Intelligent Customer Help Desk with Smart Document Understanding - SB24238

**project\_id: SPS\_PRO\_99**

**------------------------------------- PROJECT SCOPE-------------------------------------------------**

The scope of the project is that it reduces the complexity of the searching.

It maintains the better interaction with the customers.

This project is done with the help of the services provided by the IBM watson:

1. WATSON DISCOVERY

2. WATSON ASSISTANT

3. FUNCTIONS

4. NODE-RED APPLICATION

**WATSON DISCOVERY:**

**Watson Discovery** is an award-winning enterprise search and AI search technology that breaks open data silos and retrieves specific answers to your questions while analyzing trends and relationships buried in enterprise data.

It also used to scan the document and it trains by itself.

WATSON ASSISTANT:

IBM **Watson Assistant** is a white label cloud service that allows enterprise-level software developers to embed an artificial intelligence (AI) virtual **assistant** (VA) in the software they are developing and brand the **assistant** as their own.It will be giving answers to the customers in better way.

FUNCTIONS:

**IBM Cloud Functions features**

* Explore an open-ended ecosystem. IBM Cloud Functions provides access to the Apache OpenWhisk ecosystem in which anyone can contribute their action **code** as building blocks to the expanding repository.
* Speed and simplify development. ...
* Leverage the benefits of cognitive services.

NODE-RED APPLICATION:

**Node**-**RED** provides a browser-based flow editor that makes it easy to connect devices, APIs, and online services by using the wide range of **nodes** in the palette. You can deploy the flows to the **Node**. **js** runtime environment with a single click.