PROJECT SCOPE

Project name:	Intelligent Customer Help Desk with Smart Document Understanding - SB33382
Project Manager:	Ashwin A L

PROJECT SUMMARY	**IN SCOPE** 1. Create a customer care dialogue skill in Watson Assistant. 2. Use Smart Document Understanding to build an enhanced Watson Discovery collection. 3. Create an IBM Cloud function web action that allows Watson Assistant to post queries to Watson Discovery. **OUT SCOPE** 1. Image of the product can be sent by the customer to know about the product and they can get the user manual of the product.
PROJECT REQUIREMENT	1. IBM Cloud Platform 2. IBM Watson
FUNCTIONAL REQUIREMENT	1. Development Customer Care chatbot using IBM Watson. 2. Development of a Smart Document Understanding Chatbot and train it with the User Manual.
TECHNICAL REQUIREMENT	1. Creating Customer care chatbot using IBM Watson 2. Enhancing the chatbot with Smart Document Understanding feature 3. Create a Web app using NODE-RED.
SOFTWARE REQUIREMENT	1. Python IDE
PROJECT DELIVERABLES	1. Creating an account in IBM Cloud and create Watson assistant 2. Create a customer care chatbot. 3. Use Smart Document Understanding to build an enhanced Watson Discovery Collection. 4. Creating a NODE RED flow to integrate all services. 5. Build a Web app.

	TASK	EXPECTED DATE OF COMPLETION
PROJECT SCHEDULE	Exploring IBM Cloud Platform	May 28 - June 01
	Exploring IBM Watson Service	June 02 - June 05
	Exploring IBM Cloud Service	June 06 - June 10
	Customer Help Desk with Smart Document Understanding	June 11 - June 15