INTELLIGENT CUSTOMER HELP DESK WITH SMART UNDERSTANDING - SB39130  
Project Scope

Project ID: SPS\_PRO\_99

Candidate Name: W. Shivani Patnaik

Date: 24-05-2020

### **Overview**

## Project Summary:

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| --- | --- |
|  | * *The typical customer care chatbot can answer simple questions. When a question falls out 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.* * *In this project, there will be another option, if the customer* ***question is out of default question set****, the application shall* ***pass*** *the question onto* ***Watson Discovery Service****, which has been pre-loaded with the device’s owner’s manual. So, instead of default answer, we can return relevant sections of the owner’s manual to help solve our customers problems.* * *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.* * *This will improve the answers returned from the queries.* |

## Project Requirements:

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| --- | --- |
|  | * **Functional** requirements: Intelligent customer help desk with SMART DOCUMENT understanding. * **Technical** requirements: Python, IBM Cloud, IBM Watson * **Hardware** requirements:  1. Processor: i5 8th gen or higher 2. Speed: 2GHz or more 3. Hard disk space: 8 Gb or more  * **Software** requirements:  1. Operating system: Windows 10 2. Browser: any 3. Spyder |

## Project Deliverables

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| --- | --- |
|  | * *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.* * *Project Documentation* |

## Project Team:

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|  | *Member(s): W. Shivani Patnaik (individual work)* |

## Project Schedule:

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| S.No. | Title | Submission Date |
| 1) | [Project Planning & Kickoff](https://smartinternz.com/Student/workspace/1773#collapse1) | *24-05-2020* |
| 2) | [Explore IBM Cloud Platform](https://smartinternz.com/Student/workspace/1773#collapse2) | *29-05-2020* |
| 3) | [Explore IBM Watson Services](https://smartinternz.com/Student/workspace/1773#collapse3) | *05-06-2020* |
| 4) | [Explore IBM Cloud Functions](https://smartinternz.com/Student/workspace/1773#collapse4) | *10-05-2020* |
| 5) | [Customer Help Desk With Smart Document Understanding](https://smartinternz.com/Student/workspace/1773#collapse5) | *15-06-2020* |