PROJECT SCOPE DOCUMENTATION

Project Title : Intelligent Customer Help Desk with Smart Document Understanding

- **Project Summary** :In this project we use the typical customer care chatbot experience but instead of relying on predefined responses,we will use another feature of Watson Assistant to pass the question onto our Watson Discovery Service, which has been pre-loaded with the device's owners manual.our dialog will provide a hook that can call out to other IBM Watson services for additional sources of information. In our case, it will be an owners manual that has been uploaded into Watson Discovery.

- **Project Requirements :**Using watson assistent we answer the questions and if the query is out of scope then we pass the question on to qatson discovery

- **Functional Requirements** :Create watson assistent (chatbot),Creating IBM Cloud functions to allow the assistant to post questions to watson discovery service, Chatbot should be able to asnswer every user query.

- **Technical Requirements** :Python,IBM Cloud and IBM Watson

- **Software Requirements** :web browser

- **Project Deliverables** :To give responce if a user asks a question

- **Project Team** :solo

- **Project Schedule** :

    ‣Creating cloud
    ‣Creating node-red starter app
    ‣Creating cloud actions
    ‣Configure watson assistent
    ‣Integrate with web
    ‣Testing