

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

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Project Scope

Project Summary

This project aims to create a intelligent customer help desk that uses IBM cloud services, function and skills(especially 'Smart document Understanding ' skill of IBM Discovery), to understand a product's owner manual and give replies to queries related to basic functioning of the product

Project and Functional Requirements

- ***IBM id***
- ***IBM Cloud account***
- ***IBM Watson services***
- ***Github account***
- ***IBM Cloud Functions***

Technical and Software Requirements

- ***Flow Programming***
- ***RESTFULL Web services***
- ***IBM Cloud Shell***

Project Deliverables

This project aims to create a web application running on cloud, built using Node-Red integrating various IBM services, endowed with skill of 'Smart Document Understanding'.

Project Schedule

Project Milestones	No. of days to finish
Project Planning	2
Exploring IBM Cloud Platform	2
Exploring IBM Watson Services	5
Exploring IBM Cloud Functions	1
Integrating all the services	10

Project Results

The screenshot displays a web application titled "ChatterBox" running in a browser. The interface is divided into three main sections:

- Question Panel:** Contains a text input area with the prompt "Remember there can be only one bot and that's me :)" and a "SUBMIT" button. Below the input, it shows the user's name "Vijay" and the question "Shoot me with your questions".
- BOTx:** Displays the chat history. The first message is "Vijay : Hi" and the second is "Bot :Good day to you".
- Analytics:** Features a gauge chart labeled "matching results" and a "Waiting to search" status.

The browser's address bar shows the URL: `node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAAI`. The Windows taskbar at the bottom shows the application is running on 27-05-2020 at 21:08.

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAAI

ChatterBox

Question Panel

Remember there can be only one bot and that's me :)

Your good name
Vijay

Shoot me with your questions
Who are you?

SUBMIT CANCEL

Analytics

gauge

matching results

BOTx

Vijay : Who are you?

Bot :Hey there, this is ChatterBox - powered by Ecoabee, at your service 24/7.

Memory Base

Waiting to search

IISPS_INT_411_Inte...pdf skill-Chatter-Box.json flows.json Show all

Type here to search

21:09 27-05-2020

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAAI

ChatterBox

Question Panel

Remember there can be only one bot and that's me :)

Your good name
Vijay

Shoot me with your questions
What can you do?

SUBMIT CANCEL

Analytics

gauge

matching results

BOTx

Vijay : What can you do?

Bot :I am here to help you with your queries regarding the ecobee heater.

Memory Base

Waiting to search

IISPS_INT_411_Inte...pdf skill-Chatter-Box.json flows.json Show all

Type here to search

21:11 27-05-2020

Node-RED : node-red-muabv... x ChatterBox x IISPS_INT_411_Intelligent Cust... x IBM Watson Assistant x SmartPracticeschool/IISPS-INT x + -

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAA

Apps Sai Inspires from Pr... Sai Baba - Questio... tf.keras.layers.Conv... Machine Learning ... Create a Node-RED... Running on IBM CL... Create a voice-ena... Node-RED on IBM...

ChatterBox

Question Panel

Remember there can be only one bot and that's me :)

Your good name
Vijay

Shoot me with your questions
How to turn on my heater

SUBMIT CANCEL

Analytics

gauge

22
matching results

BOTx

Vijay : How to turn on my heater

Bot :Check out my knowledge arena, I have searched the mannual for you!!!

Memory Base

If you have a furnace or boiler installed: 1. Select the heating menu. 2. Configure the heater type: ☐ Furnace: Optimizes ecobee3 for systems using forced air ☐ Boiler: Optimizes your ecobee3 for systems using radiators or in-floor heat. 3. Touch Next. You will be returned to the Equipment configuration menu.

IISPS_INT_411_Inte...pdf skill-Chatter-Box.json flows.json Show all x

Type here to search

21:11 27-05-2020

Node-RED : node-red-muabv... x ChatterBox x IISPS_INT_411_Intelligent Cust... x IBM Watson Assistant x SmartPracticeschool/IISPS-INT x + -

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAA

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ChatterBox

22
matching results

Document loaded : ecobee3_UserGuide.pdf Subtitle :
Furnaces/Boilers

Rate Us!!!

Slide to Rate 4.1

If you have a furnace or boiler installed: 1. Select the heating menu. 2. Configure the heater type: ☐ Furnace: Optimizes ecobee3 for systems using forced air ☐ Boiler: Optimizes your ecobee3 for systems using radiators or in-floor heat. 3. Touch Next. You will be returned to the Equipment configuration menu.

IISPS_INT_411_Inte...pdf skill-Chatter-Box.json flows.json Show all x

Type here to search

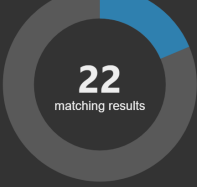
21:12 27-05-2020

Node-RED : node-red-muabv... x ChatterBox x IISPS_INT_411_Intelligent Cust... x IBM Watson Assistant x SmartPracticeschool/IISPS-INT x

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAAI

Apps Sai Inspires from Pr... Sai Baba - Questio... tf.keras.layers.Conv... Machine Learning [...] Create a Node-RED... Running on IBM CL... Create a voice-ena... Node-RED on IBM...


