

PROJECT SCOPE DOCUMENT

Project Summary	The project is focused on developing Customer Help Desk with an addition of Smart Document Understanding (SDU) feature provided by Watson Discovery.
Project Requirements	Intelligent Customer Help Desk for a device with an additional feature called Smart Document Understanding provided by Watson Discovery. The bot has to display section of owner's manual according to the query asked by the customer of technical domain and should also answer basic queries.
Functional Requirements	The chatbot must be able to comprehend the query, give lightning fast response and provide appropriate solution to the customer's query. Additionally if the query comes under technical domain, it should provide relevant solution from the user's manual which has been pre-loaded in Discovery service.
Technical Requirements	This includes Machine learning, AI, Python and IBM services.
Software Requirements	Watson Discovery, Watson Assistant and Node-Red application.
Project Deliverables	This chatbot is created to enhance customer service and to show how various services of IBM are used to create a smarter version of existing customer service chatbots.
Project Team	Preeti Nair
Project Schedule	30 days