SMARTBRIDGE INTERNSHIP

PROJECT PLANNING REPORT

NAME: SALMAN RIZVI

BATCH :4

PROJECT TITLE: Intelligent Customer Help Desk with Smart Document Understanding

PROJECT ID: SPS_PRO_99

CONTENT

ABSTRACT

With the advent of Internet technology, it is now feasible to provide effective and efficient help desk service over the global Internet to meet customers requirements and satisfaction. In this project, we have designed and developed a Web-based intelligent help desk support environment to support the customer service centre of a large multinational corporation in the electronics industry. This paper describes the basic architecture of the environment that supports the major functions of Web-based fault information retrieval, online multilingual translation capability, different operating modes of video-conferencing for enhanced support and direct intelligent fault diagnosis by customers or customer support engineers. As a result, it helps to save cost in eliminating the expensive overseas telephone charges, reduction in machine down time and number of on-site visits by service engineers as in traditional help desk environment.

INTRODUCTION

Customers contact the help desk when they have a question or a problem. An employee from the company then addresses the question to the customer's satisfaction. In reality, all you need is a well facilitated means to reach out to someone from a company when some help is needed.

Help desk software keeps track of all your customer conversations across multiple channels in one place, so your help desk team can support your customers better and faster. A cloud based help desk software also helps you get real-time insight about the messages you're receiving from customers and how your team is performing.

PROJECT SUMMARY :

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.

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.

PROJECT REQUIREMENTS:

- **IBM CLOUD ACCOUNT-** To proceed further with the project IBM cloud account is required as node-Red app device will be deployed over there.IBM cloud account gives access for one time free service to deploy app in lite version.

- **WATSON DISCOVERY-** With IBM Watson Discovery, you can ingest, normalize, enrich, and search your unstructured data (JSON, HTML, PDF, Word, and more) with speed and accuracy. It packages core Watson APIs such as Natural Language Understanding and Document Conversion along with UI tools that enable you to easily upload, enrich, and index large collections of private or public data.

TECHNICAL REQUIREMENTS

- **VERSION 10 OR GREATER OF MICROSOFT VISUAL C ROUTINE-** To use IBM text Analytics on a Windows server you must have version 10 or greater of C runtime.the run time is offerred as a part of redistributable Visua C++ binary from Microsoft.

- **INTERNET CONNECTION-** Installing Watson Explorer from downloadable media requires the system on which you are installing any Watson Explorer Modules(s) can access the internet.

- **WEB BROWSER-** Installing watson Assistance and turning on webhook services.

PROJECT DELIVERABLES: