

# **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 to 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 Schedule**

- 30 days