

## **Project Scope:**

The main aim is to create a Chat-bot which provides the basic functionalities to the user. This chat bot is deployed as a web page which is provided with a simple chat theme to post queries to the Watson Assistant which then responds based on Smart Documentation (using Watson Discovery). Such bots help in assisting people much more quickly as there is no other human interaction needed. In cases where Bot can't handle queries, they will be redirected to the Customer-Help desks which makes their tasks easier.

So, this project refers to a manual before answering the queries posted by the user. The bot is well- trained with the details in the manual and help in assisting users for their FAQs and other simple queries.