

Kishore Gaddam

Building Bots with Microsoft Bot Framework

Build intelligent and smart conversational interfaces
using Microsoft Bot Framework



Title Page

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Kishore Gaddam

Packt

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I would like to thank my family and friends, who helped me make this book a reality. First, I want to thank my wife, Prathima. Her encouragement and support was invaluable. I would like to thank all my family members for their immense support in everything that I do, and my friends, who motivate me to move forward.

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Table of Contents

Preface

- What this book covers
- What you need for this book
- Who this book is for
- Conventions
- Reader feedback
- Customer support
 - Downloading the example code
 - Downloading the color images of this book
- Errata
- Piracy
- Questions

1. Setting up Microsoft Bot Framework Dev Environment

- Conversation as a Service (CaaS)
- Your bot
- The Bot Connector
- The Bot Directory
- Setting up the development environment
 - Prerequisites
 - Setting up the Bot Framework Connector SDK .NET
- Messages
 - Basic format
 - Rich text
 - Skype emoticons
 - Welcome messages
 - Pictures and videos
- Cards and buttons
 - Hero card
 - Thumbnail card
 - Carousel
 - Images
 - Buttons
 - Actions
- Sign in
- Receipt

Groups

Calling

Summary

2. Developing Your First Bot Using the Connector and Builder SDK

- Bots are evolving

Bots use cases

Developing your first bot

Creating our first bot

Building a bot using the C# SDK

AssemblyInfo.cs

References

Microsoft Bot Builder

Microsoft Bot Connector

WebApiConfig.cs

MessageController.cs

Default.htm

Global.asax

Packages.config

Web.config

Post method

BotID

Microsoft App ID

MicrosoftAppPassword

How to deploy and run the bot application in the Bot Framework emulator locally

How to use dialogs in bot applications

How to use FormFlow in the bot application

Summary

3. Developing WeatherBot Using Dialogs and LUIS

Language Understanding Intelligent Service (LUIS)

Intents and Entities

Training your bot using utterances

Testing your LUIS app

Development of WeatherBot code

Calling LUIS from the bot

Calling the Weather API

Using cards

Natural speech and Intent processing bot using Microsoft Cognitive Services

Identifying the name of a person, place, and company using LUIS

Training your app

Calling LUIS from the bot

Summary

4. Natural Speech and Intent Processing Bot Using Microsoft Cognitive Services

Microsoft Cognitive Services

Signing up for Microsoft Cognitive Services

Building a bot application using Cognitive Services APIs

Analyzer's results

Identifying the name of a person, place, and company using LUIS

Training your app using utterances

Calling LUIS from the bot

Summary

5. Developing Bots Using LUIS Prompt Dialogs with State and Nearby Bot Using Custom APIs

Employee Enroll bot using LUIS prompt dialogs

Training the service

Training and publishing

Creating the C# class for LUIS response

Creating the bot application

Bot state service

Creating a state client

Get/SetProperty methods

Updating your Post method

Updating your QueryLUIS method

Developing a Nearby Bot using custom APIs

Summary

6. Developing an IVR Bot for a Bank Using Advanced Microsoft Bot Framework Technologies

High-level architectural diagram

Let's start coding

Creating an account with the bot

Storing the bot conversation (new account info) data in an Azure SQL database

Checking your savings account balance using the bot

Checking your current account balance using the bot

Paying your credit card bill using the bot

Deleting an account using the bot

Summary

7. Intelligent Bots with Microsoft Bot Framework and Service Fabric

Getting started using stateless microservices

Setting up your development environment for Service Fabric

Prerequisites

Installing the SDK and tools

Enabling PowerShell script execution

Creating a stateless Service Fabric web API

Publishing a Service Fabric project in Azure

Create Key Vault

Adding certificates to the Key Vault

Creating a cluster in the Azure portal

Summary

8. Developing Intelligent Facial Expression Identification Bot for IoT Using Azure and Power BI

Before getting started

Configuring Raspberry Pi and sensors

Prerequisites

Hardware

Software

- Setting up sensors
 - Schematic diagram
 - Device identity and registry with IoT Hub
 - Using Device Explorer
 - Face API
 - Emotion API
 - Sign Up Microsoft Cognitive Services
 - Development of facial expressions identification bot
 - Let's code to know the emotions
 - Registering your Bot in Bot Framework
 - Publish and test your bot
 - Configure Direct Line Channel
 - Develop an UWP app for Raspberry Pi device
 - Create an UWP App project
 - How to detect the motion of the object using PIR Sensor and How to define the LED states
 - Initializing camera on detection of motion
 - How to send picture file to Facial Expression Bot and receive reply from it
 - Send Picture to Bot
 - Deploy Code in to Raspberry Pi
 - Show facial analytics data in Power BI
 - Set up Azure Stream Analytics to send IoT Hub data to Power BI
 - Set up Power BI
 - Summary
9. Publishing a Bot to Skype, Slack, Facebook, and the GroupMe Channel
- Publishing bots to various channels
 - Publishing your bot application to Microsoft Azure web app
 - Registering your bot with Microsoft Bot Framework
 - Configuration
 - Testing the connection to your bot
 - Configuring channels
 - Configuring your bot with Slack
 - Configuring your bot with Skype
 - Configuring your bot with Facebook Messenger
 - Configuring your bot with GroupMe
 - Summary

Preface

This is a book for those who want to build fully functional and scalable Natural Language Processing Bots using Microsoft Bot Framework. Its learn-while-doing approach delivers the practical knowledge and experience a reader needs to design and build real-world bots. We explain concepts when needed to develop a bot, so that programming knowledge and experience grow together.

This book will take you from software installation to developing a fully-functional bot that is deployed and run in Azure. This book leads the reader through the essential programming tools and techniques for developing bots for various conversation platforms, such as Skype, Slack, web chat, and so on. In each chapter, the reader will learn Microsoft Bot Framework programming concepts and apply them immediately, as you build a bot or enhance one from a previous chapter.

These bots have been designed and developed to teach the associated concepts and to provide practice working with the standard development tools, such as Visual Studio, the bot emulator, and Azure. Many of the discussions in the book will be clarified to make some of the more complex topics easier to understand. All of the projects have been built from scratch using Microsoft Bot Framework.

What this book covers

[Chapter 1](#), *Setting up the Microsoft Bot Framework Dev Environment*, introduces the reader to what Microsoft Bot Framework is and how it helps in the development of bots. It walks the reader through on how to set up development environment, emulator, and the tools needed for programming. Reader gets to set up their development environment and install all the software required for getting started with programming a bot. The reader is also introduced to all the programming concepts involved in the development of bots.

[Chapter 2](#), *Developing Your First Bot Using the Connector and Builder SDK*, this chapter introduces the reader to bot programming by building and locally deploying a simple Hello World bot application. The readers will get their feet wet with Visual Studio, C# .NET, Bot Framework, and the related technologies, along with all the steps required to create projects. This chapter includes a discussion of Bot Emulator and how it relates to bot development.

[Chapter 3](#), *Developing a WeatherBot Using Dialogs and LUIS*, guides the reader through developing a fully functional weather bot. This bot communicates the current weather in a given city. Readers will interact with this bot on Skype or any other channel to find out the current weather at a given location.

[Chapter 4](#), *Natural Speech and Intent Processing Bot using Microsoft Cognitive Services*, introduces the reader to the RichText Message technology, as well as Cortana Intelligence Services, by developing a fully functional bot. This bot identifies the concepts and actions in the text that is sent to the bot with part-of-speech tagging, finds phrases and concepts using natural language parsers, and returns all the identified intents that are created and trained in a custom LUIS app. If you say "Hi John, I am going to New York tonight," the bot will return part-of-speech tagging, as well as parsing data for natural speech and intent processing to find out the name, location, and so on.

Name: John

Place: New York

Whether you're mining customer feedback, interpreting user commands, or consuming web text, understanding the structure of the text is a critical first step and this chapter teaches that.

[Chapter 5](#), *Developing Bots Using LUIS Prompt Dialogs with State and Nearby Bot*

Using Custom APIs, is about how we can integrate APIs into bot development. Currently, every enterprise has web and mobile applications built on top of their APIs, which contain business functionality. Now, it would be natural to extend those APIs so that they can be used for bots as well. This chapter introduces readers to how to use Microsoft Bot Framework to develop a Nearby bot using APIs. This Nearby bot will provide the reader with all the available places near their location, with details for each and every one of them. This bot helps you to easily find nearby banks, clubs, restaurants, hotels, museums, pharmacies, hospitals, or any other place you want to search for.

[Chapter 6, Developing an IVR Bot for a Bank using Advanced Microsoft Bot Framework Technologies](#), includes a real-world project that we will build from the ground up, so that readers can learn the concept as well as relate it to real-world scenarios. The following topics are explained in this chapter:

- Building **Interactive Voice Response (IVR)** solutions
- Learning how to build bots using dialogs, third-party authentication, Rich Text Format, and Bot State Service.
- Learning how to use Form Builder while developing bots
- Learning how to program using prompt dialogs
- Learning how to implement Buttons in buttons
- Third-party authentication
- Bot State Service

[Chapter 7, Intelligent Bots with Microsoft Bot Framework and Service Fabric](#), introduces the reader to the concept of microservices and how microservices can be used in bot development. They get to learn about and work on microservices development, as well as learn to program a bot using microservices, and will get to learn how to use this microservice-based bot and publish it to various channels.

[Chapter 8, Developing an Intelligent Facial Expression Identification Bot for IoT using Azure and Power BI](#), introduces the reader to IoT and how bots can help in IoT development. Here, the reader will develop an IoT project and connect it to a bot for automation. Power BI is used to show report from bots. The reader will learn to develop, deploy, and connect an IoT project to a bot. They will get to learn how IoT, bots, Azure, and Power BI fit together in an enterprise application development scenario.

[Chapter 9, Publishing a Bot to Skype, Slack, Facebook, and the GroupMe Channel](#), guides the reader on how to publish the Hello World bot we developed in a previous chapter to the Slack, Skype, and Facebook Messenger platforms. In this chapter readers will learn the following:

- **Registering bot:** Once registered, the reader uses the dashboard to test their bot to ensure that it is talking to the connector service. They can also use the web chat control, an auto-configured channel, to experience what their users will experience when conversing with the bot.
- **Connecting to channels:** Connect your bot to conversation channels such as Skype, Slack, and Facebook Messenger using the channel configuration page.
- **Testing the bot:** The reader gets to test their bot's connection to the Bot Framework and try it out using web chat controls.
- **Publishing the bot:** The reader gets to publish the bot.
- **Analyzing the bot:** The reader gets to learn how to link their bot to Azure Application Insights analytics directly from the bot dashboard of the Bot Framework website.
- **Managing a bot:** Once registered and connected to channels, you can manage your bot via your bot's dashboard in the Bot Framework Developer Portal.

What you need for this book

- Visual Studio 2015 or higher
- Internet access
- Microsoft Azure trial subscription

Who this book is for

This book is for developers who are keen on building powerful services with a great interactive bot interface. Experience with C# is needed.

Conventions

In this book, you will find a number of text styles that distinguish between different kinds of information. Here are some examples of these styles and an explanation of their meaning.

Code words in text, database table names, folder names, filenames, file extensions, pathnames, dummy URLs, user input, and Twitter handles are shown as follows: "We can include other contexts through the use of the `include` directive."

A block of code is set as follows:

```
public async Task MessageReceivedAsync(IDialogContext context, IAwaitable<IMessageActivity> e
{
    var message = await argument;
    await context.PostAsync("Hello World: " + message.Text);
    context.Wait(MessageReceivedAsync);
}
```

Any command-line input or output is written as follows:

```
Set-ExecutionPolicy -ExecutionPolicy Unrestricted -Force -Scope
CurrentUser
```

New terms and **important words** are shown in bold. Words that you see on the screen, for example, in menus or dialog boxes, appear in the text like this: "Update all VS extensions to their latest versions by navigating to Tools | Extensions and Updates | Updates."



Warnings or important notes appear in a box like this.



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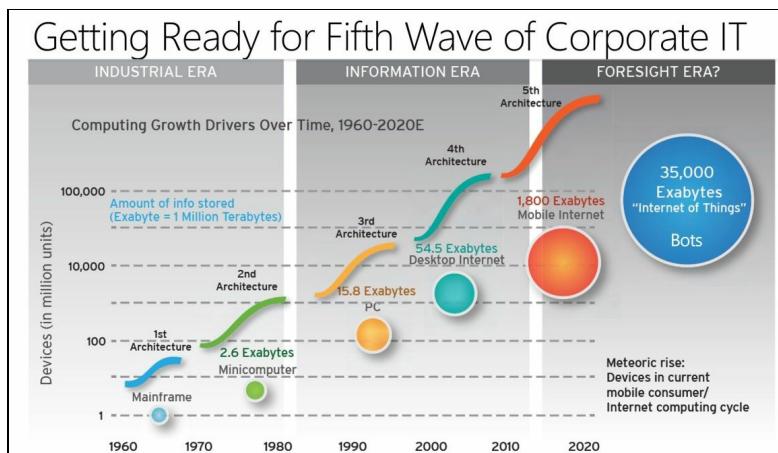
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Setting up Microsoft Bot Framework Dev Environment

In the past several decades, the corporate, government, and business world has experienced several waves of IT architecture foundations, moving from mainframes, to minicomputers, to distributed PCs, to the Internet, to social media / mobile, and now to the **Cloud / Internet of Things (IoT)** stack. We call this the *sixth wave* of corporate IT, and like its predecessors, cloud and IoT technologies are causing significant disruption and displacement, even while they drive new levels of productivity. Each architecture focuses on key business processes and supports **killer technology** applications to drive new levels of value. Very soon we will be looking at an enormous networked interconnection of everyday machines to one another, as well as to humans.

Lets have a look at the fifth wave of corporate IT:



The machine-to-machine-to-human connectivity will have a profound impact on the consumer and corporate IT experience. As these machines become social and talk to us, we have an enormous opportunity to greatly enhance their value proposition through improved product quality, customer experience, and lowered cost of operations. A heightened consumer expectation for more personal and real-time interactions is driving business to holistically embrace the next wave of technology innovation such as cloud, IoT, and bots to boost business performance. In this age of billions of connected devices, there is a need for such a technology where our apps, such as bots, could talk back. Bots that have specific purposes and talk to any device or any app or to anyone, live in the cloud, we can talk to via any communication channel such as e-mail, text, voice, chat, and many others, can go where no apps have gone before when it comes to the machine-to-machine-to-human connectivity. In order to make this happen, we will need a whole new platform, a platform for

conversations.

