

Intelligent Customer Help Desk With Smart Document Understanding

Project Summary

In this project, there will be another option. If the customer question is about the operation of a device, the application shall pass the question onto Watson Discovery Service, which has been pre-loaded with the device's owners manual. So now, instead of "Would you like to speak to a customer representative?" we can return relevant sections of the owners manual to help solve our customers' problems.

The typical customer care chatbot can answer simple questions, such as store locations and hours, directions, and maybe even making appointments. When a question falls outside of the scope of the pre-determined question set, the option is typically to tell the customer the question isn't valid or offer to speak to a real person.

Project Requirements

- IBM Watson for creating the chatbot
- IBM Discovery to understand the document by the reference of which the chatbot would reply.
- IBM Cloud function to connect the the watson to the discovery using the url.
- We need to deploy the chatbot for that we would need a website which can be built using Node-Red which would create a flow based visual.

Functional Requirements

The Chatbot needs to get query from the user. Then it should be able to categorize the the query according to the documnet which is used in discovery. Appropriate actions should be taken when a query is asked to the chatbot. The chatbot must able to interact with the customer and answer all the queries they have related to a product or service.

Technical Requirements

IBM Cloud Services, Node Red and Python programming are the technical requirements that would be required by the application. An account in IBM Cloud is required.

Software Requirements

Softwares required by the projects are IBM Watson, IBM discovery, IBM Cloud functions, Node-Red and active internet connection.

Project Deliverables

A Chatbot which uses smart document understanding of a user guide and answers queries of a customer.

Project Team

Vivek Mudaliar- Developer

Project Schedule

This project need to be completed before 5/6/2020.