

Project Scope and Schedule

Virtual assistants are great for businesses; They can interact with customers and solve problems. Virtual assistants can save time, money and require minimum human interference. Virtual assistants are scalable, meaning they can be used to handle multiple requests simultaneously, unlike the human counterpart. Customers will not have to wait for hours to get clarification or assistance. Virtual assistants can solve their problems instantly.

Virtual assistants can answer simple questions but require human intervention for complicated issues. The objective of a virtual assistant is to minimize human intervention, thus a virtual assistant must be tuned in such a way that it answers complicated questions without redirecting the customer to humans.

This can be done by making a virtual assistant that scans the manual and recommends the relevant page to the customer. This way, a virtual assistant could help the customer without the need for humans.

Watson Assistant can be used to make a virtual assistant that can interact with the customer, and Watson Discovery is used to analyze the text in the owner's manual to make the virtual assistant smarter.

The first step in the process would be to make a virtual assistant and train it with required intents and entities then Watson Discovery should be trained on the owner's manual, where it will parse the text and gather essential information. Watson Assistant and Watson Discovery will interact with each other via Watson functions which is IBM's Function as a service (or Platform as a service without memory).

The customer will interact with the application that uses Watson Assistant if Watson Assistant cannot answer the customer's question it will redirect the query to Watson Discovery via Watson functions.