Project Scope document

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Topic : SmartBridge Internship
Title : Intelligent customer help desk with smart document understanding.

- ## Project Summary :
  - This is a chatbot which will satisfy customer queries with intelligent document understanding. We use various IBM cloud services for implementing this project. It can also answer location of apple company and can tell u about apple watch.It doesn't require any human intervention as it uses smart document understanding using IBM Watspn discovery.

- ## Project Requirements :
  - We need a user manual to feed to IBM watson discovery for Smart Documentation understanding.
  - We need an IBM Cloud account.
  - Also, user should have a compatible broswer.

Further requirements include:
  1) Functional requirements
  2) Technical requirements
  3) Software requirements

- ## Functional Requirements
  - As this is a customer care chatbot customer will be asking queries to the chatbot and it will be solving their queries along with smart documentation understanding regarding apple watch.

- Basically user will input a query and chatbot will answer to it.
- If a query input isn't understood by the chatbot then it will ask user to rephrase there query.

- **Technical Requirements**
  - Artificial Intelligence : Everythings which is being developed is supported by AI. This chatbot is completely based on AI.
  - Node JS : For writing Cloud function.
  - APIs and Credentials : We need APIs and credentials of various IBM services for connecting the services with each other.

- **Software Requirements**
  - Node JS
  - IBM Cloud account
  - IBM Watson assistant
  - IBM Watson Discovery
  - Cloud function
  - Node red

Project Deliverables :
  - **Project Title:** Intelligent Customer Help Desk with Smart Document Understanding.
  - **Project Developer :** Meghana Joshi
  - At the end of this project, we will be able to use this Intelligent customer help desk which is a chatbot with smart document understanding.
    1) Project planning and kickoff
    2) Exploring IBM Cloud platform
    3) Exploring IBM Watson services
    4) Exploring IBM Cloud Functions
    5) Final connecting all the services using APIs and other credentials

- The tasks has to be performed sequentially as the next task depends on the previous task.

- **Project Team :**

  This project is not done in team it is indivisually done.

- **Project Schedule :**

  This is a project of 1 month duration starting from 27/05/2020 where we will have to achieve milestones given above step by step and develope a customer care chatbot at the end.