PROJECT SCOPE

Project Title	Intelligent Customer Help Desk with Smart Document Understanding - SB30180
Project Manager	**Keerthivatsan S**

Project Summary	Designing a web-based intelligent chatbot helpdesk for customers.
Project Requirements	IBM Cloud Platform. IBM Watson. NODE-RED.
Functional Requirements	Development Customer Care Chatbot using IBM Watson.
Technical Requirements	Customer Care Chatbot creation and Enhancing with Smart Document understanding Feature. Using Node-Red , Creation of Web App.
Software Requirements	Python IDE.
Project Deliverables	Creating an account in IBM Cloud. Creating a Development Customer Care Chatbot. Enhancing Watson Collections using Smart document understanding. Creation of NODE RED . Building a Web Application.

Project Schedule	TASK	EXPECTED DATE OF COMPLETION
	Exploring IBM Cloud Platform.	June 3 - June 4
	Exploring IBM Watson Services.	June 5 - June 6
	Exploring IBM Cloud Functions.	June 7 - June 9
	Intelligent Customer Help Desk with Smart Document Understanding	June 10 - June 15