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

**Scope:**

The customer help desk ,where answer for each query is obtained is made intelligent by adding AI interface.

 It is noting but a chatbot.

 The problem with chatbot sometime is , if asked query is out off the scope, it respond accordingly. The idea here to make system learn the documents which are related to that query such that system can respond to query with correct solution rather than directing somewhere else.

 To make system learn is fulfilled using AI. AI makes system to learn by training system with large amount of data which related to field/query. Based on this it detects query and fetches write answers from provided data.

 To make this work I am going to use Watson assistant.

**Requirements:**

Watson Assistant

Watson Discovery

IBM function

Node Red

**Project Deliverables:**

|  |  |
| --- | --- |
| Sr No | Project Deliverables |
| 1. | IBM cloud account |
| 2. | Watson Discovery service for smart document understanding |
| 3. | IBM cloud function |
| 4. | Watson Assistant for dialog skills |

**Project summary:**

1. Build chatbot using Watson Assistant

2. Integrate with Watson Discovery

3. Discovery preloaded with owner's manual

4. Used smart document understanding for better search results