Project Report

Internship Project Report

On

**Intelligent Customer Help Desk with Smart Document Understanding**

A Summer Internship Report Submitted to

Hemwati Nandan Bahuguna Garhwal University

In Partial Fulfilment

For the Award of the Degree of

Bachelor of Technology

In

Computer Science & Engineering

By

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Under

Smartinternz

**PROJECT SCOPE**

* ***Poject 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 becaus we have feede the owners manual to the watson discovery channel. The beneﬁts of this kind of chatbot is that it is superior than the typical chatbot which can answers simpe questions like store location and hours. The chatbot is upgraded with the help of watson discovery collection which is build using smart document understanding.

It's 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 watson assistant to post queries to watson discovery.

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.

* ***Project Requirements:***

The project Requirements are:-

1. IBM Cloud
2. IBM Watson services
3. Node Red
4. Web Framework

* ***Functional Requirements*:**

The functional requirements of this project are:

1. A Chatbot able to answer queries.
2. Redirect the operational queries to Owner's manual.
3. Redirect the query to the particular section of the owner's manual.

* ***Technical Requirements:***

The technical requirements for this project are:

1. Create a chatbot using Watson Assistant.
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 online services.
4. Integrating it with IBM Cloud.

* ***Software Requirements:***

The software which are required to build the chatbot are:

1. IBM Watson services
2. IBM Assistant
3. IBM cloud
4. Github
5. Node red
6. User interface
7. Security
8. Json editor

* ***Project Deliverables:***

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.

* ***Project Team***

I'm working individually on this project i.e to make a chatbot using Watson Discovery and SDU.