PROJECT SCOPE DOCUMENTATION

CUSTOMER HELP DESK

PROJECT NAME	CUSTOMER HELP DESK
DATE	5/20/2020

Project Summary:

- 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.

Context: Intelligent Customer Help Desk with Smart Document Understanding is an intelligent chatbot, which can answer the queries regarding the website, products details, ordering status etc. asked by the users. If the chatbot cannot answer any of the customer's query we use "IBM Discovery" to answer it.

Objective: We will be using Watson assistant and create our intents, entities and dialogs. If in any case question asked by customer falls out of pre-defined question data set, Watson discovery service uses reasoning strategies that focus identifying the most appropriate answers. "Smart Document Understanding" enables you to train your IBM Watson discovery which will improve the answers returned by your application.

Outputs: Finally, we produce a well-designed chatbot for customer help, as it is fulfilling the user's query by giving correct information. Any query regarding the document can be given now to the bot, irrespective of category or usecase. At the end, the user will get the answer, without any issue.

Project Requirements:
- We need a user manual or a document to run the bot.
- We need a cloud platform to deploy the project.

- Answer simple questions using Watson Assistant
- Pass the question onto Watson Discovery if question is about device operation.

User Requirements:
- User must have a web browser to access the chatbot.

Functional Requirement:

- Queries from customers.
- Answers simple questions like locations, timings etc.
- If query is out of pre-defined set of questions use Watson discovery.
- Give the response.

Technical Requirements:
- Built using python, Node.js.
- IBM services namely Watson Assistant, Cloud Functions, Watson Discovery.
- Node-red application.
- HTML, CSS.

Software Requirements :
- IBM Watson creating for intents, entities, dialogues etc.
- IBM cloud for deploying the project and creating necessary cloud services.
- IBM cloud functions, to connect Watson Assistant and Watson Discovery.
- **Watson Discovery** is an award-winning enterprise search and AI search technology that breaks open data silos and retrieves specific answers to your questions while analyzing trends and relationships buried in enterprise data.
- **RESTful web services** are built to work best on the Web. In the REST architectural style, data and functionality are considered resources and are accessed using Uniform Resource Identifiers (URIs), typically links on the Web

Project Deliverables:

- Create IBM cloud.
- Create Node-RED starter application.

- Configure Watson assistant.
- Create cloud functions action.
- Configure Watson Discovery.
- Integrate IBM services with Node-red.
- Test the bot.

Project Team:

- This is an individual project.

Project Schedule:

      This project is scheduled for 29 days. We need to build a web application with integration to all the required services & deploy all the services on IBM Cloud Platform within 29 days.