Conversation as a Service (CaaS)

Messaging apps in general are becoming a second home screen for many people, acting as their entry point to the Internet; where the "youngins" are, the brands will follow. Companies are coming up with messaging apps as bots and apps that offer everything from customer service to online shopping and banking.

Conversations are shaping up to be the next major human-computer interface. Thanks to advances in natural language processing and machine learning, the technology is finally getting faster and accurate enough to be viable. Imagine a platform where language is the new UI layer. When we talk about conversation as a platform, there are three parts:

- There are people talking to people. The Skype translator is an example where people can communicate across languages.
- Then, there is the opportunity to enhance a conversation by the ability to be present and interact remotely.
- Then, there are personal assistants and the bots.

The following screenshot shows the Conversation as a Service:

CaaS

Conversation as a Service

Human language is the new UI

Bots are the new apps;

Digital Assistants are meta apps

Intelligence infused into all interactions

@moviesbot
active | MoviesBot

kishoreismac 9:58 AM
book tickets

MoviesBot BOT 9:58 AM
Welcome to BookMyShow

Please select a cityname
NewYork Phoenix Houston LosAngels SanAntonio
SanDiego

kishoreismac 9:58 AM
NewYork

MoviesBot BOT 9:58 AM
Please select a moviename
Jason Bourne The Land Yoga Hosers Suicide Squad

kishoreismac 9:58 AM
The Land

MoviesBot BOT 9:58 AM
Please select a theatername
AtlantaCivicCenter FoxTheatre GeorgiaShakespeare

kishoreismac 9:59 AM
FoxTheatre

MoviesBot BOT 9:59 AM
Please select a show timings

Think of bots as the new mechanism that you can converse with. Instead of looking

through multiple mobile apps or pages of websites, you can call on any application as a bot within the conversational canvas. Bots are the new apps, and digital assistants are the meta-apps. This way, intelligence is infused into all our interactions.

This leads us to the **Microsoft Bot Framework**, which is a comprehensive offering from Microsoft to build and deploy high quality bots for your users to interact using **Conversation as a Platform (CaaP)**. This is a framework that lets you build and connect intelligent bots. The idea is that they interact naturally wherever your users are talking, such as Skype, Slack, Facebook Messenger, text/SMS, and others. Basically, with any kind of channel that you use today as a human being to talk to other people, you will be able to use them to talk to bots, all using natural language:

The screenshot shows the Microsoft Bot Framework landing page with a blue header bar containing the text "Your Bot Framework Bot". Below the header are three main sections:

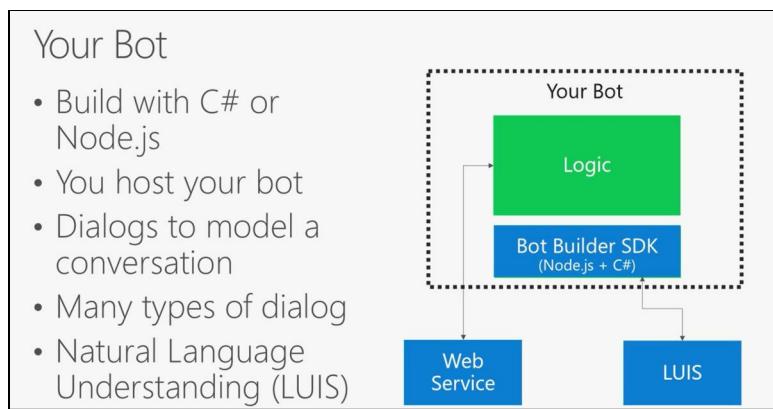
- Bot Builder**: Features a wrench icon and a brief description: "Tools and services to build great bots that converse wherever your users are." A bulleted list of features follows:
 - Open source SDK on Github for Node.js, .NET and REST
 - From simple built-in prompts and command dialogs to simple to use yet sophisticated 'FormFlow' dialogs
 - Support for rich attachments (image, card, video, doc, etc.); support for calling (Skype)
 - Online/offline chat Emulator
 - Add bot smarts with Cognitive Services for language understanding and more
- Developer Portal**: Features a gear icon and a brief description: "Connect your bots to text/sms, Skype, Slack, Facebook Messenger, Office 365 mail and other channels." A bulleted list of features follows:
 - Register, connect, publish and manage your bot through your bot's dashboard
 - Automatic card normalization across channels
 - Skype channel auto-configured
 - Embeddable Web chat control
 - Host your bot in your app via the Direct Line API
 - Fast, scalable message routing
 - Diagnostic tools
- Bot Directory**: Features a circular icon with arrows and a brief description: "Try, use, and add published bots to the world's top conversation experiences." A bulleted list of features follows:
 - Public directory of bots registered and published with Microsoft Bot Framework
 - Users can try your bot from the directory via the Web chat control
 - Users can discover and add your bot to the channels on which it is configured when the Directory is made public to end users

At the bottom of the page, there is a horizontal bar with icons for various messaging platforms: Telegram, Slack, Microsoft Teams, Signal, Email, Facebook Messenger, WhatsApp, and Kik.

The Microsoft Bot Framework is a Microsoft operated CaaP service and an open source SDK. The Microsoft Bot Framework is one of the many tools that Microsoft is offering for building a complete bot. Other tools include **Language Understanding Intelligent Service (LUIS)**, Speech APIs, Microsoft Azure, Cortana Intelligence Suit, and many more.

Your bot

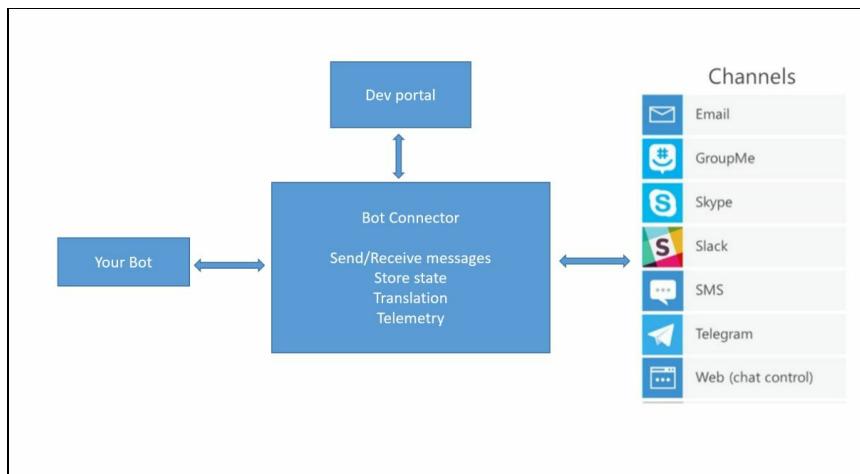
The **Microsoft Bot Builder SDK** is one of three main components of the Microsoft Bot Framework. First, you have to build your bot. Your bot lives in the cloud and you host it yourself. You write it just like a web service component using Node.js or C#, like the **ASP.NET Web API** component. The Microsoft Bot Builder SDK is open source, so it will support more languages and web stacks over time. Your bot will have its own logic, but you also need a conversation logic using dialogs to model a conversation. The Bot Builder SDK gives you facilities for this, and there are many types of dialogs that are included, from simple yes or no questions, to full LUIS, which is one of the APIs provided by **Microsoft Cognitive Services**. This is what the architecture of bot looks like:



The Bot Connector

The **Bot Connector** is hosted and operated by Microsoft. Think of it as a central router between your bots and many channels to communicate with your bots. Apart from routing messages, it manages state within the conversation. The Bot Connector is an easy way to create a single backend and then publish it to a bunch of different platforms called **channels**.

The following screenshot illustrates the Bot Connector:



The Bot Directory

The **Bot Directory** is where the user will be able to find bots. It's like an App Store for mobile apps. The Bot Directory is a public directory of all the reviewed bots registered through the developer portal. Users will be able to discover, try, and add bots to their favorite conversation experiences from the Bot Directory. Anyone can access it and can submit bots to the directory.

As you begin your development with the Microsoft Bot Framework, you might be wondering how best to get started. Bots can be built in C#; however, Microsoft's Bot Framework can also be used to build bots using Node.js. For developing any bots, we need to first set up the development environment and have the right tools installed for successfully developing and deploying a bot. Let's see how we can set up a development environment using Visual Studio.

Setting up the development environment

In this section, we will see how to set up the development environment but, before that, let's check out the prerequisites needed for setting it up.

Prerequisites

To use the Microsoft Bot Framework Connector, you must have the following:

- A Microsoft account (Hotmail, Live, or Outlook) to log into the Bot Framework developer portal, which you will use to register your bot.
- An Azure subscription (free trial at <https://azure.microsoft.com/en-us/>). This Azure subscription is essential for having an Azure-accessible REST endpoint exposing a callback for the Connector service.
- Developer accounts on one or more communication service (such as Skype, Slack, or Facebook) where your bot will communicate.

In addition, you may wish to have an Azure Application Insights account so that you can capture telemetry from your bot. There are additionally different ways to go about building a bot: from scratch, coded directly to the Bot Connector REST API, the Bot Builder SDK's for Node.js and .NET, and the Bot Connector .NET template, which is what this quick start guide demonstrates.

Setting up the Bot Framework Connector SDK .NET

This is a step-by-step guide to setting up the development environment to develop a bot in C# using the Bot Framework Connector SDK .NET template:

1. Install the prerequisite software:

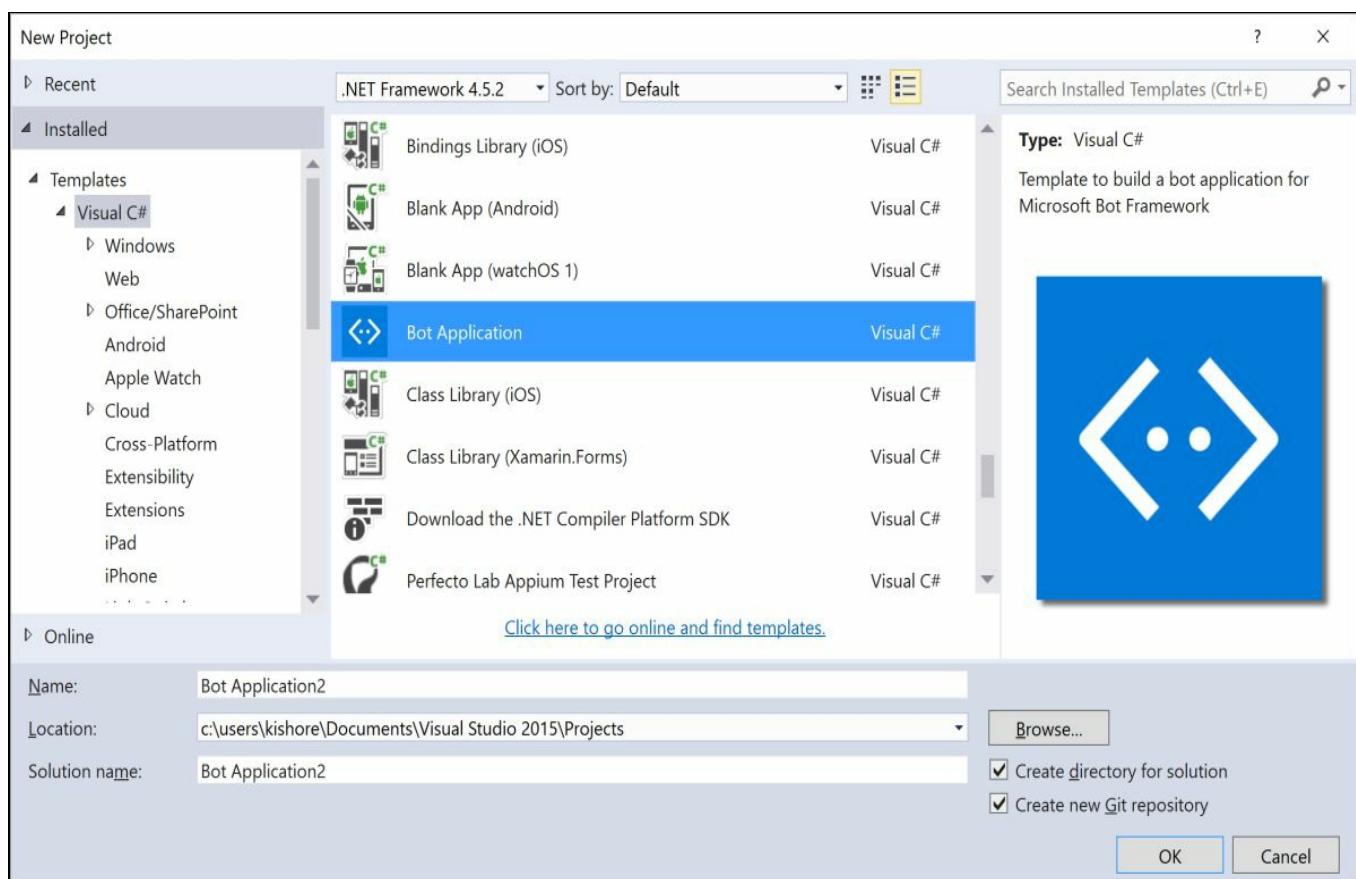
1. You can download the community version of Visual Studio 2015 (latest update) for free at www.visualstudio.com.
2. Update all VS extensions to their latest versions by navigating to Tools | Extensions and Updates | Updates.

2. Download and install the Bot Application template:

1. Download the file from the direct download link, <http://aka.ms/bf-bc-vstemplate>.
2. Save the ZIP file to your Visual Studio 2015 templates directory, which is traditionally in %USERPROFILE%DocumentsVisual Studio 2015TemplatesProjectTemplatesVisual C#.

