Intelligent Customer Help Desk With Smart Document Understanding

Project Summary:

The typical customer care 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.

In this project, there will be another option. If the customer question is about the operation of a device, the application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device's owners manual. So now, instead of "Would you like to speak to a customer representative?" we can return relevant sections of the owners manual to help solve our customers' problems. To take it a step further, the project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owners manual is important and what is not. This will improve the answers returned from the queries.

Scope of Work Create a customer care dialog skill in Watson Assistant Use Smart Document Understanding to build an enhanced Watson Discovery collection to 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 Requirements: IBM Cloud, IBM Watson, IBM Discovery, Node- RED

Functional Requirements: IBM cloud

Technical Requirements: WATSON-AI, Python

Software Requirements: Watson assistant, Watson discovery.

Project Deliverables: Smartinternz Intership

Project Team: Indhumathi.V

Project Duration: 28 days

Project Schedule:

Date	Tasks
May 28, 2020	Project planning and kick off
May 29, 2020 to May 30, 2020	Explore IBM cloud platform
May 31, 2020 to June 2, 2020	Explore IBM Watson services
June 3, 2020 to June 4, 2020	Explore cloud functions
June 5, 2020 to June 9, 2020	Integration to all services & deploy the same on IBM Cloud Platform
June 10, 2020 to June 13, 2020	Complete analysis of working of the project
June 14, 2020	Check for improvement and submit for review