**PROJECT SCOPE**

**PROJECT NAME:** Intelligent Customer Help Desk with SmartDocument Understanding

**PROJECT BY:** Pishka Sai Savithru Mohan

**PROJECT CATEGORY:** Artificial Intelligence (AI)

**UNDER THE GUIDANCE OF:** SmartBridge

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| **TOPIC** | **DESCRIPTION** |
| PROJECT SUMMARY | Intelligent Customer Help Desk with Smart Document Understanding is an intelligent chatbot or help desk that gives very usable and credible information to the users. It uses and integrates different Artificial Intelligence (AI) services such as Discovery, Assistant, Cloud Function and Node-RED. This project deals with the efficient way of integrating these services to develop an intelligent chatbot that can answer to most of the user queries. |
| PROJECT REQUIREMENTS | Python, IBM Watson (Assistant, Discovery and Cloud Function) and Node-RED |
| FUNCTIONAL REQUIREMENTS | IBM Cloud (Account) |
| TECHNICAL REQUIREMENTS | Python, Machine Learning (ML), IBM Watson AI Services |
| SOFTWARE REQUIREMENTS | IBM Services and Node-RED |
| PROJECT DELIVERABLES | Intelligent Chatbot using Node-RED for user-friendly UI |
| PROJECT TEAM (SINGLE) | P. Sai Savithru Mohan (Team Head) |
| PROJECT SCHEDULE | Start Date: 6-05-2020  Duration: 19 Days |