3. Open Visual Studio.

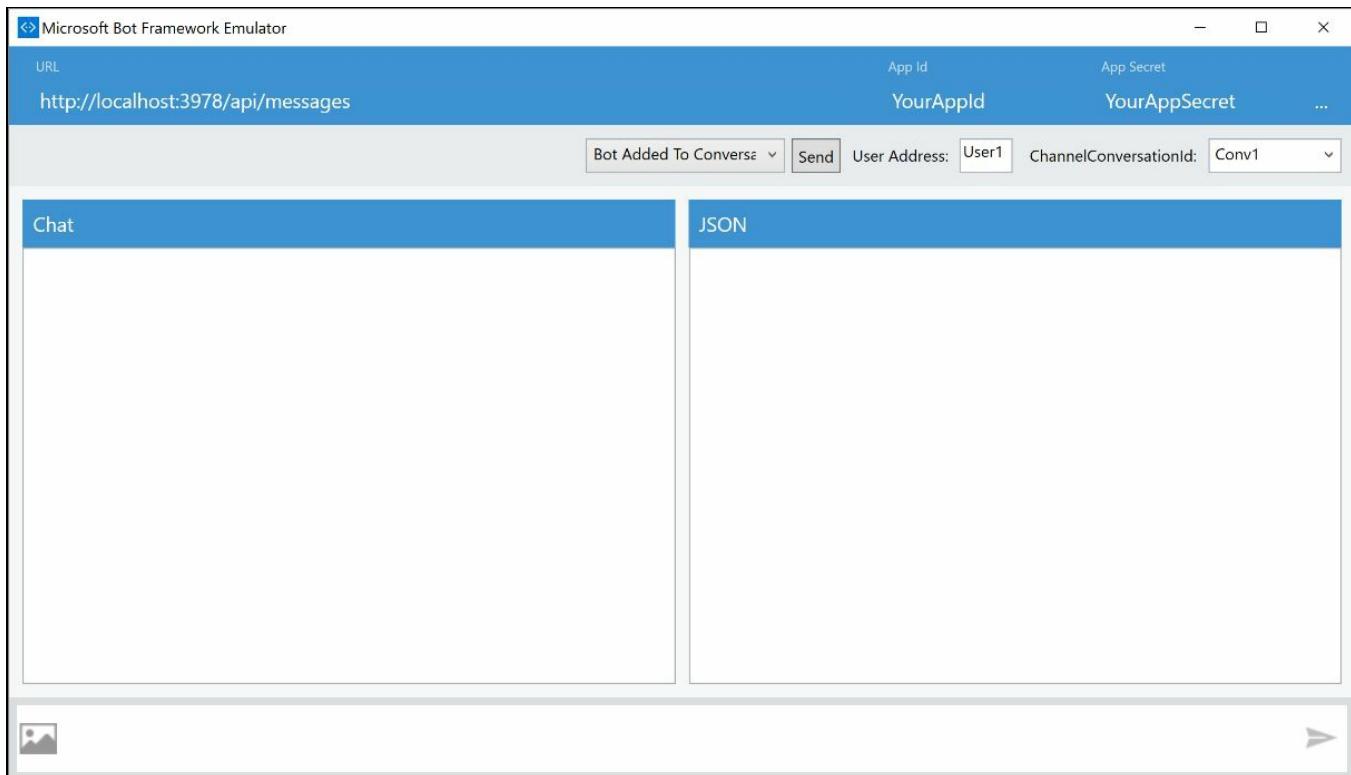
4. Create a new C# project using the new Bot Application template:



5. The template is a fully functional Echo Bot that takes the user's text utterance as input and returns it as output. In order to run, however, the following has to take place:
 1. The bot has to be registered with the Bot Connector.
 2. The AppId and AppPassword from the Bot Framework registration page have to be recorded in the project's `web.config`.
 3. The project needs to be published to the web.
 4. Use the Bot Framework emulator to test your bot application.

The Bot Framework provides a channel emulator that lets you test calls to your bot as if they were being called by the Bot Framework cloud service. To install the Bot Framework emulator, download it from <https://emulator.botframework.com/>.

Once installed, you're ready to test, by starting your bot in Visual Studio using a browser as the application host:



Messages

Your bot can send rich text, emoticons, pictures, and cards to a user or group. Users can send rich text and pictures to your bot. You can specify the type of content your bot can handle in the Skype settings page for your bot:

Content	From user to bot	From bot to user	Description
Rich text	✓	✓	Including emoticons :)
Pictures	✓	✓	PNG, JPEG, or GIF up to 20 Mb
Video	Coming soon	✓	MP4, AAC+h264 up to 15 Mb (approx. 1 minute), plus JPEG thumbnail
Cards	✓	✓	

Basic format

Each Skype user is assigned a unique ID for your bot, which is sent along with the display name with every message:

```
{
  "text": "Hello (wave)",
  "id": "1466182688092",
  "type": "message/text",
  "timestamp": "2016-06-17T16:58:08.74Z",
  "channelId": "skype",
  "serviceUrl": "https://apis.skype.com",
  "from": {
    "id": "29:2hJJkjmGn4ljB2X7YYEju-sgFwgvnISvE6G3abGde8ts",
    "name": "Display Name"
  },
  "conversation": {
    "id": "29:2hJJkjmGn4ljB2X7YYEju-sgFwgvnISvE6G3abGde8ts"
  },
  "recipient": {
    "id": "28:29415286-5a43-4a00-9dc5-bcbc2ce1f59e",
    "name": "Trivia Master"
  }
}
```

The `from` field contains the unique user ID (prefixed by `29`) and user `Display Name`. The `recipient` field contains the app ID (prefixed by `28`, which indicates a bot in Skype) and the bot's display name. In Skype, your bot is addressed using the Bot Framework App ID (a GUID).



You cannot currently use slash (/) commands as part of conversations with your bot. This is a reserved character in Skype.

Rich text

Users can communicate with the bot using rich text format as well. Users can make the chat text as bold if needed or a bot can communicate with the user and make certain words as bold. Most of the channels support all the text properties supported by the Microsoft Bot Framework.

Skype emoticons

Skype emoticons can be sent by using the emoticon keyword in parentheses:

```
| {  
|   "text": "(heart)"  
| }  
| }
```

The output of the preceding code is as follows:



i *If a user sends your bot an emoticon, it may include <ss> tags around the emoticon, which can be ignored; for example, <ss type="skype">(wave)</ss>. Sending Skype Mojis (short, expressive video clips) is not currently supported.*

Welcome messages

To send a welcome message to a user, listen for the `contactRelationUpdate` activity. To send a welcome message to a group, listen for the `conversationUpdate` activity.

Pictures and videos

Let's check out, how pictures and videos are sent:

- Pictures and videos are sent by adding attachments to a message
- Pictures can be PNG, JPEG, or GIF up to 20 Mb
- Videos can be MP4 or AAC+h264 up to 15 Mb (approx. 1 minute), plus JPEG thumbnails

Cards and buttons

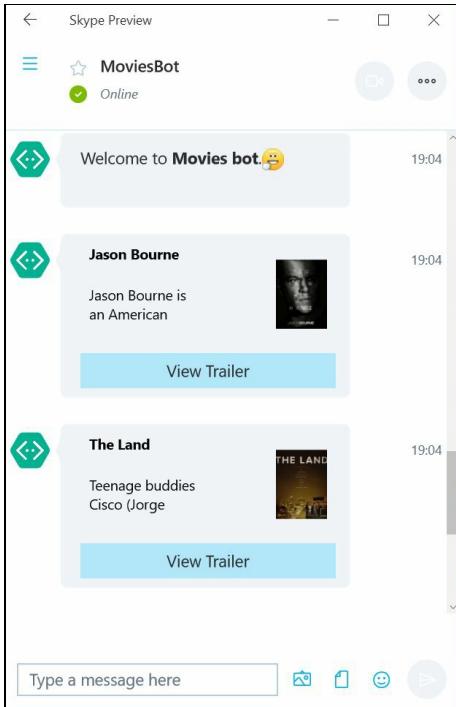
Skype supports the following cards, which may have several properties and attachments. You can find information on how to use cards in the .NET SDK and Node.js SDK docs:

- Hero card
- Thumbnail card
- Carousel card (with hero or thumbnail images)
- Sign in card
- Receipt card

Images sent to Skype cards need to be stored on an HTTPS endpoint. Skype cards do not currently support `PostBack` actions.

Hero card

The hero card renders a title, subtitle, text, large image, and buttons:



The hero card provides a very flexible layout; for example, it might contain the following:

- Image, title, subtitle, text, and three buttons
- Title, subtitle, text, and five buttons
- Title and six buttons
- Image and six buttons

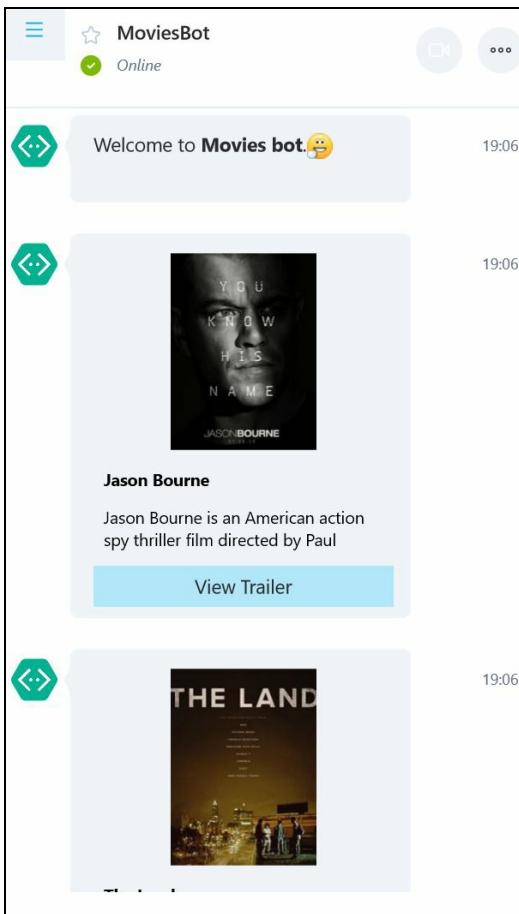
The following table illustrates the flexible layout of hero card:

Property	Type	Description
<code>title</code>	Rich text	Title of the card, maximum two lines.
<code>subtitle</code>	Rich text	Subtitle appears just below the title, maximum two lines.
<code>text</code>	Rich text	Text appears just below the subtitle; two, four, or six lines depending on whether the title and subtitle are specified.
<code>images: []</code>	Array of	Image displayed at top of the card; aspect ratio is 16:9.

	images	
buttons: []	Array of action objects	Set of actions applicable to the current card: three buttons, up to a maximum of six (+two if no image is shown, +one if the title or subtitle are not included, +two if the text is not included.)
tap	Action object	This action will be activated when the user taps on the card itself.

Thumbnail card

The thumbnail card renders a title, subtitle, text, small thumbnail image, and buttons:



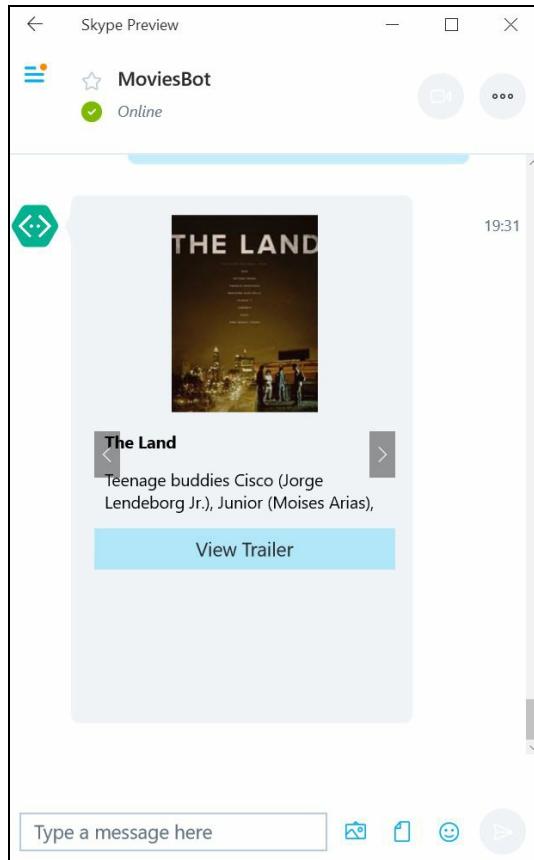
The following table explains the properties of a thumbnail card:

Property	Type	Description
<code>title</code>	Rich text	Title of the card, maximum two lines.
<code>subtitle</code>	Rich text	Subtitle appears just below the title, maximum two lines.
<code>text</code>	Rich text	Text appears just below the subtitle: two, four, or six lines depending on whether the title and subtitle are specified.
<code>images: []</code>	Array of images	Image displayed at top of the card; the image aspect ratio in a thumbnail card is 1:1.
<code>buttons: []</code>	Array of action objects	Set of actions applicable to the current card; maximum three buttons.
<code>tap</code>	Action	This action will be activated when the user taps on the

	object	card itself.	
--	--------	--------------	--

Carousel

The carousel card can be used to show a carousel of images and text, with associated action buttons:



Properties are the same as for the hero or thumbnail card.

Images

Images are scaled up or down in size while maintaining the aspect ratio to cover the image area, and then cropped from the center to achieve the image aspect ratio for the card.

Images should be stored on an HTTPS endpoint, up to 1024x1024, up to 1 MB in size, and in PNG or JPEG. The properties are explained in the following table:

Property	Type	Description
url	URL	URL to the image; <i>Must be HTTPS</i> .
alt	String	Accessible description of the image.
value	String	Action assigned to the image.

Buttons

Buttons are shown at the bottom of the card--in a single row if they fit, or stacked. Button text is always on a single line and will be trimmed if it is too long. If more buttons than can be supported by the card are included, they will not be shown.

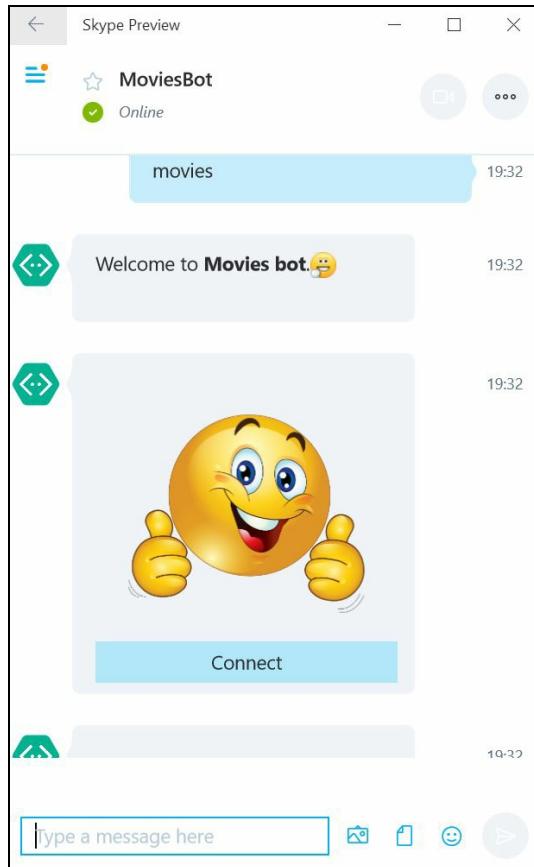
Actions

The following table consists of properties, types and descriptions for actions:

Property	Type	Description
type	String	Required field. One of <code>openURL</code> (opens the given URL), <code>imBack</code> (posts a message in the chat to the bot that sent the card), <code>call</code> (Skype or phone number), <code>showImage</code> (for images only, displays the image), or <code>signin</code> (sign in card only).
title	String	Text description that appears on the button.
tap	Action object	Value depending on the type of action. For <code>openURL</code> it is a URL, for <code>signin</code> it is the URL to the authentication flow, for <code>imBack</code> it is a user defined string (which may contain hidden metadata for the bot for example, <code><meta roomid='10' /></code>), for <code>call</code> it can be <code>skype:skypeid</code> or <code>tel:telephone</code> , and for <code>showImage</code> it is not required.

