INTELLIGENT CUSTOMER HELPDESK WITH SMART DOCUMENT UNDERSTANDING

PROJECT SCOPE DOCUMENT

Project Summary-

The application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device's owner manual. The project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owner's manual is important and what is not. This will improve the answers returned from the queries.

Project Requirements-

- Create a customer care dialog skill in Watson Assistant.

- Use Smart Document Understanding to build an enhanced Watson Discovery collection.

- Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery.

- Build a web application with integration to all these services & deploy the same on IBM Cloud Platform.

Functional Requirements-

Basic working knowledge of chatbots, understanding of programming.
IBM CLOUD

Technical Requirements-

Friendly with Python Programming Language, AI, ML, IBM Cloud, IBM Watson, Github and Git, Node JS.

Software Requirements-

Watson Assistant, Watson Discovery, Watson Cloud Functions, NODE-RED

Project Deliverables-

Intelligent Customer Helpdesk with smart document understanding.

Project Team-

 Devashish Tiwari.

Project Schedule-

Week 1 - Project Planning and Kickoff, Explore IBM Cloud Platform, Create a Node-Red Starter Application.

Week 2 - Explore IBM Watson Services, Get Introduced to Watson Assistant and Watson Discovery, Explore and get started with IBM Cloud Fucntions.

Week 3 - Create Necessary IBM Cloud Services, Configure Watson Discovery Service, Create Cloud Functions Action, Configure Watson Assistant, Build Node-RED Flow To Integrate All Services.

Week 4 - Build a Web Dashboard, Test the bot and capture the results, Prepare the Project Report and upload the NODE-RED Flow to GitHub, Create a Project Demo VIdeo and upload to youtube.