

Project Scope Document

Project Title	Intelligent Customer Help Desk with Smart Document Understanding
Project Id	SPS_PRO_99
Project Summary	<p>here I have created a Chat bot (Intelligent Customer Help Desk with Smart Document Understanding) with the help of Ibm Cloud platform. This chat bot is just like a customer care which helps you to solve your queries. I created this chat bot for, how to use heater and its feature. This Chat bot will give answer to all the queries which you will ask about the heater and its function.</p>
Project Requirements	<p>In this project we need only a User manual. We use:-</p> <ol style="list-style-type: none"> 1). ecobee3 Thermostat - User Guide.
Functional Requiriements	<p>Functional Requiriments are as follow-</p> <ol style="list-style-type: none"> 1). User should be able to enter their query. 2). Chatbot must be able to categories query. 3). Appropriate action must be taken bye the Chatbot for the queries. 4). in case of a query on the device operation, Watson Discovery Service is to be used for resolution of the problem.

Technical Requiements	<p>Technial requirements for this project can be any from the following:-</p> <ol style="list-style-type: none"> 1). Mobile Phone. 2). Tablet. 3). Computer. <p>It is enough if the user's system has a working internet connection.</p>
Software Requiements	<p>In this project we required 4 services of IBM Cloud, which are as follow:-</p> <ol style="list-style-type: none"> 1). IBM Discovery. 2). IBM Functions. 3). IBM Watson Assistant. 4). IBM Node Red App. <p>This all are the services of IBM Cloud and I created this project under the lite plan (Free).</p>
Project Deliverables	<p>These are all the requirements of my project. Now my Chat Bot is ready to give the answer to questions regarding the heater (ecobee3 Thermostat).</p>
Project Team	<p>Shivendra Patel</p>
Project Schedule	<p>Project Approved Date :-05-05-2020 Project Submission Date:- 03-06-2020</p>