Sign in

The sign in card can be used to initiate an authentication flow with predefined images and title:

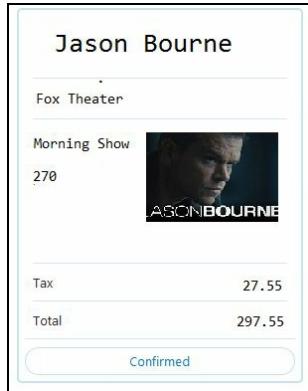


The following table illustrates the properties, types and descriptions of sign in:

Property	Type	Description
<code>text</code>	Rich text	Text appears just below the subtitle: two lines maximum.
<code>buttons: []</code>	Array of action objects	Single button of type <code>siginin</code> .

Receipt

The receipt card can be used to send a receipt. If the height of the card is too large, it is partially folded and a Show all action is shown to expand it:



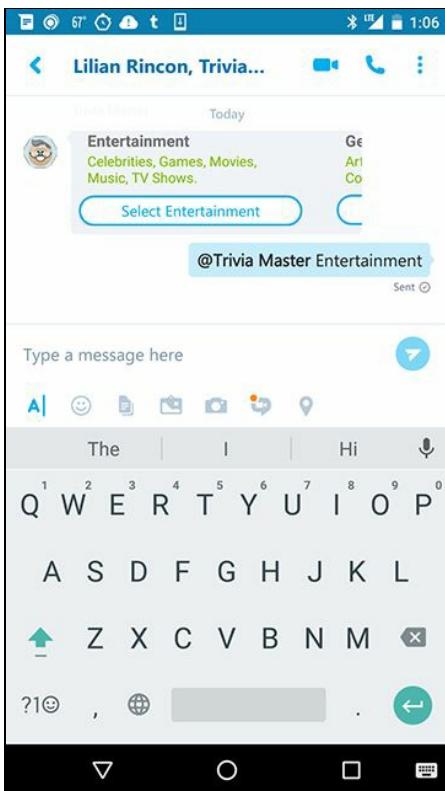
The following table explains the properties, types and descriptions of receipt card:

Property	Type	Description
title	Rich text	Title of the card. Maximum two lines.
facts: []	Array of fact key-value pairs	Fact key is left aligned, value is right aligned.
items: []	Array of purchased objects	Properties: title (maximum two lines), subtitle (one line), text (up to six lines depending if the title, subtitle, and price are present), price, image (1:1 aspect ratio), tap.
total	Rich text	Title of the card. Maximum two lines.
tax	Rich text	Title of the card. Maximum two lines.
vat	Rich text	Title of the card. Maximum two lines.
items: []	Rich text	Title of the card. Maximum two lines.

images: []	Array of images	Image displayed at top of the card. Aspect ratio 16:9.
buttons: []	Array of action objects	Set of actions applicable to the current card.
tap	Action object	This action will be activated when the user taps on the card itself.

Groups

A bot can be enabled for groups in the Skype settings for the bot. It can be added to a group chat in the same way as adding a participant to a chat. In a group, the bot will only receive messages directly addressed to it--for example, @YourBot This is the message. It will not receive other messages sent by group participants or notifications of users joining or leaving the group:



To enable a bot to be added to a group chat, you need to add this capability in Settings. Go to your bot Dashboard and edit the Skype channel:



Calling

You can build Skype bots that can receive and handle voice calls using the .NET SDK, Node.js SDK, or the Skype API.

Each time a Skype user places a call to your bot, the Skype bot platform will notify the bot using the calling **WebHook** you specify in Settings. In response, the bot can provide a set of basic actions called a workflow.

These are the supported actions:

- Answer
- Play prompt
- Record audio
- Speech to text
- DTMF tones
- Hang up

The Skype bot platform will execute the actions on the bot's behalf according to the workflow.

If the workflow is successful, Skype will post a result of the last action to your calling WebHook. For example, if the last action was to record an audio message, the result will be audio content.

During a voice call, your bot can decide, after each result, how to continue interaction with the Skype user.



Skype bots with calling enabled are for preview only and cannot currently be published. To publish a bot in Skype, you will need to disable calling in the Skype settings for your bot and then set Published to enable in the bot dashboard. Bots can handle one-to-one calls, but not group calls.

Summary

In this chapter, we introduced the Microsoft Bot Framework and explained how it helps in the development of bots. Also, we have seen how to set up the development environment, emulator, and the tools needed for programming. This chapter is based on the thought that programming knowledge and experience grow best when they grow together. In the next chapter, we will introduce bot programming by building and locally deploying a simple Hello World bot application. You will get to know Visual Studio, C# .NET, the Bot Framework, and the related technologies along with all the steps for creating projects.

Developing Your First Bot Using the Connector and Builder SDK

In this chapter, we will use the Microsoft Bot Connector, part of the Microsoft Bot Framework, as a way to create a single backend and then publish it to a bunch of different platforms called channels as quickly as possible. The goal is to have the user input natural language and your bot to perfectly understand and execute the action your user wants.

As we saw in [Chapter 1, Setting up the Microsoft Bot Framework Dev Environment](#), two decades ago, we saw a major shift in the technology industry and consumers as well, where they moved from desktop client applications to Internet web applications. We are on the edge of a similar shift with mobile devices, with even bigger consequences--given the fact that no one can live without their mobile devices. **Conversation as a Platform (CaaP)** has become the new platform, incorporating the role played by the mobile apps. Just as Internet websites replaced desktop client applications in the 1990s, messaging bots will replace mobile apps now. Bots are the new apps, and the bot store is the new app store. Also, as we move into the **Internet of Things (IoT)**, bots are the default applications for monitoring these massive IoT devices. Just as mobile apps decluttered our websites, bots will declutter our mobile experience. One of the salient features of bots is that they reside in the Cloud and can auto-upgrade themselves with new functionalities, even without any user action. Bots can network with one another to accomplish a series of actions in a workflow/sequence.

Bots are evolving

A bot is a piece of software designed to automate a specific task. When talked about in the context of conversation as a platform, a bot becomes the chat interface of a regular app. So, you should allow tasks that require full UI to be performed by the user only through conversation. We are at the early stages of a major evolving technology trend: the rise of conversation bots. Conversation bots can read and write messages just like a human would. Users will be able to interact with bots just as they interact with other humans using natural language.

Skype, WeChat, Kik, Facebook, GroupMe, Slack, Telegram, and so on are emerging conversation platforms, which help us in enabling interactions with any service from within the conversation platform. All these platforms enable developers to build conversation bots to provide a specific service. We can program bots to carry out specific automated actions. Conversation bots can initiate a definite action, and bots can respond to requests from other users as well as automate conversations and help complete transactions or implement workflows in the conversation.

Bots use cases

Let's look at some of the use cases where bots can enable users to have natural conversation to meet their needs:

- We can develop some e-commerce bots that enable us to buy goods and services through Skype, Slack, Facebook, and any other conversation platforms
- We can develop bots for restaurants to order food online or to make reservations at a restaurant
- We can develop content bots that share relevant content with you (such as news and weather)
- We can develop watcher/tracker bots that can notify us when specific events happen (such as when a flight is delayed, when your car needs servicing, and when your pizza order is ready for pickup)
- We can develop banking and stock trading bots that can provide financial services
- We can develop workflow bots that can automate business workflows in marketing, sales, operations, HR/admin, finance, payroll, and others
- When it comes to the IoT domain, bots are the best fit for IoT applications, which can connect to your smart homes, sensors, cars, and more

When you have so many bots, it makes sense to let your personal digital assistant (such as Cortana) manage the communication with the other bots for you, thus escalating only the high-priority requests for which you've trained it. We can develop a personal bot that can supervise all other bots on your behalf, as per your personal preferences (similar to Cortana in Windows OS). We can delegate authority to bots that act autonomously on our behalf. Most of our monitoring, shopping, tracking, scheduling, and other bots can be automated according to personal preferences, and our personal bot can even filter out advertising messages sent to you.

Developing your first bot

The Microsoft Bot Framework allows developers to develop code once and, using the Microsoft Bot Connector, deploy it onto multiple channels, including SMS, Slack, Facebook Messenger, Skype, GroupMe, and many other channels:

The screenshot shows the 'Channels' section of the Microsoft Bot Framework. It lists two active channels: 'Facebook Messenger' (Status: Running, Published: On) and 'Web Chat' (Status: Disabled, Published: On). There is a link to 'Get bot embed codes'. Below this, there is a section titled 'Add another channel' with a list of available channels: Direct Line, Email, GroupMe, Kik, Skype, Slack, SMS, and Telegram. Each channel has an 'Add' button next to it.

Test link	Status	Published
Facebook Messenger	Running	On
Web Chat	Disabled	On

[Get bot embed codes](#)

Add another channel

Direct Line	Add
Email	Add
GroupMe	Add
Kik	Add
Skype	Add
Slack	Add
SMS	Add
Telegram	Add

Figure 1: Various channels available in the Microsoft Bot Framework

The Microsoft Bot Framework has three main components:

- **Bot Connector:** This allows you to easily connect your bot to Slack or Skype, via SMS or the web
- **Bot Builder SDK:** An SDK that allows you to develop bots using C# .NET or Node.js, which is open source
- **Bot Directory:** A collection of all approved bots connected through the Bot Connector; it is a marketplace where users can search for bots to add in their chat applications



It's really important for Visual Studio to be updated in order to use the Bot Directory, as well as download the web tools in the Visual Studio setup. Update all VS extensions to their latest versions by navigating to Tools | Extensions and Updates | Updates.

In this chapter, to get started with developing bots using the Microsoft Bot Framework, we will use the following:

- The Bot Connector
- The Bot Builder C#

We will build our bot using C#. However, in the Microsoft Bot Framework, bots can also be built in Node.js.

Creating our first bot

To develop a bot, perform the following steps:

1. Build a bot using the C# SDK.
2. Test it using the Bot Framework emulator.

Building a bot using the C# SDK

Let's go through the steps to create a bot application using the Bot Framework Connector SDK .NET template. They are as follows:

1. Open Visual Studio and navigate to File | New | Project... and select Visual C# from the left side Templates category. Then, from the Templates section, you will see the Bot Application template:

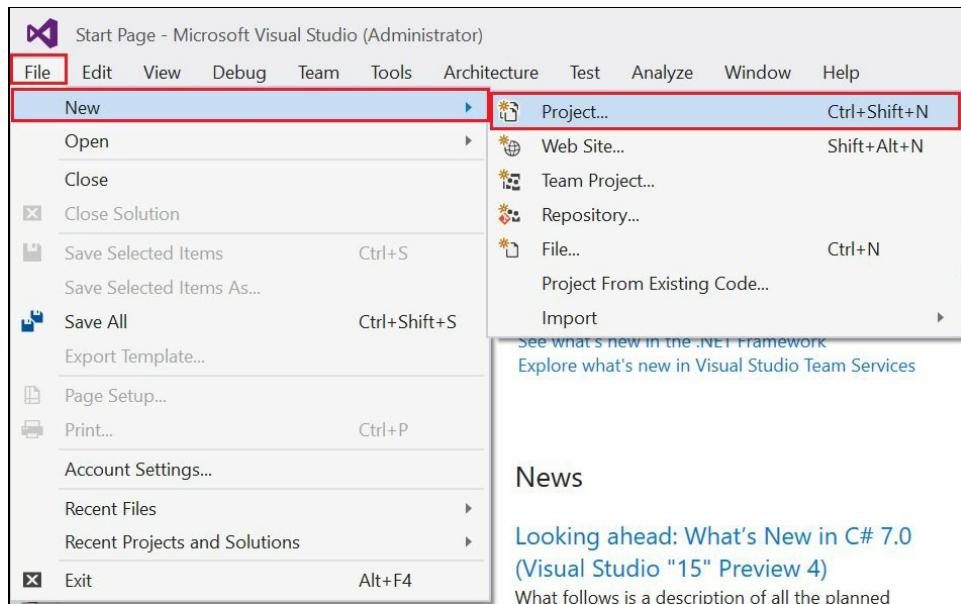


Figure 2: Creating a new project in Visual Studio IDE

2. Select the Bot Application template, name the project `Hello World`, and then click on OK:

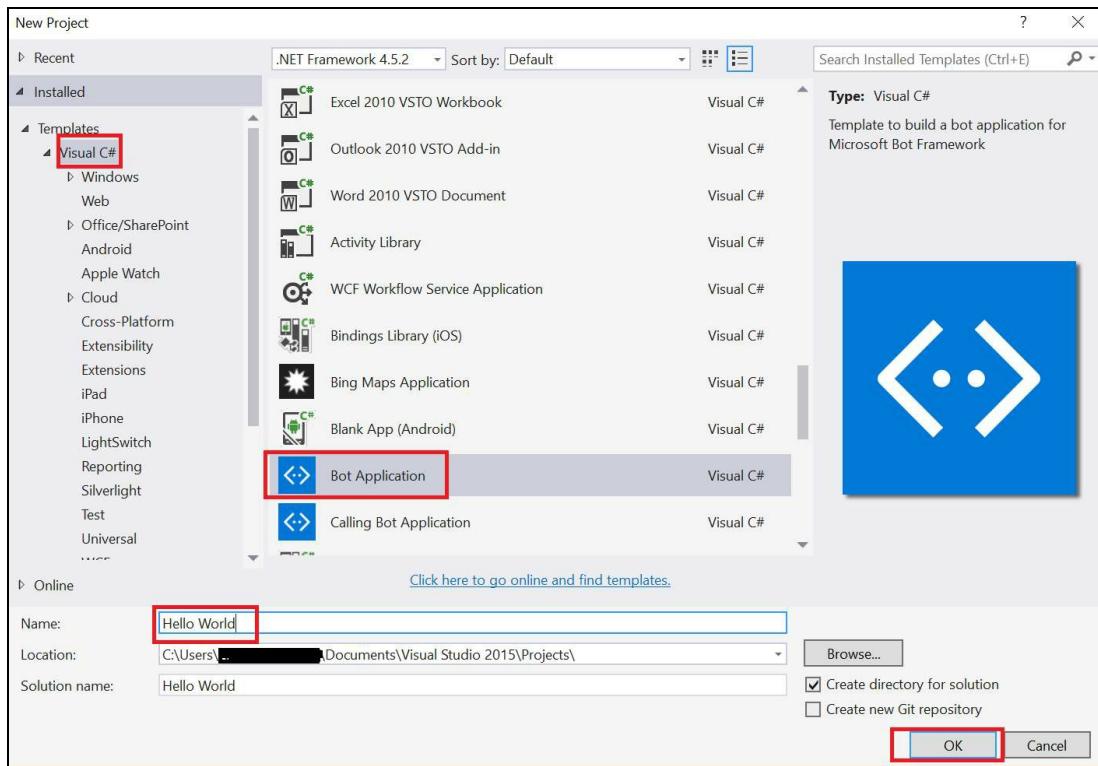


Figure 3: Selecting the Bot Application template and naming the project

A solution gets created with the `Hello World` project.

