# Project Scope Document

# Project Summary

Today’s customers may want to use self-service to answer common questions and learn best practices. They may need to connect directly with an operator or a human assistant or may even require field service. The aim of this project is to setup an Intelligent Customer Help Desk with Smart Document Understanding which would be able to solve the customer’s simple queries.

# Project Requirements

* To engage their customers in new and varied ways, provide an intelligent customer service to answer simple queries of the customers.
* If the query is about the operation of the device, relevant section of the device should be provided as the response instead of the usual “Would you like to speak to a customer representative?”
* The project shall use the Smart Document Understanding feature of Watson Discovery to train it on what text in the owner’s manual is important and what is not. This will improve the answers returned from the queries.

1. **Functional Requirements**

* The customers must have easy access to the Intelligent Customer Help Desk.
* Customer can post their queries to the help desk and they should get a response as soon as possible.
* Customers must be able to post multiple queries.

1. **Technical Requirements**

* Cross-browser /platform support (IE, Firefox, Chrome, Safari - PC and Mac).
* Python is used as the primary language in the development of the Intelligent Customer Help Desk.
* The IBM cloud platform is used which combines platform as a service (PaaS) with infrastructure as a service (IaaS) to provide an integrated experience.

1. **Software Requirements**

* The system shall provide appropriate responses for the user to read.
* The Chabot supports all kind of platform Linux, Windows etc.
* An editor such as VScode.
* Python
* IBM Cloud
* IBM Watson

1. **Project Deliverables**

* Documentation such as requirement specification, the design every module is to be expected.
* A Chabot with a great user interface
* A web application with integration to all these services & deploy the same on IBM Cloud Platform.
* Set up of Live system
* A customer care dialog skill in Watson Assistant.

1. **Project Team**

This is a Single-person project, hence there is no team.

1. **Project Schedule**

The project started in the month of May (12th May 2020). The project is to be completed within a time span of 30 days.