**PROJECT SCOPE, SCHEDULE, TEAM AND DELIVERABLES**

PROJECT SUMMARY:

A chatbot is often described as one of the most advanced and promising expressions of interaction between humans and machines. However, from a technological point of view, a chatbot only represents the natural evolution of a Question Answering system.Usual chatbots used by most of the companies for their users are not entirely self sufficient.They often face some issues of understanding the customer's exact queries at exact times.This project 'Intelligent customer help desk with smart document understanding' helps in providing and improving the functionality of the chatbot.

The features in IBM Watson is used to implement certain functionalities. SDU-Smart document understanding, one of the main features in Watson Discovery help to determine the important content in the document provided in order to reduce the scope of confusion. If a customer asks a question, the application will redirect it to Watson discovery service, which has already been

loaded with device/service manual. The system gets train each and every time so that it gives us correct / exact results everytime a user asks for a question.

PROJECT REQUIREMENTS:

For successful completion of the project, you'll accomplish the following:

1.Customer queries are answered successfully.

2.The dashboard will be able to handle a significant amount of usage at a given point of time.

3.Watson Discovery Service will be able to give accurate and relevant replies to the customer, which would increase customer satisfaction.

4.The replies given will be in form of links from documentation of the product

5.Since IBM Watson Discovery is meant to read and train based on documents in English, the customer queries should be in English only.

FUNCTIONAL REQUIREMENTS:

The project primarily focuses on using web services, therefore access to these services along with account cloud platforms. Services used will be:

1. IBM Cloud Platform
2. Watson Discovery Collection.

TECHNICAL REQUIREMENTS:

1. Web Dashboard should be accessible with different browsers.(Google Chrome,Firefox,Internet Explorer etc)
2. Application should be scalable.
3. Application should be able to adapt to changes.
4. The application should be able to handle a surge in usage.

SOFTWARE REQUIREMENTS:

1. IBM Cloud service is required which combines platform as a service (PaaS) with infrastructure as a service (IaaS) to provide an integrated experience.

IBM Watson service helps to infuse AI into applications using Watson AI.

1. With IBM Watson Discovery you can ingest, normalize, enrich and search your unstructured data( JSON, HTML,PDF, Word etc) with speed and accuracy.
2. NODE-RED is built on node.js, having full advantage of its event-driven, non blocking model.

PROJECT DELIVERABLES:

An intelligent smart desk chatbot is able to answer queries of users such as:

1. The information of the subject.
2. Types of the holographic functions.
3. Applications of the holograms.

The chatbot will also respond to questions which are related to the operation of the device. If any such questions are asked which are'nt given prior, it will pass the question to the Watson Discovery service which has been loaded with the manual.

Hence the additional features are solved by the loaded document.

PROJECT SCHEDULE:

Start date: May 14, 2020.

1. Create Necessary IBM Cloud Services.
2. Configure Watson Discovery Service.
3. Create cloud functions action
4. Configure Watson Assistant
5. Build Node-red flow to integrate all services
6. Build a Wed dashboard
7. Test the bot and capture the results
8. Prepare the project Report and upload the Node-red flow to Github.
9. Create a project demo and upload to YouTube.