**Project Name: Intelligent Customer Help Desk with Smart Document Understanding**

**PROJECT SCOPE**

* Project Summary

There are lots of websites and web applications which are using chatbots nowadays. These chatbots can answer simple questions, such as store locations and hours, directions and may be even making appointements. But when the question falls outside the scope of the pre-defined question set, the option is typically to tell the customer that 'Your question is not valid' or offer to speak to a real person.

In this project, if something like this happens then there will be differnet option. If the customer question is about the operation of a device, the application shall pass the question ontu Watson Discovery Service, which has been pre-loaded with the device's owner's manual. So now, we can return relevant sections of the owner's manual to help solve our customer's 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 owner's manualis imporant and what is not. This will improve the answers returned from the queries.

* Project Requirements

1. Create a customer care dialogue skill in Watson Assistant
2. Use Smart Document Uderstanding to build an enhanced Watson Discovery collection
3. Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery
4. Build a web application with integration to all these services and deploy the same on IBM Cloud Platform

* Functional Requirements

1. To create a chatbot using IBM Watson and Watson Discovery
2. The chatbot should answer simple questions
3. If user asks some technical questions then it chatbot should redirect it to Watson Discover.
4. The Watson Discovery then answers questions with the help of pre-loaded owner's manual.
5. Project shall use Smart Document Understanding feature which will imrove the answers returned from the queries.

* Technical Requirements

1. Create a customer care dialog skill in Watson Assistant.
2. Use Smart Document Understanding to build an enhanced Watson Discovery Collection.
3. Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery.
4. Build a web application with integration to all these services and deploy the same on IBM Cloud Platform.

* Software Requirements

1. The chatbot should be able to work with any pc browser.
2. The chatbot should be able to respond quickly.
3. IBM cloud functions should enable Watson Assistant to post queries to Watson discovery.
4. The Watson Discovery should be abl to handle traffic efficiency.
5. The Watson Discovery should be trained efficiently with the help of Smart Document Understanding.
6. The data should not get mixed up or there should be no data loss.

* Project Deliverables

Project should deliver a fully functional chatbot. The application should be able to answer the basic questions of customer. The technical or product related queries should be returned to Watson which will be enabled by IBM Cloud Functions to forward such queries to Watson Discovery. The Watson Discovery should answer through the pre-loaded user manual.

* Project Team

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* Project Schedule