Let's go through the default files that were created by this Bot Application template in Visual Studio.

When we create a bot using the Bot Application template, it basically creates an ASP.NET Web API project, which contains all the Bot Framework SDKs and all the supporting files. The following are the files, by default:

- `Properties\AssemblyInfo.cs`
- `References`
- `App_Start\WebApiConfig.cs`
- `Controllers\MessageController.cs`
- `default.htm`
- `Global.asax`
- `Packages.config`
- `Web.config`

AssemblyInfo.cs

The main purpose of the `AssemblyInfo.cs` file is to store all information about the application assembly. General information about an assembly is controlled through the set of attributes that we see in the `AssemblyInfo.cs` class:



Figure 4: The AssemblyInfo.cs file in Solution Explorer

We can change these attribute values to modify the information associated with an assembly. It contains information about the project assembly, such as name, description, version number, loaded assemblies, and other information. If you remove the file from your project, then your project will be compiled with no information; that is, in the Details tab of the file properties, you will see no name, no description, version 0.0.0.0, and others.

If you open it, you can find one property called `assembly:Guid`--the value associated with it is the ID that will be used to identify the assembly if it is exposed as a COM object. So, if your assembly isn't COM-exposed, you don't need this. The GUID is generated by Visual Studio at the time of the project creation, and it will be generated randomly.

The following is the default `AssemblyInfo.cs` class:

```
using System.Reflection;
using System.Runtime.CompilerServices;
using System.Runtime.InteropServices;

// General Information about an assembly is controlled through the following
// set of attributes. Change these attribute values to modify the information
// associated with an assembly.
[assembly: AssemblyTitle("Bot_Application2")]
[assembly: AssemblyDescription("")]
[assembly: AssemblyConfiguration("")]
[assembly: AssemblyCompany("")]
[assembly: AssemblyProduct("Bot_Application2")]
[assembly: AssemblyCopyright("Copyright © 2015")]
[assembly: AssemblyTrademark("")]
[assembly: AssemblyCulture("")]

// Setting ComVisible to false makes the types in this assembly not visible
// to COM components. If you need to access a type in this assembly from
// COM, set the ComVisible attribute to true on that type.
[assembly: ComVisible(false)]

// The following GUID is for the ID of the typelib if this project is exposed to COM
[assembly: Guid("a8ba1066-5695-4d71-abb4-65e5a5e0c3d4")]

// Version information for an assembly consists of the following four values:
```

```
//      Major Version
//      Minor Version
//      Build Number
//      Revision
// You can specify all the values or you can default the Revision and Build Numbers
// by using the '*' as shown below:
[assembly: AssemblyVersion("1.0.0.0")]
[assembly: AssemblyFileVersion("1.0.0.0")]
```


References

If you expand `References`, you will see all the required references for the ASP.NET application along with two new references for the Bot Framework:

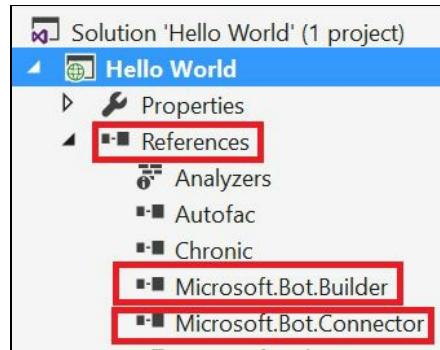


Figure 5: Various references needed to develop a bot in Solution Explorer

Microsoft Bot Builder

The Microsoft Bot Builder SDK/Framework provides very powerful features for developing bots. Using the Bot Builder Framework, we can build freeform interactive bots as well as guided bots where the features are shown to the user. Using this, we can build bots very easily in C#. This is one of the three main components of the Bot Framework.

Features included with the Bot Builder Framework are as follows:

- It provides dialogs with powerful systems that are composable and isolated.
- It also provides built-in dialogs with strings, enumeration, and yes/no functionalities. With built-in dialogs, we can use more powerful AI frameworks such as LUIS.
- It also is stateless, which helps us to scale bots.
- It provides form flow for automatically generating a bot from a C# class with such features as help, navigation, confirmation, and clarification.

Microsoft Bot Connector

This reference provides the Bot Framework Connector REST API services, which will be used for providing communication between your bot and many communication channels, such as Skype, Slack, Facebook, GroupMe, and so on.

The main function of the Bot Connector is that when you write a conversational bot that exposes a Microsoft Bot Framework-compatible API on the Internet, it will forward those messages from your bot to the user.

WebApiConfig.cs

This class provides the information for Web API-related configuration, including specific Web API routes, services, and other settings:

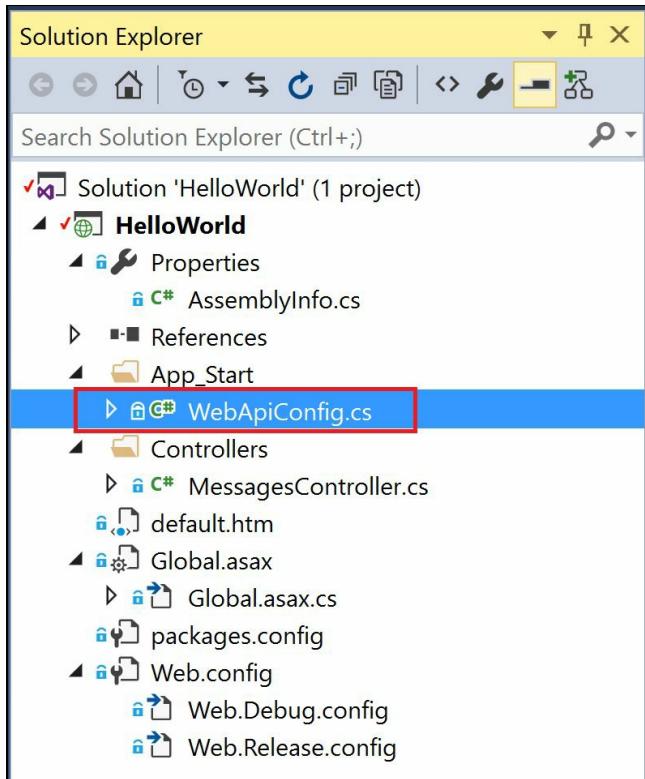


Figure 6: The WebApiConfig.cs file in Solution Explorer

Here, we will define how to handle null values at the time of the deserialization of objects and we will also define the routes. Instead of calling `Routes.MapRoutes`, as in the MVC `RouteConfig` class, we instead call `Config.Routes.MapHttpRoutes` using the following code:

```
// Web API routes
config.MapHttpAttributeRoutes();

config.Routes.MapHttpRoute(
    name: "DefaultApi",
    routeTemplate: "api/{controller}/{id}",
    defaults: new { id = RouteParameter.Optional }
);
```

To allow the Web API to know which API the user is requesting and where it is located in the application, the `WebApiConfig.cs` file is where our Web API routing configuration takes place.

The following is the default `WebApiConfig.cs` class:

```
using Newtonsoft.Json;
```

```
using Newtonsoft.Json.Serialization;
using System;
using System.Collections.Generic;
using System.Linq;
using System.Web.Http;

namespace Bot_Application2
{
    public static class WebApiConfig
    {
        public static void Register(HttpConfiguration config)
        {
            // Json settings

            config.Formatters.JsonFormatter.
                SerializerSettings.NullValueHandling =
                NullValueHandling.Ignore;

            config.Formatters.JsonFormatter.
                SerializerSettings.ContractResolver = new
                CamelCasePropertyNamesContractResolver();

            config.Formatters.JsonFormatter.
                SerializerSettings.Formatting =
                Formatting.Indented;

            JsonConvert.DefaultSettings = () =>
                new JsonSerializerSettings()
            {
                ContractResolver = new
                    CamelCasePropertyNamesContractResolver(),
                Formatting = Newtonsoft.Json.Formatting.Indented,
                NullValueHandling = NullValueHandling.Ignore,
            };

            // Web API configuration and services
            // Web API routes
            config.MapHttpAttributeRoutes();

            config.Routes.MapHttpRoute(
                name: "DefaultApi",
                routeTemplate: "api/{controller}/{id}",
                defaults: new { id = RouteParameter.Optional }
            );
        }
    }
}
```


MessageController.cs

This class is the *main* class, which handles communication between the bot and the user. This class contains a `Post` method, which will accept user messages, process them, and reply back with an appropriate message.

You can find this class under the `Controllers` folder as shown:

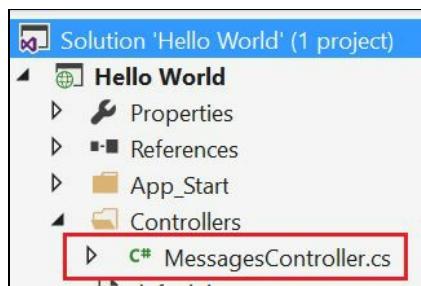


Figure 7: The `MessagesController.cs` file in Solution Explorer

The `MessagesController` class inherits from the `ApiController`. This means that the `MessagesController` is an API that can live on the web and be accessible from the outside world after we publish it.

If you observe closely, this class has an annotation called `[BotAuthentication]`, which means that only the bot can access the `MessageController` API. The `BotAuthentication` decoration on the method is used to validate your Bot Connector credentials over HTTPS.

This means that when we publish our service to a server, the Messages API can be accessed by the Bot Framework only from where our bot was registered.

The following is the default `MessagesController.cs` class:

```
using System;
using System.Linq;
using System.Net;
using System.Net.Http;
using System.Threading.Tasks;
using System.Web.Http;
using System.Web.Http.Description;
using Microsoft.Bot.Connector;
using Microsoft.Bot.Connector.Utilities;
using Newtonsoft.Json;

namespace Bot_Application2
{
    [BotAuthentication]
    public class MessagesController : ApiController
    {
        // <summary>
        // POST: api/Messages
        // Receive a message from a user and reply to it
    }
}
```

```

// </summary>
public async Task<Message> Post([FromBody]Message message)
{
    if (message.Type == "Message")
    {
        // calculate something for us to return
        int length = (message.Text ?? string.Empty).Length;

        // return our reply to the user
        return message.CreateReplyMessage($"You sent {length}
characters");
    }
    else
    {
        return HandleSystemMessage(message);
    }
}

private Message HandleSystemMessage(Message message)
{
    if (message.Type == "Ping")
    {
        Message reply = message.CreateReplyMessage();
        reply.Type = "Ping";
        return reply;
    }
    else if (message.Type == "DeleteUserData")
    {
        // Implement user deletion here
        // If we handle user deletion, return a real message
    }
    else if (message.Type == "BotAddedToConversation")
    {
    }
    else if (message.Type == "BotRemovedFromConversation")
    {
    }
    else if (message.Type == "UserAddedToConversation")
    {
    }
    else if (message.Type == UserRemovedFromConversation")
    {
    }
    else if (message.Type == "EndOfConversation")
    {
    }

    return null;
}
}

```


Default.htm

This contains the default welcome page of our bot service, which will be displayed when we open the URL of the bot service. If you want to display the welcome text or give more information about your bot, here is the place you can design and display the information.

Global.asax

This file is an ASP.NET application file, which will be used to handle or respond to application level or session level events raised by HTTP modules. At runtime, it will automatically generate a framework file derived from the HTTP application when we compile the project. Due to this, any direct URL requests will be rejected automatically. This file is optional; you use it only when you want to handle application-level or session-level events.

The following is the default `Global.asax` file:

```
using System;
using System.Collections.Generic;
using System.Linq;
using System.Web;
using System.Web.Http;
using System.Web.Routing;

namespace Bot_Application2
{
    public class WebApiApplication : System.Web.HttpApplication
    {
        protected void Application_Start()
        {
            GlobalConfiguration.Configure(WebApiConfig.Register);
        }
    }
}
```


Packages.config

This file contains information about the references/packages used in the project, which will be helpful at the time of restoring them.

Web.config

This file is very important. It will hold all the required settings information about your application, which helps you to modify any settings value in the application without deploying the project again. Let's see what values we get by default when we create the project.

Under the `configuration` tag, `appSettings`, we have the following keys added by default:

```
<configuration>
  <appSettings>
    <!-- update these with your BotId, Microsoft App Id and your Microsoft App Password-->
    <add key="BotId" value="YourBotId" />
    <add key="MicrosoftAppId" value="" />
    <add key="MicrosoftAppPassword" value="" />
  </appSettings>
```

Figure 8: Figure showing Web.Config content and settings needed to configure bot

Post method

The `Post` method accepts messages from the user as an activity, which contains all conversation information between the user and our bot. Using this, we can ascertain what kind of information the user wants from the bot:

```
| public async Task<HttpResponseMessage> Post([FromBody]Activity activity)
```

Here, we defined a sample bot that will reply back to the user with the same as what you say to it.

The Bot Framework provides many features that include how to identify the type of incoming message and based on that, your bot can respond to the user. To identify that, we have activity enum types, which will provide information about the conversation.

