**Intelligent Customer Help Desk With Smart Document Understanding**

**Project Summary**

The aim of the project is to create an Intelligent Customer Help Desk Smart Document Understanding feature us with a typical customer care chatbot that can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. If a question falls outside of the scope of the pre-determined question set, then tell the customer that the question is not valid or offer to speak to a real person. This problem statement provides a way to create an Smart Help Desk that can be used at all the sectors in a different ways which can help the country to Digitalize. Considering an eclectic combination of all the features I will be able to make a Intelligent Customer Help Desk using Artificial Intelligence.

**Project Requirements**

Create an Artificial Intelligence model by which we can make a Intelligent Customer Help Desk With Smart Document Understanding. We can figure it out the features which plays an important role in deploying the Smart Desk.

**Functional Requirements**

We will create a customer care dialog skill in Watson Assistant and build the Artificial Intelligence algorithm and deploy it. By the use of Smart Document Understanding for building an enhanced Watson Discovery collection. We will use IBM Cloud Functions web action that allows to post the queries which can transfer to Watson Discovery for running it. We are going to build it on web application with all the services and deploy same on IBM Platform. After successful implementation of the algorithms we will be able to deploy the Smart Help Desk.

**Technical Requirements**

Python

Working with IBM Cloud

Working with IBM Watson

**Software Requirements**

IBM Cloud

IBM Watson

**Project Deliverables**

An Intelligent Customer Help Desk with Smart Document Understanding with Artificial Intelligence.

**Project Team**

Vishv Patel

SmartBridge Mentors

**Project Schedule**

Project Planning & Kickoff

Project Scope, Schedule, Team & Deliverables (1 Days)

Setup The Development Environment (1 Days)

Explore IBM Cloud Account

Create IBM cloud Account (0.5 Days)

Create A Node-RED Starter Application (1 Days)

Explore IBM Watson Services

Explore IBM Watson Usecases (0.5 Hrs)

Introduction To Watson Assistance (2 Days)

Introduction To Watson Discovery (2 Days)

Explore IBM Cloud Functions

Getting Started With IBM Cloud Functions (1 Days)

Customer Help Desk With Smart Document Understanding

Create Necessary IBM Cloud Services (1 Days)

Configure Watson Discovery Services (1 Days)

Create Cloud Functions Action (1 Days)

Configure Watson Assistant (1 Days)

Build Node-RED Flow To Integrate All Service (2 Days)

Build A Web Dashboard (1 Days)

Test The Bot & Capture The Results (1 Days)

Prepare The Project Report & Upload The Node-RED Flow To GitHub (1 Days)

Create A Project Demo Video &Upload To YouTube (1 Days)