

Project Scope

Project Summary

The typical customer care chatbot can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. When a question falls outside of the scope of the pre-determined question set, the option is typically to tell the customer the question isn't valid or offer to speak to a real person.

In this project, there will be another option. If the customer question is about the operation of a device, the application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device's owners manual. So now, instead of "Would you like to speak to a customer representative?" we can return relevant sections of the owners manual to help solve our customers' problems.

To take it a step further, the project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owners manual is important and what is not. This will improve the answers returned from the queries.

Project Requirements

The project requirements may be divided into various parts like functional, technical, software requirements.

Functional requirements

The project has another option that is if the customer is having a question about the device then the build application will pass the question onto watson discovery service that already contains the device's owners manual. This will save time and efforts.

The project will also use the Smart Document Understanding feature of Watson Discovery to train the application about the important text in owners manual.

Technical requirements

The technical requirements mainly considers the availability, reliability of the application. The availability should meet the criteria of the application being available all the time to meet customer needs.

Software requirements

Software requirements needed for this application are IBM watson, IBM cloud and python.

Project Deliverables

The project should deliver an application that is capable of answering the question asked by the customer and should meet the required customer needs.

Project Team

The project is based on individual basis. An individual person has to do the task given to him on the prescribed day and within the mentioned time duration.

Project Schedule

The project is assigned for a period of 30 days and the resources are assigned either in the form of text or in video form. The various platform included are slack channel (to get all the queries answered), zoho writer(to do all the document related work of the project), github repository (to push all the solution for the application).