To identify and apply business logic to the message sent by the user, we will write the following code in the `Post` method:

```
| if (activity.Type == ActivityTypes.Message)
| {
| }
```

If the user is sending a message, it means they are requesting something to the bot. So, it will receive it, process it, apply some business logic, and will reply back to the user. To reply back to the user, we need a `ConnectorClient` object, which provides connector REST API services to forward messages from the bot to the user:

```
if (activity.Type == ActivityTypes.Message)
{
    ConnectorClient connector = new ConnectorClient(new
        Uri(activity.ServiceUrl));
    // calculate something for us to return
    int length = (activity.Text ?? string.Empty).Length;

    // return our reply to the user
    Activity reply = activity.CreateReply($"You sent
        {activity.Text} which was {length} characters");
    await
        connector.Conversations.ReplyToActivityAsync(reply);
}
else
{
    HandleSystemMessage(activity);
}
var response = Request.CreateResponse(HttpStatusCode.OK);
return response;
```

The following is the code for handling activity types other than the `message` type `activity`:

```

private Activity HandleSystemMessage(Activity message)
{
    if (message.Type == ActivityTypes.DeleteUserData)
    {
        // Implement user deletion here
        // If we handle user deletion, return a real message
    }
    else if (message.Type == ActivityTypes.ConversationUpdate)
    {
        // Handle conversation state changes, like members
        // being added and removed
        // Use Activity.MembersAdded and
        // Activity.MembersRemoved and Activity.Action for info
        // Not available in all channels
    }
    else if (message.Type ==
              ActivityTypes.ContactRelationUpdate)
    {
        // Handle add/remove from contact lists
        // Activity.From + Activity.Action represent what
        // happened
    }
    else if (message.Type == ActivityTypes.Typing)
    {
        // Handle knowing that the user is typing
    }
    else if (message.Type == ActivityTypes.Ping)
    {
    }

    return null;
}

```

We can reply to the user from the bot based on the activity done by the user with the help of the preceding code.

The `Post` method accepts an input as an `activity` type, which will hold all the information related to the conversation between the bot and the user. The `Activity` class is very important and is responsible for all chats/conversations between the bot and the user. The bot knows from which user it got the message because of the `activity` object. It holds complete information about the user, message information, previous conversations, and more.

When a user sends a message to the bot, the `Post` method receives that message along with all other information and saves it as an `activity` object. The following is the information that our `activity` object will have at the time of the POST request, in JSON format:

```
{
  "type": "message",
  "id": "c444400f077f4ce9a7b9cffbd398aa24",
  "timestamp": "2016-08-30T08:36:32.1399048Z",
  "serviceUrl": "http://localhost:9000/",
  "channelId": "emulator",
  "from": {
    "id": "2c1c7fa3",
    "name": "User1"
  },
  "conversation": {
    "isGroup": false,
    "name": "User1"
  }
}
```

```
        "id": "8a684db8",
        "name": "Conv1"
    },
    "recipient": {
        "id": "56800324",
        "name": "Bot1"
    },
    "text": "Hi John",
    "attachments": [],
    "entities": []
}
```

The `Post` method receives this in JSON format from the user as an `activity`. It contains the `type`, `serviceUrl` (which is the bot published URL), the `channelId` (Facebook, Slack, Skype, and so on), from whom we received the message, and conversation information. `text` means the message typed by the user. If it has any attachments, it will be under `attachments`. Based on this information, the bot will respond to the user.

BotID

This is the ID generated at the time of registering your bot at the <https://dev.botframework.com> site. It helps you to identify your bot.

Microsoft App ID

This also generates at the time of registering your bot at <https://dev.botframework.com>. It helps to authenticate your bot with a Microsoft application.

MicrosoftAppPassword

We have to generate this key after creating the Microsoft App ID. This is very important and provides `BotAuthentication` to your `MessagesController` class.

These three are the keys that will be used by the `BotAuthentication` class at the time of authenticating a request. So that all requests are received, the Bot Framework only accepts those from your bot. This way, the connector service will communicate to your user and respective channels.

To get these values, log in to your dev.botframework.com account, select the appropriate bot if already registered (if not, register one), and copy the Bot ID, Microsoft ID, and Microsoft App Password from there.

How to deploy and run the bot application in the Bot Framework emulator locally

To test and debug the bot application locally, we have the Bot Framework emulator, which will provide all the rich functionalities of the Bot Framework SDK.

Download the emulator and install it from <https://emulator.botframework.com/>. Now, go to Visual Studio and press *F5* to run and deploy the Hello World bot application locally in your browser. You will see the welcome page `Default.htm` of your bot as shown here:

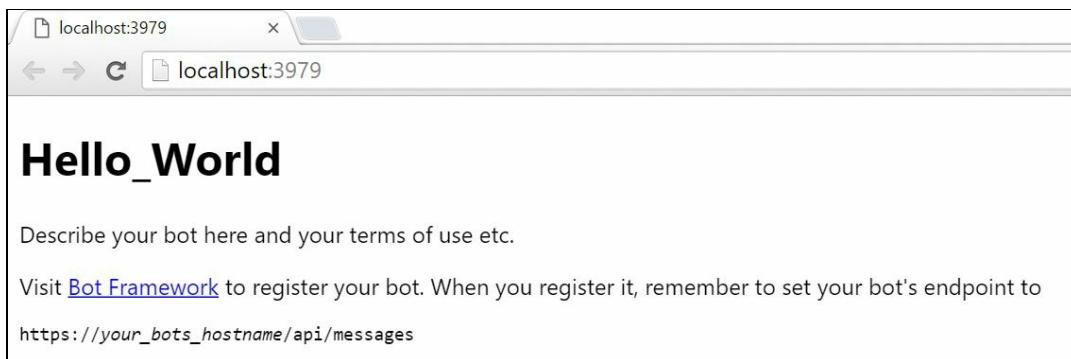


Figure 9: Your bot default page in the browser

Now, open the bot emulator that you installed in the first step. By default, the emulator sets the bot URL to localhost. Make sure that the bot application localhost port and the URL port in the emulator are the same. To check that, go to the browser where your bot application is running and open, and check the port number after the localhost word in that URL:

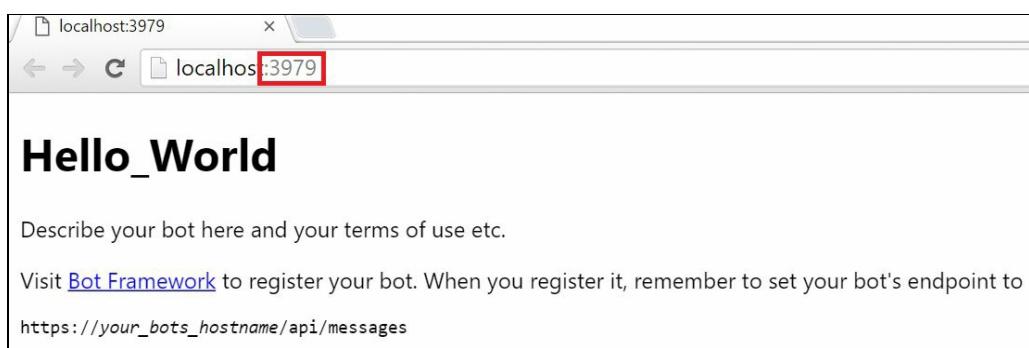


Figure 10: Your bot port number

For example, in the Hello World sample, the port number is `3979`. Now, go to the bot

emulator and check whether the bot URL has the same port number or not. We need to add the path `/api/messages` to the bot URL when using the bot application template:



Figure 11: Your bot URL

Now, we are ready to test our Hello World bot application. The default bot application comes with a basic functionality, which will respond to users with a message. Whenever the user interacts with the bot, the Hello World bot responds back to the user with the same message that the user typed. This means that it is a simple *Echo Bot*. Open the `MessagesController.cs` class and replace the `Post` method with the following code, to make the code simple:

```
0 references
public async Task<HttpResponseMessage> Post([FromBody]Activity activity)
{
    if (activity.Type == ActivityTypes.Message)
    {
        ConnectorClient connector = new ConnectorClient(new Uri(activity.ServiceUrl));

        // return our reply to the user
        Activity reply = activity.CreateReply($"Hello World: {activity.Text}");
        await connector.Conversations.ReplyToActivityAsync(reply);
    }
    else
    {
        HandleSystemMessage(activity);
    }
    var response = Request.CreateResponse(HttpStatusCode.OK);
    return response;
}
```

Figure 12: The main logic of your bot code

Whenever a message is received by Hello World, it returns `Hello World: {text received from User}`.

When a user sends a message, it holds it in the `activity` object. If it is of the `Message` type, then we will create a connector between the bot and the user with the help of the `ConnectorClient` class object, by passing `ServiceUrl` as a constructor parameter. This holds the connection that will be used at the time of replying back to the user:

```
| ConnectorClient connector = new ConnectorClient(new Uri(activity.ServiceUrl));
```

Once we have finished processing the user, we need to create a reply to the user. For

that, we have to create a reference to the `Activity` class and create a reply with the help of the received `activity` object, as follows:

```
| Activity reply = activity.CreateReply($"Hello World: {activity.Text}");
```

While replying, we are passing `Hello World: {received text from user}`.

After creating the reply, we need to send that reply back to the user. For that, we will use the `ConnectorClient` object, which we have just created:

```
| await connector.Conversations.ReplyToActivityAsync(reply);
```

So, you will see the output in the emulator, as shown here:

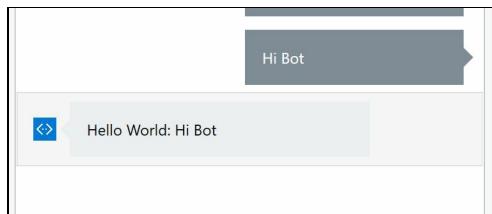


Figure 13: Your bot communication in the emulator

To test it, run the Hello World bot after making changes to your `Post` method, as we did in the preceding section. Then, open the emulator, type some message, and press `Enter`:

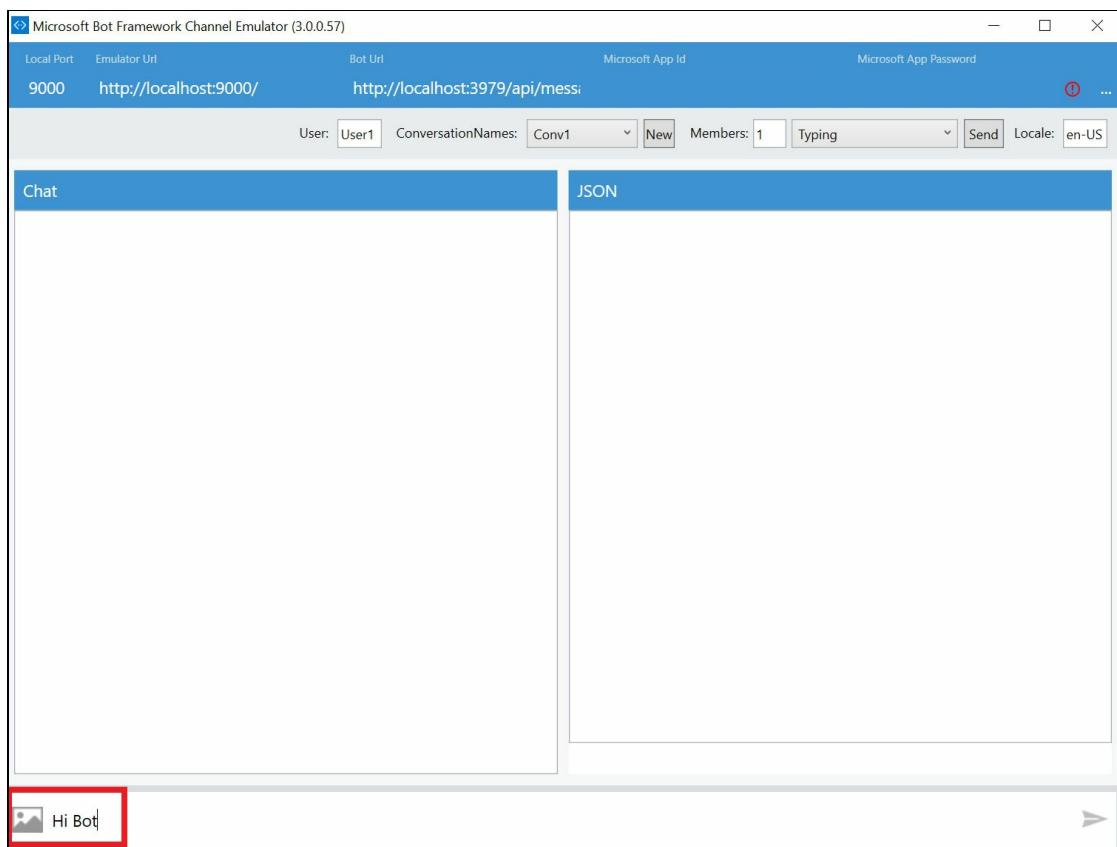


Figure 14: The bot emulator

Now, you will see a reply from the bot by appending Hello World to your message:

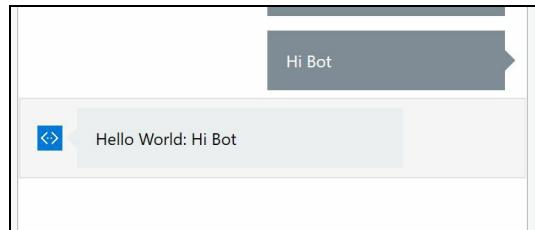


Figure 15: How bots communicate using messages inside the emulator

How to use dialogs in bot applications

Now, we will see how to use dialogs for the same Hello World bot application.

