Project- Intelligent customer help desk with smart document understanding

Project Summary:

The program chatbot offers a complete and easy way to answer different sets of questions asked by the customers. With the help of Watson discovery channel, it can also answer some typical questions about the operation of a device because we have feed the owner's manual to the Watson discovery channel. The benefits of this kind of chatbot is that it is superior than the typical chatbot which can answer simple questions like store location and hours. The chatbot is upgraded with the help of Watson discovery collection which is build using smart document understanding.

Its main objective is to solve customer's queries as early as possible to save the time of the customer. We will use the IBM cloud function that allows Watsonassistant to post queries to Watsondiscovery.

The goal is to set up a remote connection between the customer and the company. By this chatbot anyone can have their problem solved by posting queries to chatbot via being at home or without calling an employee.

ProjectRequirements:

The project Requirements are: -
1. IBM Cloud
2. IBM Watsonservices
3. Node Red
4. WebFramework

FunctionalRequirements:

The functional requirements of this project are:
1. A Chatbot able to answerqueries.
2. Redirect the operational queries to Owner'smanual.
3. Redirect the query to the section of the owner'smanual.

TechnicalRequirements:

The technical requirements for this project are:

1. Create a chatbot using WatsonAssistant.
2. Use Watson Discovery to redirect the user's query to the section of the owner's manual.
3. Use Node Red to wire together API and onlineservices.
4. Integrating it with IBMCloud.

SoftwareRequirements:

The software which are required to build the chatbot are:

1. IBM Watson Assistant
2. IBM Discovery
3. IBM cloud
4. GitHub
5. Nodered
6. User interface
7. Security
8. Jsoneditor

ProjectDeliverables:

The model created i.e. a chatbot would be able to identify any operational question posted by the user and using IBM Watson discovery will redirect the user to the section of the owner's manual where the answer to the question lies.

ProjectTeam:

I am working individually on this project i.e. to make a chatbot using Watson discovery and SDU. I would like to thank Lalitha Gayatri and Durgaprasad for helping me out during my project.