

INTELLIGENT CUSTOMER HELP DESK WITH SMART DOCUMENT UNDERSTANDING

PROJECT SCOPE

- **PROJECT SUMMARY:**

The chatbots available in general to customers are able to answer simple questions regarding some store details such as locations, timings, directions etc. These are even designed such that they can manage to fix an appointment but at times if the question asked by the customer is outside the scope of the pre-loaded question set, the chat bot responds to it with a reply of invalid question or offers the customer to speak to a real person.

Here under this project, we have the objective to build a chat bot using WATSON ASSISTANT and enhance it with the ability to access WATSON DISCOVERY collections. In this project, in order to improve the search results we make use of the SMART DOCUMENT UNDERSTANDING to build a better model in WATSON DISCOVERY.

The SMART DOCUMENT UNDERSTANDING allows us to train IBM WATSON DISCOVERY to interpret structural elements of complex and diverse documents. It also helps us to rapidly extract new insights in context for deeper understanding, cleaner answers and confident recommendations.

- **PROJECT REQUIREMENTS:**

The project requires the concept of ARTIFICIAL INTELLIGENCE to develop the intelligent help desk.

- **FUNCTIONAL REQUIREMENTS:**

1. The bot should respond to any input it receives:

- If the bot doesn't understand the input, it should ask for more simplified input.
- If the bot understands the input, it should respond with correct information.
- If the bot needs more information to find an answer, it should ask for more information.

2. The bot should be able to send users data in the following ways:
 - The data can be sent as a text message.
 - The data can be sent as a graph accompanied with text if requested by the user.
3. The bot should effectively use the SMART DOCUMENT UNDERSTANDING feature when needed.

- **TECHNICAL REQUIREMENTS:**

Various services are required in this project which are as follows:

1. IBM WATSON ASSISTANT
2. IBM WATSON DISCOVERY
3. IBM CLOUD FUNCTIONS
4. NODE-RED

- **PROJECT DELIVERABLES:**

This project enables us to create such a chat bot which delivers answers to the queries of the customers on its own rather than asking them to talk to a real person using the feature of SMART DOCUMENT UNDERSTANDING. Thus, it delivers clearer, deeper and confident answers / recommendations on its own reducing the human effort.

- **PROJECT SCHEDULE:**

This project is to be completed within four weeks of the assigned date.