

Project Scope Document:-

Intelligent Customer Help Desk with Smart Document Understanding

- **Project Summary:-** To add the extra functionality named Smart Documents Understanding(SDU) using Watson Discovery and integrate all the services using node-red and creating web dashboard and deploy the same on IBM cloud.
- **Project requirements:-** My project deals with the addition of feature in customer chatbot to response the question that falls outside the scope of pre-determined question set.
- **Technical Requirements:-** Basic Knowledge of AI, Machine Learning, python, IBM services.
- **Software requirements:-** IBM Cloud, Watson Assistant, Watson Discovery, Cloud Functions, Node-Red.
- **Project deliverables:-** Enhanced Customer Helpdesk chatbot programmed to response the query outside its scope and enhanced the customer service and decrease the load on company reps.
- **Project Team:-** Individual
- **Project Schedule:-** 30 Days