**Project Planning and Kick-off**

**Project Summary**

The project is focussed on developing an intelligent chatbot to help customers to answer their queries. The typical chatbots can answer trivial questions related to a particular topic like location, name, directions and can even arrange appointments for the customers. In some cases, where the chatbot cannot provide appropriate answers to users, then it redirects the user to speak to a real person. To overcome this, the project develops a chatbot that can scan product manuals which are uploaded already. On scanning the document, the chatbot can find relevant answers to user queries. Thus, the chatbot can also handle questions which are outside from the chatbot’s knowledge data.

**Project Requirements**

* 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

**Project Deliverables**

A web application integrated with all required web services with a user interface for customers to ask their queries.

**Project Schedule**

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| --- | --- | --- |
| **Topic** | **Description** | **Duration** |
| Project Planning and Kick-off | Create kick-off report and setup the development environment in GitHub, Slack and Document writer | 5/5/2020 |
| Explore IBM Cloud Platform | Create a IBM cloud account and start by creating a Node-RED starter application | 6/5/2020 to 7/5/2020 |
| Explore IBM Watson Services | Learn about IBM Watson different use cases, Watson Assistance, Watson Discovery. | 7/5/2020 to 11/5/2020 |
| Explore IBM Cloud Functions | Learn Restful web services and IBM Cloud functions | 12/5/202 |
| Customer helpdesk with smart document understanding | Create IBM Cloud services | 13/5/2020 |
| Configure Watson Discovery service | 14/5/2020 |
| Create Cloud function actions | 15/5/2020 |
| Configure Watson assistant | 16/5/2020 |
| Build RED Node to integrate the services | 17/5/2020 to 18/5/2020 |
| Build a Web dashboard | 19/5/2020 |
| Test the bot and capture the results | 20/5/2020 |
| Prepare project report and upload to GitHub | 21/5/2020 |
| Create a Project demo and upload to YouTube | 22/5/2020 |