

Kickoff Meeting Agenda

Project Name : Intelligent Customer Help Desk With Smart Document Understanding

Kickoff Date : 20 May 2020

Team Members : Sohail Khan

Project Manger : SmartInternz

Project Requirements : Python,IBM Cloud,IBM Watson

Project Background :

1. Current Project Situation : 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.
2. After Project Completion : 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 Schedule :

Planned Start Date : 20 May 2020

Planned End Date : 14 June 2020

Sr No	Task Name	Duration
1	Setup The Development Environment	1 Day
2	Create IBM Cloud Account	1 Day
3	Create A Node-RED Starter Application	2 Days
4	Explore IBM Watson Services	4 Days
5	Explore IBM Cloud Functions	1 Day
6	Create Necessary IBM Cloud Services	1 Day
7	Configure Watson Discovery Service	1 Day
8	Create Cloud Functions Action	1 Day
9	Configure Watson Assistant	1 Day

10	Build Node-RED Flow To Integrate All Services	2 Day
11	Build Node-RED Flow To Integrate All Services	1 Day
12	Test The Bot & Capture The Results	1 Day
13	Prepare The Project Report & Upload The Node-RED Flow To GitHub	1 Day

Project Deliverables :

In this project, 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.