PROJECT SCOPE

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:

- To create a chatbot that is used for customer care helpdesk which is capable of answering queries of the customers.
- Create smart assistant in Watson Assistant.
- Create a Smart Document Understanding Tool with Watson Discovery and connect it with the Watson Assistant with the help of IBM cloud functions.
- Create a Node-Red flow control to integrate all the services and create a web dashboard using it.

Functional Requirements:

- The chatbot must be able to accept customer queries.
- The chatbot should respond to every input it receives.
- If the query is out of scope it answers either invalid query or transfers it to customer care executive.
- The bot should able to answer questions regarding device operation by understanding the manual.

Technical Requirements:

- This application mainly uses Python and IBM Cloud platform.

Software Requirements:

- IBM Cloud Services
- IBM Watson
- Python
- Node-Red

Project Deliverables:

- A customer care chatbot with smart document understanding.

Project Team:

1. Hemant Joshi

Project Schedule:

- Successful completion of Project before 1st June 2020.