

Project Report

Intelligent Customer Help Desk With Smart Document
Understanding

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1. Introduction:

1.1 Overview:

The customer care chat bot 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

1.2 Purpose :

The purpose of this project is to make use of the chatbot effectively so that we can return relevant sections of the owners manual to help solve our customer's problems instead of taking it to a customer care representative.

2.Literature Survey :

2.1 Existing problem:

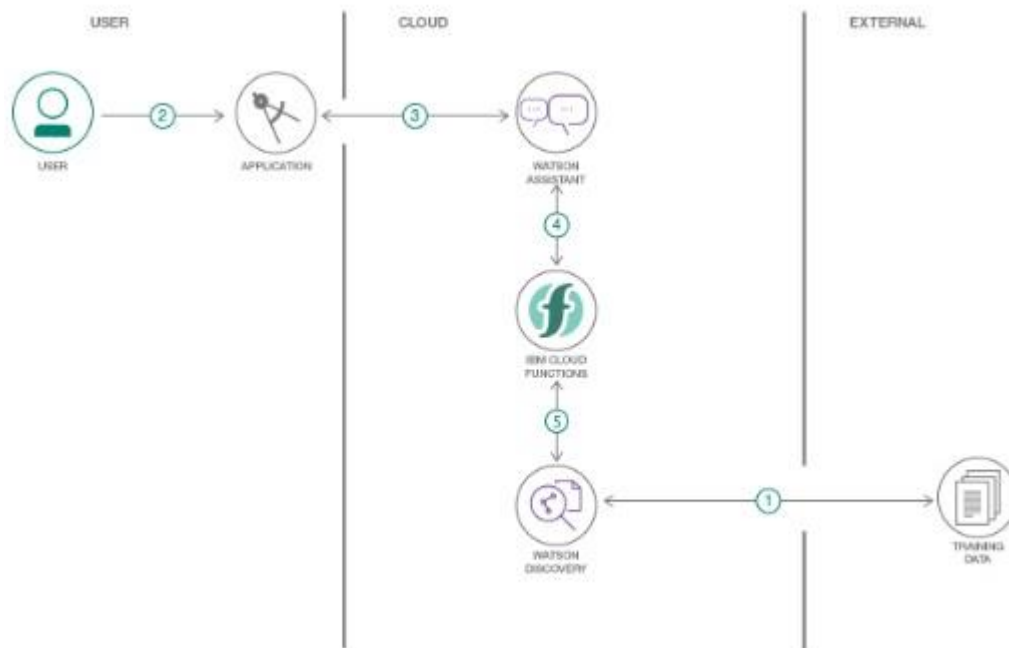
When the customer asks a question out of the predetermined set of question it needs to be taken to a customer care representative. We need to avoid doing this so that man power involved can be reduced.

2.2 Proposed Solution:

The Watson discovery service can be used so that smart document understanding can be brought in to this and solve the customer request with respect to the owner's manual trained in waston discovery service

3.Theoretical Analysis:

3.1 Block Diagram



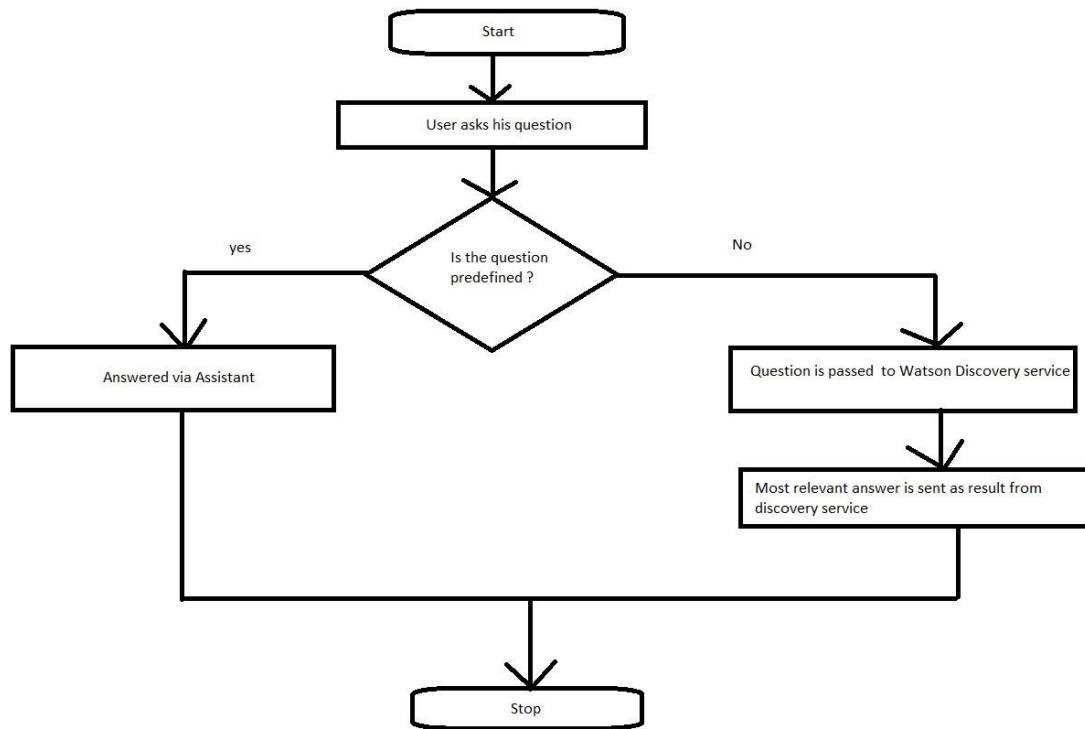
3.2Hardware/Software Designing:

When the user asks a question it is taken to the Watson assistant and from there if it is some questions its answered via assistant. If user asks a question something other that the predefined set of questions then it is taken to the Watson

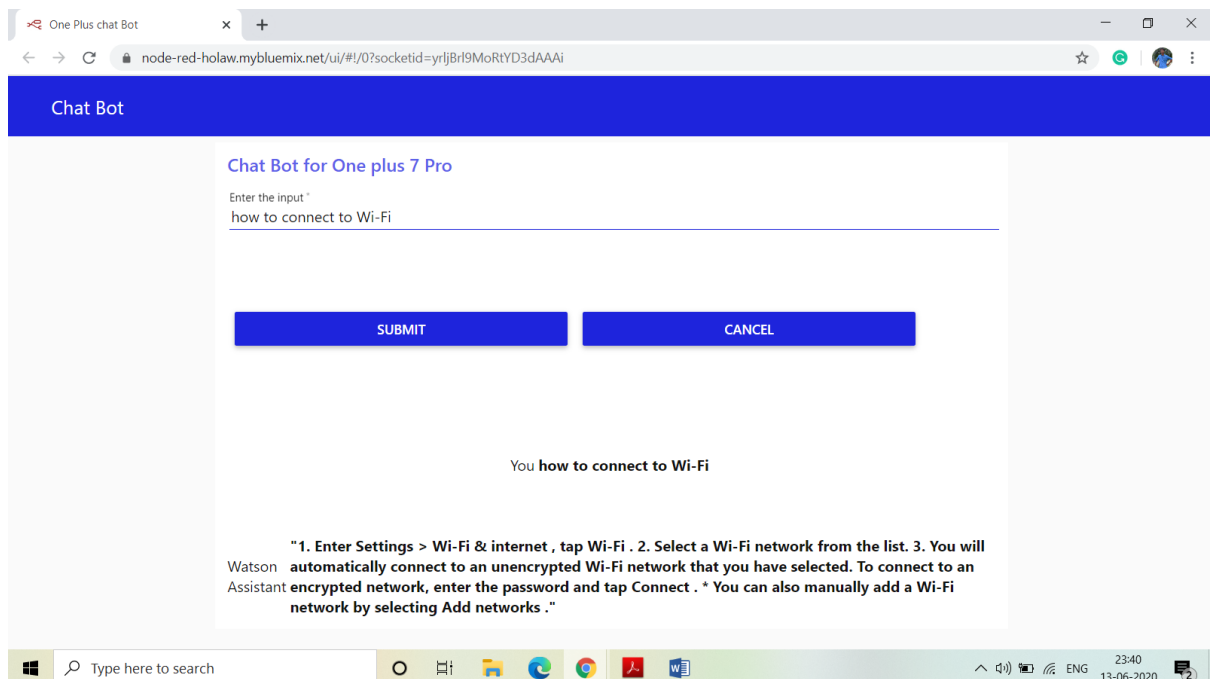
4.Experimental Investigations:

There are several challenges that needs to be understood and some of the important challenges are the user's way of texting to the chat bot.User's way of command over language ,usage of slang,love of certain words and using short forms for communicating with chat bot results in difficulty for watson assitant to interpret it

5.Flowchart



6.Result:



7.Advantages & Disadvantages

Advantage :

- 1.Customer care executives required can be reduced
- 2.User can get his required information faster in comparison with talking to a customer care executive

Disadvantages:

- 1.When user want to know about something that is not available in the manual then user cannot get the desired result

8.Applications:

- 1.This project can be used to improve the user's experience of communicating to a chat bot.
- 2.User can quickly get answer to his question

9.Conclusion:

Thus the Intelligent Customer chat bot built can be used to resolve the queries of user by replacing the customer *care* representative

10.Future Scope:

In addition to smart document understanding lot of new services can be introduced to make the chat bot more effective and more easier to use.

11.Bibiliography

[https://cloud.ibm.com/docs/discovery?topic=discovery-sdu#:~:text=Smart%20Document%20Understanding%20\(SDU\)%20trains,to%20train%20custom%20conversion%20models.](https://cloud.ibm.com/docs/discovery?topic=discovery-sdu#:~:text=Smart%20Document%20Understanding%20(SDU)%20trains,to%20train%20custom%20conversion%20models.)