Dialogs will be used in a conversational process, where there is an interaction or exchange of messages between the user and the bot. Each dialog is an abstraction that encapsulates its own state in a C# class that implements `IDialog`. To work with dialogs, we need to import the `Microsoft.Bot.Builder.Dialogs` namespace. Add a C# class `HelloWorldDialog` into your project. To add a class, right-click on your project and navigate to Add | Class... from the menu:

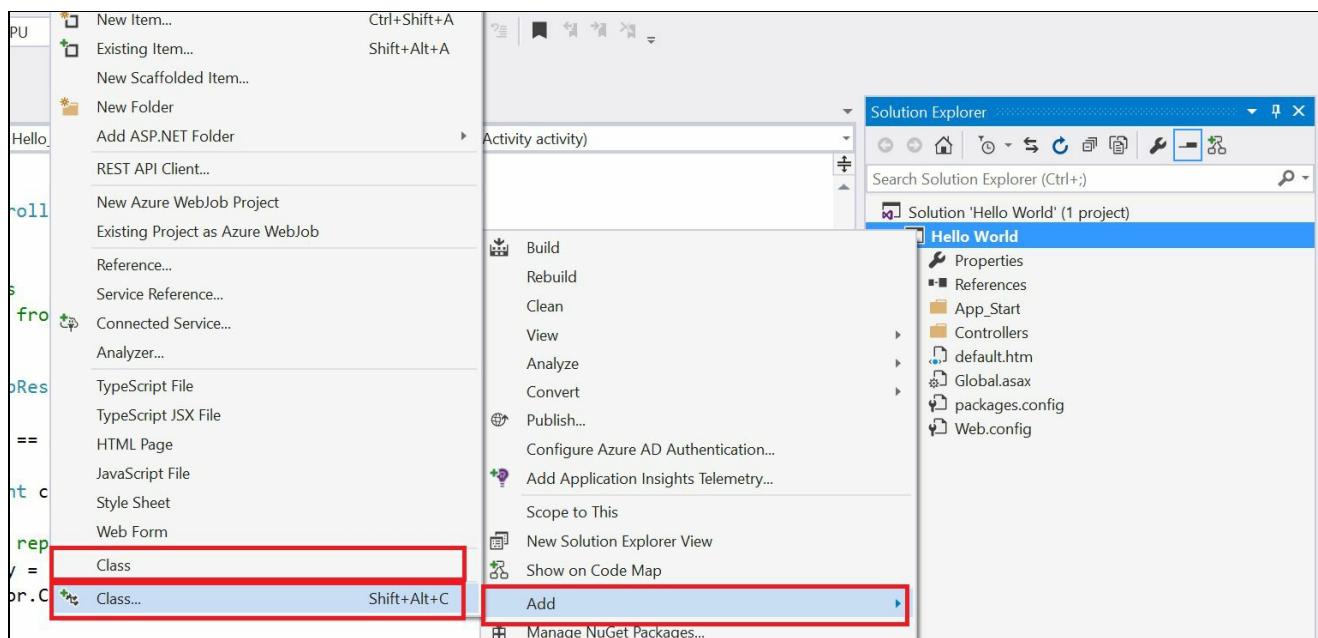


Figure 16: Using Visual Studio IDE to add a new class to an existing project

Give the Name as `HelloWorldDialog`:



Figure 17: Using Visual Studio IDE to name a new class

In order to change the Hello World example, add the following code in `HelloWorldDialog`. To use the Bot Builder, we first need to import the required namespace:

```
| using Microsoft.Bot.Builder.Dialogs;
```

Next, we need to add a C# class to represent our conversation. You can do this by adding this class to your `HelloWorldDialog.cs` file. Replace the code in the

HelloWorldDialog.cs file with the following code:

```
using Microsoft.Bot.Builder.Dialogs;
using Microsoft.Bot.Connector;
using System;
using System.Collections.Generic;
using System.Linq;
using System.Text;
using System.Threading.Tasks;

namespace Hello_World
{
    [Serializable]
    public class HelloWorldDialog : IDialog<object>
    {
        public async Task StartAsync(IDialogContext context)
        {
            context.Wait(MessageReceivedAsync);
        }

        public async Task MessageReceivedAsync(IDialogContext context,
        IAwaitable<IMessageActivity> argument)
        {
            var message = await argument;
            await context.PostAsync("Hello World: " + message.Text);
            context.Wait(MessageReceivedAsync);
        }
    }
}
```

Let's go through the `HelloWorldDialog.cs` class line by line.

To implement dialogs in the bot application, we need to create a class that inherits from `IDialog` and the class should be `Serializable`:

```
[Serializable]
public class HelloWorldDialog : IDialog<object>
```

The `Dialog` class will have a `StartAsync` method, which receives the `activity` as `IDialogContext` and initiates the `MessageReceived` method whenever it receives a message from the user:

```
public async Task StartAsync(IDialogContext context)
{
    context.Wait(MessageReceivedAsync);
}
```

The `StartAsync` method will be an `async` method so that the requests will process asynchronously.

The `MessageReceived` method will accept the `context` and `MessageActivity` as arguments. Using these, we can process the user request the same way as we did in the `Post` method, but in a much richer way with the help of dialogs:

```
public async Task MessageReceivedAsync(IDialogContext context, IAwaitable<IMessageActivity> a
{
    var message = await argument;
    await context.PostAsync("Hello World: " + message.Text);
```

```
|     context.Wait(MessageReceivedAsync);  
| }
```

`IMessageActivity` is the interface implemented by the `Activity` class so that it can hold the activity in it.

Now, open the `MessagesController.cs` file and update the `Post` method with the following code:

```
public async Task<HttpResponseMessage> Post([FromBody]Activity activity)  
{  
    if (activity.Type == ActivityTypes.Message)  
    {  
        await Conversation.SendAsync(activity, () => new  
HelloWorldDialog());  
    }  
    else  
    {  
        HandleSystemMessage(activity);  
    }  
    var response = Request.CreateResponse(HttpStatusCode.OK);  
    return response;  
}
```

Now, in the `Post` method, we have to initiate the dialog class whenever it receives a message from the user. For that, we have the `Conversation` class, which initiates dialogs by accepting the `activity` and `dialog` class objects as parameters:

```
| await Conversation.SendAsync(activity, () => new HelloWorldDialog());
```

The `Conversation` class is under the `Microsoft.Bot.Builder.Dialogs` namespace. The method is marked `async` because the Bot Builder makes use of the C# facilities for handling asynchronous communication. It returns a `Task`, which represents the task responsible for sending replies for the passed in `Message`. If there is an exception, the `Task` will contain the exception information. Within the `Post` method, we call `Conversation.SendAsync`, which is the root method for the Bot Builder SDK. It follows the **Dependency Inversion Principle** and performs the following steps:

1. Instantiates the required components.
2. Deserializes the dialog state (the dialog stack and each dialog's state) from the `IBotDataStore` (the default implementation uses the Bot Connector state API to back the `IBotDataStore`).
3. Resumes the conversation processes where the bot decided to suspend and wait for a message.
4. Sends the replies.
5. Serializes the updated dialog state and persists it back to the `IBotDataStore`.

When your conversation first starts, there is no dialog state in the `IBotDataStore` so the delegate passed to `Conversation.SendAsync` will be used to construct an `EchoDialog` and its

`StartAsync` method will be called. In this case, `StartAsync` calls `IDialogContext.Wait` with the continuation delegate (our `MessageReceivedAsync` method) to call when there is a new message. In the initial case, there is an immediate message available (the one that launched the dialog), and it is immediately passed to `MessageReceivedAsync`.

Within `MessageReceivedAsync`, we wait for the message to come in and then post our response and wait for the next message. In this simple case, the next message would again be processed by `MessageReceivedAsync`. Every time we call `IDialogContext.Wait`, our bot is suspended and can be restarted on any machine that receives the message.

If you run and test this bot, it will behave exactly like the original one from the Bot Framework template. It is a little more complicated, but it allows you to compose together multiple dialogs into complex conversations without having to explicitly manage the state.

Now, run and deploy your bot application locally and test it in the bot emulator:



Figure 18: How to communicate with the bot using messages in the bot emulator

How to use FormFlow in the bot application

The main purpose of FormFlow is to provide more simplified, guided conversations. This gives more flexibility and avoids ambiguity in the conversation. It has helped to review the progress so far. It has limitations compared to dialogs, but in a way that requires less effort. With the combination of dialogs and LUIS dialogs, we can get the best of both worlds.

Dialogs can be very powerful and flexible, but it can take lot of efforts in handling a guided conversation, like ordering a pizza. At any point in dialog one can contemplate various possibilities of what's next. You may be required to provide the clarification about an ambiguity, help options, go back, or display the progress.

In order to ease out the process of building the guided conversations, the framework comes with the powerful dialog building block known as **FormFlow**. Some of the flexibilities provided by dialogs is sacrificed by the FormFlow, but that is done to ease out the efforts. A combination of the FormFlow dialogs and other kinds of dialogs would prove beneficial. For example, A combination of FormFlow and LUIS dialogs could be made to get the best of both the worlds. A FormFlow dialog provides the guidance to the user in filling the form and provides guidance along the way through the conversation.

The simplest way to describe a form is through a C# class. Within a class, a field is any public field or property with one of the following types:

- Integral such as sbyte, byte, short, ushort, int, uint, long, or ulong
- Floating point such as float or double
- String
- DateTime
- Enum
- List of enums

The data types can be nullable, which provides a good way to model the field that does not have a value. If a field is not nullable and based on an enum, then the `0` value in the enum is considered to be null and it is required to start the enumeration at `1`. Any other fields, properties, or methods are ignored by the FormFlow code. It is required to create a form for the top level C# class in order to handle a list of complex objects and also one for the complex object. Forms can be composed together using the

dialog system. Implementation of `Advanced.IField` or using `Advanced.Field` and populating the dictionaries within it. Makes the direct definition of the form possible. In order to better understand FormFlow and its capabilities, we will work through the following example.

Add a `HelloWorldFormFlow` C# class to your project. To add a class, right-click on your project and navigate to the Add | Class... option from the menu:

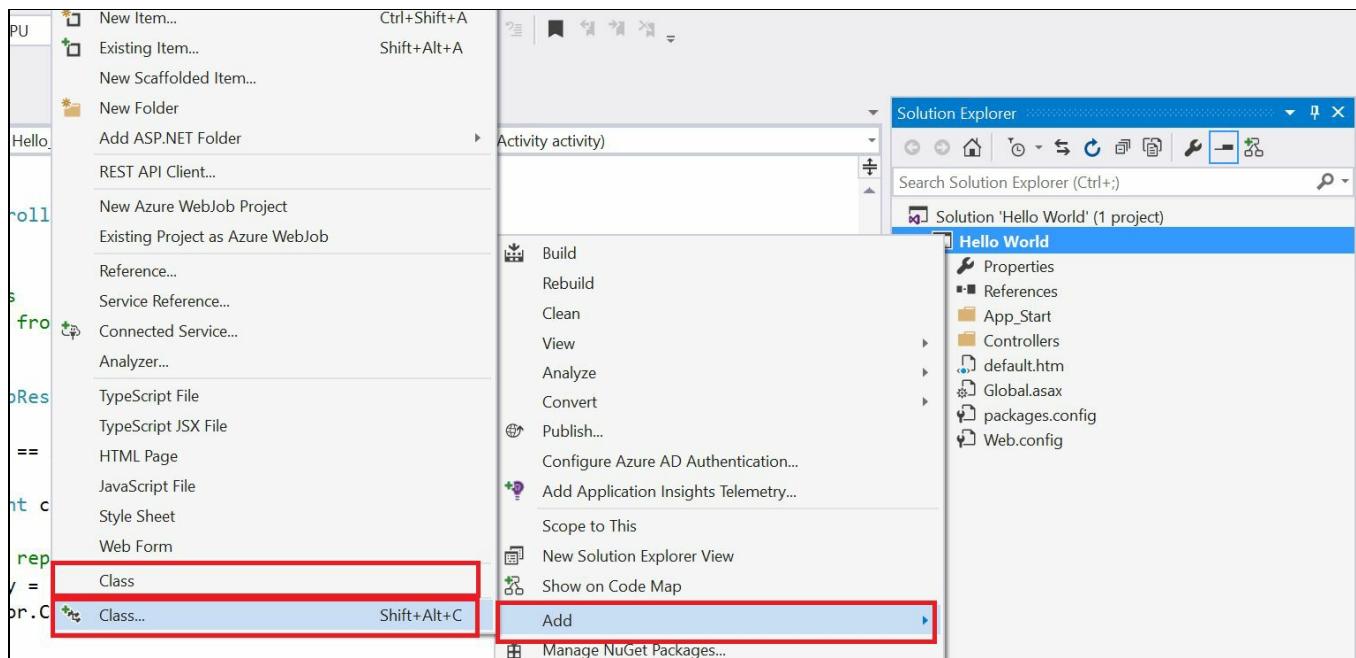


Figure 19: Using Visual Studio IDE to add a new class to an existing project

Replace the code in the `HelloWorldFormFlow.cs` file with the following code:

```
using Microsoft.Bot.Builder.FormFlow;
using System;
using System.Collections.Generic;
using System.Linq;
using System.Text;
using System.Threading.Tasks;

namespace Hello_World
{
    [Serializable]
    class HelloWorldFormFlow
    {
        [Prompt("Please enter name")]
        public string UserMessage;
        public static IForm<HelloWorldFormFlow> BuildForm()
        {
            OnCompletionAsyncDelegate<HelloWorldFormFlow> userMessage =
                async (context, state) =>
            {

                await context.PostAsync("Hello World:
                    "+state.UserMessage);
            };
            return new FormBuilder<HelloWorldFormFlow>()
                .Field(nameof(HelloWorldFormFlow.UserMessage))
                .OnCompletion(userMessage)
                .Build();
        }
    }
}
```

```
| } }
```

Similar to dialogs, for FormFlow, we need to create a class and it should be serializable. Inside that class we have a method, which has a return type of IForm of the just created class itself:

```
| public static IForm<HelloWorldFormFlow> BuildForm()
```

This example is a very simple one, which will just return the message by appending Hello World to the user message.