ChatterBox



22
matching results

Document loaded : ecobee3_UserGuide.pdf Subtitle : Furnaces/Boilers

Rate Us!!!

Slide to Rate 

If you have a furnace or boiler installed: 1. Select the heating menu. 2. Configure the heater type: ☐ Furnace: Optimizes ecobee3 for systems using forced air ☐ Boiler: Optimizes your ecobee3 for systems using radiators or in-floor heat. 3. Touch Next. You will be returned to the Equipment configuration menu.

IISPS_INT_411_Inte...pdf skill-Chatter-Box.json flows.json Show all x

Type here to search

21:13 27-05-2020

Node-RED : node-red-muabv... x ChatterBox x IISPS_INT_411_Intelligent Cust... x IBM Watson Assistant x SmartPracticeschool/IISPS-INT x

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAAI

Apps Sai Inspires from Pr... Sai Baba - Questio... tf.keras.layers.Conv... Machine Learning [...] Create a Node-RED... Running on IBM CL... Create a voice-ena... Node-RED on IBM...

ChatterBox

Question Panel

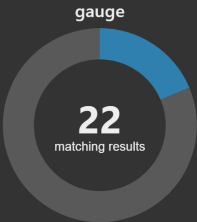
Remember there can be only one bot and that's me :)

Your good name
Vijay

Shoot me with your questions
How to turn on my heater

SUBMIT **CANCEL**

Analytics



gauge
22
matching results

BOTx

You have given a rating of 2.2

Bot :Sorry hopping to be in your good books....atleast next time

Memory Base

If you have a furnace or boiler installed: 1. Select the heating menu. 2. Configure the heater type: ☐ Furnace: Optimizes ecobee3 for systems using forced air ☐ Boiler: Optimizes your ecobee3 for systems using radiators or in-floor heat. 3. Touch Next. You will be returned to the Equipment configuration menu.

IISPS_INT_411_Inte...pdf skill-Chatter-Box.json flows.json Show all x

Type here to search

21:13 27-05-2020

Node-RED : node-red-muabv...ChatterBoxIISPS_INT_411_Intelligent Cust...IBM Watson AssistantSmartPracticeschool/IISPS-INT

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAAI

AppsSai Inspires from Pr...Sai Baba - Questio...tf.keras.layers.Conv...Machine Learning [...]Create a Node-RED...Running on IBM CL...Create a voice-ena...Node-RED on IBM...

ChatterBox

Question Panel

Remember there can be only one bot and that's me :)

Your good name
Vijay

Shoot me with your questions
how to clean my heater

SUBMITCANCEL

Analytics

gauge

16

matching results

BOTx

Vijay : how to clean my heater

Bot :Check out my knowledge arena, I have searched the mannual for you!!!

Memory Base

You can clean your ecobee3 screen by spraying water on to a clean, microfiber cloth. Wipe the surface of the screen with the dampened cloth. Note: Never spray any liquids directly onto your ecobee3.

IISPS_INT_411_Inte...pdfskill-Chatter-Box.jsonflows.jsonShow all

Type here to search

21:14
27-05-2020

Node-RED : node-red-muabv...ChatterBoxIISPS_INT_411_Intelligent Cust...IBM Watson AssistantSmartPracticeschool/IISPS-INT

node-red-muabv.eu-gb.mybluemix.net/ui/#/!/?socketid=ibuUVfnP1oPhMbNwAAAI

AppsSai Inspires from Pr...Sai Baba - Questio...tf.keras.layers.Conv...Machine Learning [...]Create a Node-RED...Running on IBM CL...Create a voice-ena...Node-RED on IBM...

ChatterBox

16

matching results

Document loaded : ecobee3_UserGuide.pdf Subtitle : Caring for your Thermostat Cleaning

Rate Us!!!

Slide to Rate 4.5

You can clean your ecobee3 screen by spraying water on to a clean, microfiber cloth. Wipe the surface of the screen with the dampened cloth. Note: Never spray any liquids directly onto your ecobee3.

IISPS_INT_411_Inte...pdfskill-Chatter-Box.jsonflows.jsonShow all

Type here to search

21:15
27-05-2020

node-red-muabv.eu-gb.mybluemix.net/ui/#/I/O?socketid=ibuUVfnP1oPhMbNwAAAI

ChatterBox

Question Panel

Remember there can be only one bot and that's me :)

Your good name
Vijay

Shoot me with your questions
how to clean my heater

SUBMIT CANCEL

Analytics

gauge

16
matching results

BOTx

You have given a rating of 4.5

Bot :Feelin so energetic....Thank you.Always in your favour

Memory Base

You can clean your ecobee3 screen by spraying water on to a clean, microfiber cloth. Wipe the surface of the screen with the dampened cloth. Note: Never spray any liquids directly onto your ecobee3.

node-red-muabv.eu-gb.mybluemix.net