/view/628
- [162]. Raina, Palak, and Hitali Shah."Security in Networks." International Journal of Business Management and Visuals, ISSN: 3006-2705 1.2 (2018): 30-48.
- [163]. Chintala, Sathish Kumar. "AI in public health: modelling disease spread and management strategies." NeuroQuantology 20.8 (2022): 10830.
- [164]. Raina, Palak, and Hitali Shah."Data-Intensive Computing on Grid Computing Environment." International Journal of Open Publication and Exploration (IJOPE), ISSN: 3006-2853, Volume 6, Issue 1, January-June, 2018.
- [165]. Hitali Shah."Millimeter-Wave Mobile Communication for 5G". International Journal of Transcontinental Discoveries, ISSN: 3006-628X, vol. 5, no. 1, July 2018, pp. 68-74, https://internationaljournals.org/index.php/ijtd/article/view/102.
- [166]. Chintala, S. "Evaluating the Impact of AI on Mental Health Assessments and Therapies." EDUZONE: International Peer Reviewed/Refereed Multidisciplinary Journal (EIPRMJ) 7.2 (2018): 120-128.
- [167]. Sravan Kumar Pala, "Implementing Master Data Management on Healthcare Data Tools Like (Data Flux, MDM Informatica and Python)", IJTD, vol. 10, no. 1, pp. 35–41, Jun. 2023. Available: https://internationaljournals.org/index.php/ijtd/article/view/53
- [168]. Goswami, MaloyJyoti. "Study on Implementing AI for Predictive Maintenance in Software Releases." International Journal of Research Radicals in Multidisciplinary Fields, ISSN: 2960-043X 1.2 (2022): 93-99.
- [169]. Kumar, Bharath. "Machine Learning Models for Predicting Neurological Disorders from Brain Imaging Data." EDUZONE: International Peer Reviewed/Refereed Multidisciplinary Journal (EIPRMJ), ISSN: 2319-5045, Volume 10, Issue 2, July-December, 2021.
- [170]. Tilala, M. H., Chenchala, P. K., Choppadandi, A., Kaur, J., Naguri, S., Saoji, R., & ... (2024). Ethical considerations in the use of artificial intelligence and machine learning in health care: A comprehensive review. Cureus, 16(6), 2.
- [171]. Tilala, M., & Chawda, A. D. (2020). Evaluation of compliance requirements for annual reports in pharmaceutical industries. NeuroQuantology, 18(11), 27.
- [172]. Tilala, M., Challa, S. S. S., Chawda, A. D., Pandurang, A., & Benke, D. S. S. (2024). Analyzing the role of real-world evidence (RWE) in supporting regulatory decision-making and post-marketing surveillance. African Journal of Biological Sciences, 6(14),
- [173]. Tilala, M., Chawda, A. D., & Benke, A. P. (2023). Enhancing regulatory compliance through training and development programs: Case studies and recommendations. Journal of Cardiovascular Research, 14(11),
- [174]. Ashok Choppadandi, Jagbir Kaur, Pradeep Kumar Chenchala, Akshay Agarwal, Varun Nakra, Pandi Kirupa Gopalakrishna Pandian, 2021. "Anomaly Detection in Cybersecurity: Leveraging Machine Learning Algorithms" ESP Journal of Engineering & Technology Advancements 1(2): 34-41.
- [175]. Ashok Choppadandi et al, International Journal of Computer Science and Mobile Computing, Vol.9 Issue.12, December- 2020, pg. 103-112. (Google scholar indexed)

- [176]. Choppadandi, A., Kaur, J., Chenchala, P. K., Nakra, V., & Pandian, P. K. K. G. (2020). Automating ERP Applications for Taxation Compliance using Machine Learning at SAP Labs. International Journal of Computer Science and Mobile Computing, 9(12), 103-112. https://doi.org/10.47760/ijcsmc.2020.v09i12.014
- [177]. [Chenchala, P. K., Choppadandi, A., Kaur, J., Nakra, V., & Pandian, P. K. G. (2020). Predictive Maintenance and Resource Optimization in Inventory Identification Tool Using ML. International Journal of Open Publication and Exploration, 8(2), 43-50. https://ijope.com/index.php/home/article/view/127]
- [178]. AI-Driven Customer Relationship Management in PK Salon Management System. (2019). International Journal of Open Publication and Exploration, ISSN: 3006-2853, 7(2), 28-35. https://ijope.com/index.php/home/article/view/128
- [179]. Kaur, J., Choppadandi, A., Chenchala, P. K., Nakra, V., & Pandian, P. K. G. (2019). AI Applications in Smart Cities( Jagbir 2019)"
- [180]. Kaur, J., Choppadandi, A., Chenchala, P. K., Nakra, V., & Pandian, P. K. G. (2019). Case Studies on Improving User Interaction and Satisfaction using AI-Enabled Chatbots for Customer Service. International Journal of Transcontinental Discoveries, 6(1), 29-34. https://internationaljournals.org/index.php/ijtd/article/view/98]
- [181]. Kaur, J., Choppadandi, A., Chenchala, P. K., Nakra, V., & Pandian, P. K. G. (2019). Case Studies on Improving User Interaction and Satisfaction using AI-Enabled Chatbots for Customer Service. International Journal of Transcontinental Discoveries, 6(1), 29-34. https://internationaljournals.org/index.php/ijtd/article/view/98]
