**Project Scope, Schedule, Team & Deliverables**

|  |  |
| --- | --- |
| PROJECT NAME | INTELLIGENT CUSTOMER HELP DESK |
| DATE | 5/14/2020 |

***PROJECT SUMMARY:***

CONTEXT: Intelligent Customer Help Desk with Smart Document Understanding is a chatbot,which can answer the queries asked by the user of any category. This chatbot takes the input from the user and generates the answer.Chatbots are typically used in

dialog systems for various purposes including customer service, request routing, or for information gathering. In general, few bots are built in such a way that if any query or input from the user falls out of the pre-determined queries set, then the bot tells that, the question is invalid, since it is not trained. Now this is an issue with few chatbots,as the customer is not getting the solution for his query. To get over this issue we are using IBM Discovery.

OBJECTIVE: We'll be using watson assistant to create our intents, entities and dialogues. The queries from these intents can be known as Short Tail queries. A short tail questions are somewhat similar to FAQ's, which are within the pre-defined question data set. Also there are Long Tail queries which gives a invalid answer to the user, as they are outside the scope and hence we use watson discovery. In watson descovery services watson uses reasoning strategies that focus identifying the most appropriate answers. Smart Document Understanding enables you to train your IBM watson discovery which will improve the answers returned by your application.

OUTPUT:The typical customer support 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.

PROJECT REQUIREMENTS:

1.User manual to run the chatbot.

2.Any cloud platform(In this we have used IBM Cloud ).

FUNCTIONAL REQUIREMENTS :

1.Taking a query from the user.

2.Check whether the intent of query lies within the scope.

3.If not ,then it passes the input to the Watson Discovery Service.

4.And giving respone/answer.

TECHNICAL REQUIREMENTS:

• Artifical Intelligence

SOFTWARE REQUIREMENTS:

IBM CLOUD and IBM WATSON

RESTful web services(Representational State Transfer )

PROJECT DELIVERABLES:

Project Title:

Intelligent Customer Help Desk with Smart Document Understanding

Project Id:

SPS\_PRO\_99

Project Manager:

Riteesh kumar kanamarlapudi

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No | Title | Deliverable | Description | Status |
| 1. | Project PLanning&kickoff | 1. project scope, team, schedule & deliverables    2. Setup the development environment | |  |  | | --- | --- | | 1. | To prepare project scope documents with following headings | | 2. | To create GitHub, Slack account. And working with Document writer | | Started, to be verified |
| 2. | Explore IBM Cloud Platform | 1. Create IBM Account  2. Create a Node-RED starter application | |  |  | | --- | --- | | 1. | Signing up for IBM account and getting started with IBM cloud | | 2. | Getting started with Node-RED and creating simple web page | | To be started |
| 3. | Explore IBM Watson Services | 1.Explore IBM watson usecases  2. Introduction to watson assistance  3. Introduction to Watson discovery | |  |  | | --- | --- | | 1. | \*Watson products and services   \*performance of Watson. | | 2. | \*Buiding own AI assistant  \*Learning to use Watson assistant with webhooks  \* Search skill | | 3. | \* Watson documentation    \* Watson Discovery chatbot reference    \* Extract answers from large documents in 5 min | | To be started |
| 4. | Explore IBM Cloud Functions | 1.Getting started with IBM cloud functions | |  |  | | --- | --- | | 1. | Restful web services | | 2. | Getting started with IBM cloud functions | | 3. | Getting Hands-on with IBM cloud functions | | To be started |
| 5. | Customer Help Desk With Smart Document Understanding | Merging up all things to build final web application | \*Configuring Watson discovery services and Watson assistant    \*Building a web dashboard  \* Testing the bot and capturing the results    \* Preparing Final report    \*Upload Node-RED flow to GitHub | To be started |

Project Team:

This project is assigned and done by an Individual.

Project Schedule:

This project is scheduled for 29 days,in order to create an Intelligent Customer Help Desk .