
CUSTOMER CARE HELPDESK
WITH
SMART DOCUMENT
UNDERSTANDING.

PROJECT TITLE

Intelligent Customer Help Desk with Smart Document Understanding

PROJECT SUMMARY : In this developer code pattern, we use the typical customer care chat bot experience but instead of relying on predefined responses, our dialog will provide a hook that can call out to other IBM Watson services for additional sources of information. In our case, it will be an owners manual that has been uploaded into Watson Discovery.

- **Project Requirements:** Python, IBM Cloud, IBM Watson,Node- RED

- **Functional Requirements:** IBM cloud

- **Technical Requirements**: AI,ML,WATSON AI,PYTHON

- **Software Requirements:** Watson assistant, Watson discovery.

- **Project Deliverables:** Smartinternz Intership

- **Project Team:** Medapati Venkata Rama Reddy

- **Project Duration:** 19 days

Purpose:
The typical customer care chat bot 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 owner's manual. So now, instead of "Would you like to speak to a customer representative?" we can return relevant sections of the owner's manual to help solve our customers' problems. To take it a step further, 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.

Scope of Work:

● Create a customer care dialog skill in Watson Assistant
● Use Smart Document Understanding to build an enhanced Watson Discovery collection
● Create an IBM Cloud Functions web action that allows Watson Assistant to post queries to Watson Discovery
● Build a web application with integration to all these services & deploy the same on IBM Cloud Platform