**Project Scope**

**Project Summary:**

A typical customer care chat bot that can answer questions, such as store locations and hours, directions, and perhaps even making appointments. When a question falls outside of the scope of the pre-determined question set, return relevant sections of the owner’s manual to help solve the customers’ problems using *Smart Document Understanding* feature.

**Project Requirements:**

* Good Internet Connection
* Github: To Push Project Deliverables into Github Repository
* Zoho Writer: To Write The Project Documentation

**Functional Requirements:**

* Customer Should Be Able To Interact With Chatbot.
* Chatbot Should Be Able To Respond To Customer.
* Customer Can Ask Multiple Queries.

**Technical Requirements:**

* User Should Be Able To Access Chatbot in any Browser.
* Chatbot Can Make Use Of Watson Discovery Service.
* Web Application Which Includes All Of The Functionalities.

**Software Requirements:**

* IBM Cloud

**Project Deliverables:**

A Web Application That Includes Functionality To Interact With User And Provide Answers To User's Queries. If A Query Is Out Of Pre-Defined Questions Then Return A Relevant Section Of Owner's Manual.

**Project Team:**

Nakshatra Garg (Project Manager)

**Project Schedule:**

* Project Kickoff
* Make Neccessary Cloud Services
* Train Watson Discovery
* Make Watson Assisstant Skill
* Connect Watson Assistant And Watson Discovery Using Cloud Functions
* Finalize