

Intelligent Customer Help Desk with Smart Document Understanding

Project Summary

- A customer care chatbot can answer simple questions, such as store locations and hours, directions, and maybe even making appointments.
- In this project, the queries will be handled in a better way. If the customer's question is about the operation of a device, the application shall pass the question onto Watson Discovery Service and we can handle the queries in a better way.
- We will build a chatbot that uses various Watson AI Services like Watson Discovery, Watson Assistant, Watson Cloud functions and Node-Red and deliver an effective user friendly Web User Interface

Project Requirements

IBM Cloud, IBM Watson, Node-Red, NodeJS

Functional Requirements

IBM Cloud

Technical Requirements

Artificial Intelligence, Machine Learning, Watson AI, NodeJS

Software Requirements

Watson Assistant, Watson Discovery, Node-Red

Project Deliverables

Intelligent Chatbot with Smart document understanding

Project Team

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Project Schedule

19 days