**Project Name**: Intelligent Customer Help Desk with Smart Document Understanding

**Client:** IBM

**Project Manager:** Debasis Nayak

**Project Team:** I am Debasis Nayak, AI &amp; Deep Learning enthusiast who is always eager to learn & amp; explore new fields and technologies.

**Project Summary:**

A customer care chatbot that can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. When a question falls outside of the pre-determined question set, the option is typically to tell the customer the question isn’t valid or offer to speak to a real person.  
In this project, there will be another option. If the customer question is about the device, the application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device’s owner’s manual. So now, instead of “Would you like to speak to a customer representative?” we can return relevant sections of the owner’s manual to help solve our customers’ problems. To take it a step further, the project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owner’s manual is important and what is not. This will improve the answers returned from the queries.

**Scope of Work**

* 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
* **Project Background:**

We use the typical customer care chatbot experience but instead of relying on

predefined responses, our dialog will provide a hook that can call out to other IBM

Watson services for additional sources of information and help the customers more

suitably. If the customer question is about the operation of a device, we will use the

webhook feature of Watson Assistant to pass the question onto our Watson Discovery

Service, which has been pre-loaded with the device’s owner’s manual. So now, instead

of “Would you like to speak to a customer representative?” we can return relevant

sections of the owner’s manual to help solve our customers’ problems.

● Identifying stakeholders:

E-commerce and Product building industries would be one of the biggest stakeholders who can

sponsor and get benefited from such project. providing the necessary service after delivery and

building a more sustainable relationship with customers

● Review Project Objectives:

1. Objectives:

To create a chatbot that helps solving the customer queries and if the question is being

asked outside the scope, provide the necessary modules related to that, also use the

Smart Document Understanding feature of Watson Discovery to train it on what text in

the owner’s manual is important and what is not.

2. Deliverables:

This project delivers a cloud-based application that helps in solving query of the customers

which helps in creating a healthy relationship with customers

3. Assumptions:

It is assumed that all the relevant sections of the owner manual which can help solve our

problems are already present

**● Review team member roles &amp; responsibilities:**

Having a single person team, all the project work will be done by me, and results will be

changed accordingly by the mentor advice from the dashboard

**● Review other potential issues, risks, questions and concerns:**

Even though the query is being sent to Watson services, it may happen that some questions still

lie outside the scope then the application may fail to provide the satisfactory reply to the

consumers.

**● Identify next steps and timing:**

Each step of the project will be done under supervision of advisory. The results and task

completions will be informed through Kanban dashboard.