- [182]. Tilala, M. H., Chenchala, P. K., Choppadandi, A., Kaur, J., Naguri, S., Saoji, R., & Devaguptapu, B. (2024). Ethical Considerations in the Use of Artificial Intelligence and Machine Learning in Health Care: A Comprehensive Review. Cureus, 16(6), e62443. https://doi.org/10.7759/cureus.62443 ]
- [183]. Predictive Maintenance and Resource Optimization in Inventory Identification Tool Using ML. (2020). International Journal of Open Publication and Exploration, ISSN: 3006-2853, 8(2), 43-50. https://ijope.com/index.php/home/article/view/127
- [184]. Chenchala, P. K., Choppadandi, A., Kaur, J., Nakra, V., & Pandian, P. K. G. (2020). Predictive Maintenance and Resource Optimization in Inventory Identification Tool Using ML. International Journal of Open Publication and Exploration, 8(2), 43-50. https://ijope.com/index.php/home/article/view/127
- [185]. Pradeep Kumar Chenchala. (2023). Social Media Sentiment Analysis for Enhancing Demand Forecasting Models Using Machine Learning Models. International Journal on Recent and Innovation Trends in Computing and Communication, 11(6), 595–601. Retrieved from https://www.ijritcc.org/index.php/ijritcc/article/view/10762 2021
- [186]. Amol Kulkarni, "Amazon Redshift: Performance Tuning and Optimization," International Journal of Computer Trends and Technology, vol. 71, no. 2, pp. 40-44, 2023. Crossref, https://doi.org/10.14445/22312803/IJCTT-V71I2P107
- [187]. Goswami, MaloyJyoti. "Leveraging AI for Cost Efficiency and Optimized Cloud Resource Management." International Journal of New Media Studies: International Peer Reviewed Scholarly Indexed Journal 7.1 (2020): 21-27.
- [188]. Pala, Sravan Kumar. "Databricks Analytics: Empowering Data Processing, Machine Learning and Real-Time Analytics." Machine Learning 10.1 (2021).
- [189]. Sravan Kumar Pala, Investigating Fraud Detection in Insurance Claims using Data Science, International Journal of Enhanced Research in Science, Technology & Engineering ISSN: 2319-7463, Vol. 11 Issue 3, March-2022.
- [190]. Chintala, S. "AI-Driven Personalised Treatment Plans: The Future of Precision Medicine." Machine Intelligence Research 17.02 (2023): 9718-9728.
- [191]. Hitali Shah.(2017). Built-in Testing for Component-Based Software Development. International Journal of New Media Studies: International Peer Reviewed Scholarly Indexed Journal, 4(2), 104–107. Retrieved from https://ijnms.com/index.php/ijnms/article/view/259
- [192]. (Ashok : "Ashok Choppadandi, Jagbir Kaur, Pradeep Kumar Chenchala, Akshay Agarwal, Varun Nakra, Pandi Kirupa Gopalakrishna Pandian, 2021. "Anomaly Detection in Cybersecurity: Leveraging Machine Learning Algorithms" ESP Journal of Engineering & Technology Advancements 1(2): 34-41."
- [193]. Ashok : "Choppadandi, A., Kaur, J., Chenchala, P. K., Nakra, V., & Pandian, P. K. K. G. (2020). Automating ERP Applications for Taxation Compliance using Machine Learning at SAP Labs. International Journal of Computer Science and Mobile Computing, 9(12), 103-112. https://doi.org/10.47760/ijcsmc.2020.v09i12.014"]
- [194]. Predictive Maintenance and Resource Optimization in Inventory Identification Tool Using ML. (2020). International Journal of Open Publication and Exploration, ISSN: 3006-2853, 8(2), 43-50. https://ijope.com/index.php/home/article/view/127
- [195]. Chenchala, P. K., Choppadandi, A., Kaur, J., Nakra, V., & Pandian, P. K. G. (2020). Predictive Maintenance and Resource Optimization in Inventory Identification Tool Using ML. International Journal of Open Publication and Exploration, 8(2), 43-50. https://ijope.com/index.php/home/article/view/1272019

- [196]. Jagbir. : "Kaur, J., Choppadandi, A., Chenchala, P. K., Nakra, V., & Pandian, P. K. G. (2019). AI Applications in Smart Cities( Jagbir 2019)" ]
- [197]. Kaur, J., Choppadandi, A., Chenchala, P. K., Nakra, V., & Pandian, P. K. G. (2019). Case Studies on Improving User Interaction and Satisfaction using AI-Enabled Chatbots for Customer Service. International Journal of Transcontinental Discoveries, 6(1), 29-34. https://internationaljournals.org/index.php/ijtd/article/view/98]
- [198]. Choppadandi, A., Kaur, J., Chenchala, P. K., Kanungo, S., & Pandian, P. K. K. G. (2019). AI-Driven Customer Relationship Management in PK Salon Management System. International Journal of Open Publication and Exploration, 7(2), 28-35. https://ijope.com/index.php/home/article/view/128.
- [199]. Kaur, J., Choppadandi, A., Chenchala, P. K., Nakra, V., & Pandian, P. K. G. (2019). Case Studies on Improving User Interaction and Satisfaction using AI-Enabled Chatbots for Customer Service. International Journal of Transcontinental Discoveries, 6(1), 29-34. https://internationaljournals.org/index.php/ijtd/article/view/98]