

# **Project Scope**

## **Intelligent Customer Help Desk With "SMART DOCUMENT UNDERSTANDING"**

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### **Project Summary**

In this project we create an automated intelligent chat box which merely serves the purpose of a customer representative on the other hand. We achieve this using Watson Discovery service which has been preloaded with the device owner's manual. This fetches over other regular chat boxes as it uses Watson discovery which understands the documents text and projects what is necessary to the user.

### **Project Requirements & Functional Requirements**

- IBM id
- IBM Cloud Account
- IBM Watson Services
- Github Account

- IBM Cloud Functions
- NODE RED

### **Technical Requirements & Software Requirements**

- Flow Programming
- Restfull Web Services
- IBM Cloud Shell

### **Project Deliverables**

The Project aims to create a chatbot using Node-Red integrating various IBM services, and also enhanced with “Smart Document Understanding” skill.

#### **DELIVERABLE NAME; DESCRIPTION; STATUS**

##### **1. Requirement analysis**

Analyse the functional and non-functional requirements of the problem at hand.

Complete

##### **2. Planning**

Plan the various components of the project and decide on the tiemline for completion of each.

Complete

### **3. Explore IMB cloud platform**

Explore and get familiar with the various services of IMB cloud.

Complete

### **4. Create neccessary cloud services**

Create and configure all the services required for creating the project.

Complete

### **5. Configure watson discovery service**

Setup whatson discovery service to extract information from documents for smart document understanding.

Complete

### **6. Create cloud action function**

Write the IMB cloud function to run the app in a scalable manner.

Complete

### **7. Configure watson assistant**

Setup watson assistant to create a chatbot to answer basic user queries.

Complete

## **8. Build node-red flow and integrate all services**

Integrate all the services created in a node red flow to deploy the chatbot created on a webpage.

Complete

## **9. Test bot and capture results**

Test the chatbot to see if it provides appropriate response to user queries and all components of the chatbot are working as expected.

Complete

## **10. Documentation**

Create a report of the project explaining its various components.

Complete

## **11. Upload demo video**

Upload a demo video on youtube demonstrating the working of the project.

Complete

## **Project Team**

Team Member-1

## **Project Schedule**

| <b>Tasks undertaken</b>       | <b>Days to achieve</b> |
|-------------------------------|------------------------|
| Project Planning              | 2                      |
| Exploring IBM Cloud Platform  | 2                      |
| Exploring IBM Watson Services | 5                      |
| Exploring IBM Cloud Functions | 1                      |
| Integrating all the services  | 10                     |

