**PROJECT SCOPE DOCUMENT**

**PROJECT SUMMARY** **:**

In this Project, We build a customer help bot with smart document understanding.If the customer asks simple questions then chatbot can answer it itself using preloaded answers in Watson Discovery Service.If the question is typical then the project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owners manual is important and what is not. This will improve the answers returned from the queries.

**PROJECT REQUIREMENTS:**

In order to build a successful project the most important requirement is to have proper planning. We need to have a proper understanding of all the tools that are required in the project . Since it's a individual project so time management will play a important role in order to make a efficient and worthy project.

**FUNCTIONAL REQUIREMENTS:**

Functional requirements are the desired operations of a program.It is the part of the requirement analysis.It is concerned with the design and maintenance of complex systems.So we need to know to operations of all the tools needed in order to maintain the project.

**TECHNICAL REQUIREMENTS:**

Technical requirements are the skills one must have to make and understand this project.The skills required for this project are Python,Artificial Intelligence,knowledge of chatbot,IBM Watson Assistant,IBM Cloud .

**SOFTWARE REQUIREMENTS:**

The software required for this project are IBM Watson Discovery and Assistant,IBM Cloud Services,Github,Zoho Writer,Slack Channel.

**PROJECT DELIVERABLES** **:**

This Project will create a Customer help desk using Ibm watson studio. We will build a Node-Red Flow To integrate all services and then test the bot to capture the results.

**PROJECT SCHEDULE:**

The Project Is intended to be completed within 30 days.