

Intelligent Customer Help Desk With Smart Document Understanding

Preparing Project Scope Document with following Headings

- **Project Summary-**

The typical customer care chatbot can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. When a question falls outside of the scope 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 operation of a device, the application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device's owners manual. So now, instead of "Would you like to speak to a customer representative?" we can return relevant sections of the owners manual to help solve our customers' problems.

- **Project Requirements**

We want this requirements-

- 1.Customer
- 2.IBM Cloud Account
- 3.Store details
- 4.Smart Documents of Store details

- **Functional Requirements**

- 1.Create a customer care dialog skill in Watson Assistant
- 2.Use Smart Document Understanding to build an enhanced Watson Discovery collection
- 3.Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery
- 4.Build a web application with integration to all these services & deploy the same on IBM Cloud Platform

- **Technical Requirements**

Provide dev team with functional specifications so they can estimate and start on development (Many chatbots require custom development to interface with other systems or to perform functions that are not available by default in the chosen chatbot platform). Get chatbot to work as specified (This step could be much shorter or longer depending on the integrations or functionality that is to be built). Get an official, approved bot on each selected channel. Get an official, approved bot on each selected channel

- **Software Requirements**

We have required these Software-

1. IBM Watson Studio

2. IBM cloud

3. Jupyter notebook

- **Project Deliverables**

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Chatbot helps customer to find his answer.

- **Project Team-**

We have a project team. In this 11 member available. All members working on his specific tasks

- **Project Schedule**

We have only 30 days to complete this project. In this time we completed this project.