**Project Name** : INTELLIGENT CUSTOMER HELP DESK WITH SMART DOCUMENT UNDERSTANDING

**Project Manager** :   Smartinternz Internship

**Date** : 22/05/2020

**1.Project Summary**

The Typical Customer Care Chatbot can simple questions, such as store locations and hours, directions, and may be 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 is not 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.

2. **Project Requirements** : Python, IBM cloud , Watson Assistant

3. **Functional Requirements**: IBM Cloud

4. **Technical Requirement** : AI , ML, Watson AI , Python

5. **Software Requirement**: Watson Assistant , Watson Discovery

6. **Project Deliverables**: Smartinternz internship

7. **Project Team**: Diptal Bawankule

8.  **Project Duration :**19 days

9. **Scope of Work** : In this project we are going to build repository using Watson discovery, IBM cloud , Node red app of IBM cloud . At the end of this project we will get

a webpage which will consist a bot which will solve the customer's queries .

* Create a customer care dialog skill in Watson Assistant.
* Use Smart Document Understanding to build an enhanced Watson Discovery collection .
* 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 .

**Conclusion :**This Customer care Chatbot will try to most of the queries of without involving real human . We are going to use Smart Document Understanding Feature of Wantson Discovery to train our Dialog to call out to other IBM Watson services.