**PROJECT NAME: Intelligent Customer Help Desk With Smart Document Understanding**

**PROJECT MANAGER: NEETI MEHRA                         DATE:23/05/2020**

**PROJECT SCOPE DOCUMENT**

**1.**  **Project Summary:**

The typical customer care chatbot can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. In this project, our dialog will provide a hook to call out to IBM Watson services for additional information. In our case, the Smart Document Understanding feature of Watson Discovery is used to train it on what text in the owners manual is important and what is not.

**2. Project Requirements:**

**2.1 Functional Requirements** - Scalability, Performance, Machine Learning Methodology

**2.2 Technical Requirements** - Machine learning, Artificial Intelligence

**2.3 Software Requirements** - IBM cloud platform, Node-RED, IBM watson services

**3. Project Deliverables:**

We will follow the below mentioned steps to achieve our goal,

Step 1: Understanding the project

Step 2: How to schedule the project.

Step 3: Setting up the required Environment

Step 4: Understanding about IBM Cloud Platform

Step 5: Understanding about IBM Watson Services

Step 6: Create Intelligent help desk with smart document understanding

**4. Project Team:**

Project Manager : Neeti Mehra (Individual Work)

**5. Project Schedule:**

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| --- | --- | --- | --- | --- | --- |
| TASK | 23/05/2020 TO 25/05/2020 | 26/05/2020 TO 29/05/2020 | 30/05/2020 TO 2/06/2020 | 3/06/2020 TO 10/06/2020 | 11/06/2020 TO 17/06/2020 |
| Project Planning & Kickoff | APPLIED |  |  |  |  |
| Explore IBM Cloud Platform |  | APPLIED |  |  |  |
| Explore IBM Watson Services |  |  | APPLIED |  |  |
| Explore IBM Cloud Functions |  |  |  | APPLIED |  |
| Customer Help Desk With Smart Document Understanding |  |  |  |  | APPLIED |