For that, we have a `FormBuilder` class that is responsible for processing the user request in the form of a flow, based on the properties defined in the `Form` class. For example, here we have defined the `UserMessage` property:

```
| [Prompt("Please enter name")]
|     public string UserMessage;
```

When the user sends a message to the bot, the `FormBuilder` runs the form and sends a message to the user saying Please enter name. This happens because in the `return` method of the `FormBuilder`, the first step is `Field` and specifies the field name. So, the `FormBuilder` knows that the field expects a string and we defined a prompt message to that field, and the bot sends that prompt message back to the user:

```
| return new FormBuilder<HelloWorldFormFlow>()
|     .Field(nameof(HelloWorldFormFlow.UserMessage))
```

Now, the user will respond back with the name. Finally, the `FormBuilder` will call the `OnComplete` delegate method, which will send the message to the user as Hello World:
{user message}:

```
| OnCompletionAsyncDelegate<HelloWorldFormFlow> userMessage = async (context, state) =>
| {
|
|     await context.PostAsync("Hello World:
|     "+state.UserMessage);
| };
```

So, it just receives the message from the user, appends the Hello World to it, and sends it back to the user:

```
| .OnCompletion(userMessage)
|     .Build();
```

Now, open the `MessagesController.cs` file and update the `Post` method with the following code:

```
| internal static IDialog<HelloWorldFormFlow> MakeRootDialog()
| {
```

```

        return Chain.From(() =>
    FormDialog.FromForm(HelloWorldFormFlow.BuildForm));
}
/// <summary>
/// POST: api/Messages
/// Receive a message from a user and reply to it
/// </summary>
[ResponseType(typeof(void))]
public async Task<HttpResponseMessage> Post([FromBody]Activity
activity)
{
    if (activity.Type == ActivityTypes.Message)
    {
        await Conversation.SendAsync(activity, MakeRootDialog);
    }
    else
    {
        HandleSystemMessage(activity);
    }
    var response = Request.CreateResponse(HttpStatusCode.OK);
    return response;
}

```

To initiate the `FormBuilder` from your Bot Framework, we need to do two things. One is to create a static method of having the return type of `IDialog` in the `MessagesController` class, which has a functionality to initiate FormFlow using the `Chain` class:

```

internal static IDialog<HelloWorldFormFlow> MakeRootDialog()
{
    return Chain.From(() =>
    FormDialog.FromForm(HelloWorldFormFlow.BuildForm));
}

```

The second is to call that method from the `Post` method:

```
| await Conversation.SendAsync(activity, MakeRootDialog);
```

Now, run and deploy your bot application locally and test it in the bot emulator:



Figure 20: How to communicate with the bot using messages in the bot emulator

By default, FormFlow supports a set of commands such as Help, Back, Quit, Reset, and Status:

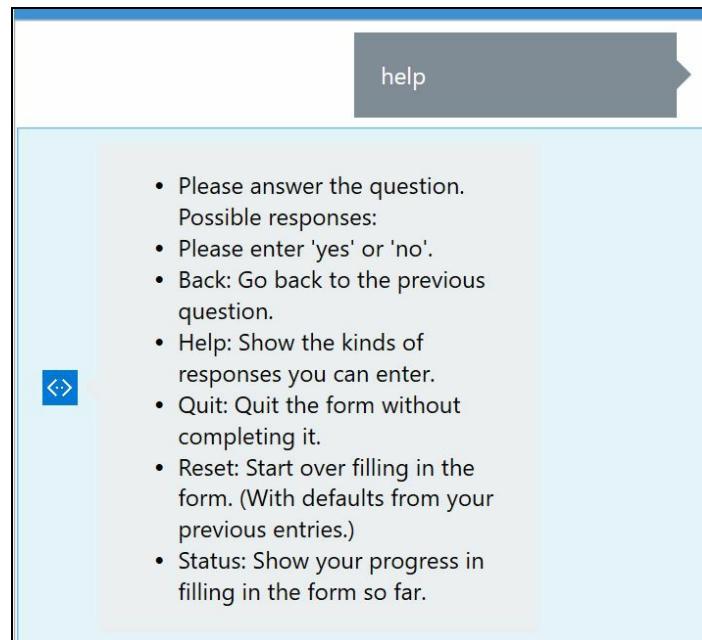


Figure 21: FormFlow commands in the bot emulator

If we type Back and send it to our bot, we will get the following reply:

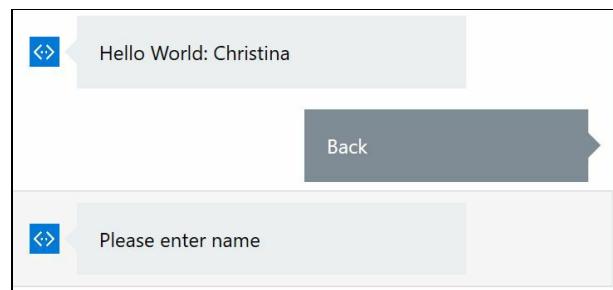


Figure 22: FormFlow commands in the bot emulator

If we type Quit, it stops the FormFlow. If we type reset, it starts FormFlow:



Figure 23: FormFlow commands in the bot emulator

Summary

In this chapter, we discussed how to build a bot by locally deploying a simple Hello World bot application. You also learned about Visual Studio, C# .NET, the Bot Framework, and the related technologies along with all the steps for creating projects. We also discussed the bot emulator and how it relates to bot development. In the next chapter, we will see how to develop a fully functional weather bot. Also, we will learn about how the bot communicates about the current weather in a given city. You will learn how the bot interacts with Skype or any other channel to know the current weather.

Developing WeatherBot Using Dialogs and LUIS

In previous chapters, we have gone through some of the concepts involved in developing and publishing bot applications. In this chapter, we will develop a bot called WeatherBot, show you how to use LUIS in dialogs and how to use third-party APIs from a bot. This involves some additional coding efforts to develop the weather bot. We will build a weather bot that is able to understand and respond to various commands, such as *What's the weather like in New York?*, *Get Weather in Seattle*, and so on. The bot will use LUIS to identify the intent of the user and reply with the appropriate message.

Before jumping into writing code, we need to configure LUIS for WeatherBot. Here, we will go through the steps on how the user gets weather data for a given location when requested by the user. We will see how LUIS can help us make the conversation between the user and your bot in more natural language, similar to how we interact with humans.

The WeatherBot will have intelligence, which will help users to interact with it, similar to how we interact with humans (in natural language). The following are some examples:

- What will the weather be like in Ashburn?
- Get weather in Seattle
- Weather in Seattle
- Hi, what is the current weather in Ashburn?

We will achieve this with the help of **Natural Language Processing (NLP)** using *Microsoft Cognitive Services'* LUIS.

Language Understanding Intelligent Service (LUIS)

Language Understanding Intelligent Service (LUIS) is one of the services in **Microsoft Cognitive Services** provided by Microsoft. As mentioned earlier, natural language is a fundamental element in developing bot applications. As a result, the technology industry has seen a direct correlation between the evolution of bot platforms and NLP platforms. Although the evolution of bot technologies has been predominantly driven by messaging platform providers such as Slack or Facebook, the main advancements in NLP technologies seem to be coming from cloud platform providers such as Microsoft. As a result, to take advantage of the NLP and **Natural Language Understanding (NLU)** algorithms, most bot developers spend time integrating their bot applications with NLP services provided by platforms such as LUIS from Microsoft. LUIS can process natural language using pre-built or custom-trained language models.

Microsoft's LUIS is a component of the Microsoft Cognitive Services Suite that helps in creating and processing natural language models. LUIS provides a sophisticated toolset that allows developers to develop and train the platform in new conversation models. LUIS can also be used in conjunction with other text processing APIs in the Microsoft Cognitive Services Suite, such as text analytics and many other services. The LUIS platform provides a deep integration with Microsoft Bot Framework technology and can be used by other bot platforms.

Here are some of the salient features of LUIS:

Language Understanding (LUIS)

- Create language understanding models
- Add conversational intelligence
- Pre-built, world class models (Bing & Cortana)
- Action fulfillment capabilities
- Deploy to HTTP
- Activate on any device
- Maintain with ease

Let's perform the following steps to sign up for Microsoft Cognitive Services and learn how to use LUIS:

1. Go to <https://www.microsoft.com/cognitive-services> and select the APIs option on the home page:

The screenshot shows the Microsoft Cognitive Services APIs homepage. At the top, there's a navigation bar with 'Home', 'APIs' (which has a red box around it), 'Applications', 'Developers', and 'Pricing'. Below the navigation is a large banner with the heading 'Cognitive Services APIs' and a subtext 'Tap into the power of machine learning with easy-to-use REST APIs.' A yellow button labeled 'Get started for free' is visible. To the right of the banner is a photograph of two people, a man and a woman, standing in front of a computer monitor. Below the banner, the text 'Put intelligence APIs to work' is displayed, followed by a paragraph about Microsoft Cognitive Services. At the bottom, there's a link 'See just one of the many insights we can infer from your data with this demo of the'.

2. Under the APIs menu, select the Language Understanding option:

The screenshot shows the Microsoft Cognitive Services APIs page with the 'APIs' menu open. The 'Language Understanding' option is highlighted with a red box. Other options in the menu include Vision, Speech, Bing Spell Check, Academic, Entity Linking, Knowledge, Bing Autosuggest, Bing Image Search, Bing News Search, Bing Video Search, and Bing Web Search. Below the menu, there's a section titled 'Still looking for the right API? See the entire collection >' and a photograph of a person working at a desk. At the bottom, there's a link 'See just one of the many insights we can infer from your data with this demo of the' followed by a URL. The taskbar at the bottom of the screen shows various application icons.

3. On the Language Understanding Intelligent Service (LUIS) page, click on Get

started for free:

Microsoft Cognitive Services

Home APIs Applications Developers Pricing

Language Understanding Intelligent Service (LUIS)

Understand language contextually, so your app communicates with people in the way they speak.

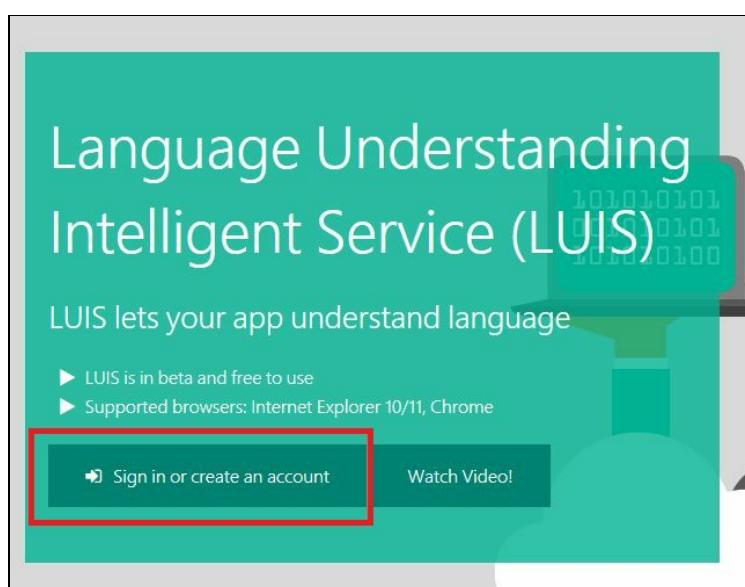
Get started for free

Documentation SDK Language Understanding (Beta)

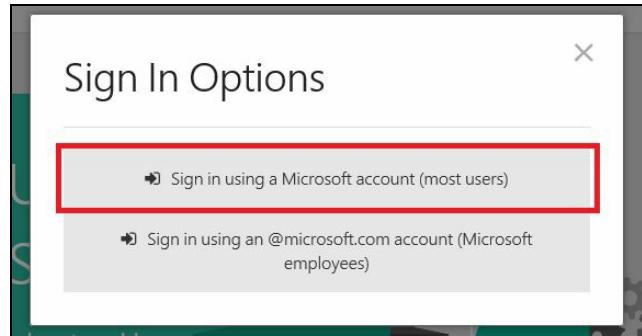
Create language understanding models

One of the key problems in human-computer interactions is the ability of the computer to understand what a person wants, and to find the pieces of information that are relevant to their intent. LUIS is designed to provide you with an easy way to create models, which allow

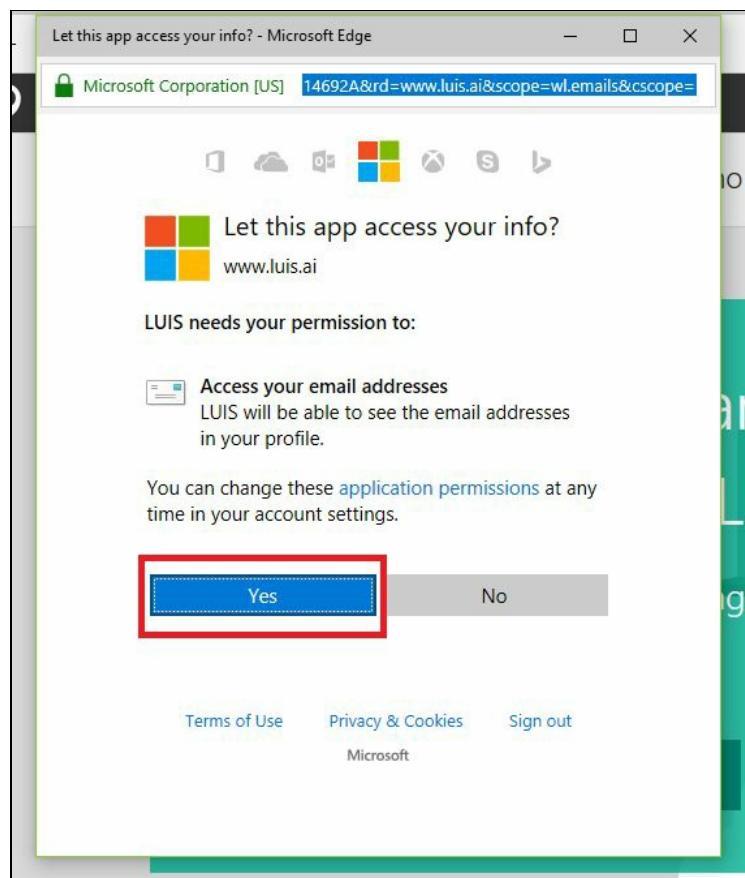
4. It will navigate to <https://www.luis.ai/>, the home page of LUIS. Click on Sign in or create an account:



5. On the Sign In Options popup, select Sign in using a Microsoft account (most users):



6. It will open an OAuth flow to authenticate your Microsoft account. Once you are successfully authenticated, it will ask you to grant permissions to access your profile information; click on Yes:



7. Now LUIS will ask you to give a little more information about your country and company. After entering all the required information, click on the Continue button:

Additional Info and Terms of use, Privacy, and Cookies

To help serve our users better, we need you to fill in the following details

Country * Afghanistan

Organization/Company * Enter Organization Here ...

How did you hear about us? * Choose an option ...

Contact me with promotional offers and updates about Cognitive Services.

agree to the "Microsoft Cognitive Services" Preview – Online Services Agreement and the Privacy & Cookies statement.

Continue

Privacy & Cookies Terms of use Developer Code of Conduct Trademarks © 2016 Microsoft

8. The following is the page where you will see all the LUIS apps, that you create:

The programmatic API keys will no longer be used in the endpoint starting 31/12/2016! X

My Applications

+ New App ▾ Cortana pre-built apps ▾ Start Tutorial

Sort by Application Name ▾

Let's get started

Build a new language understanding application...

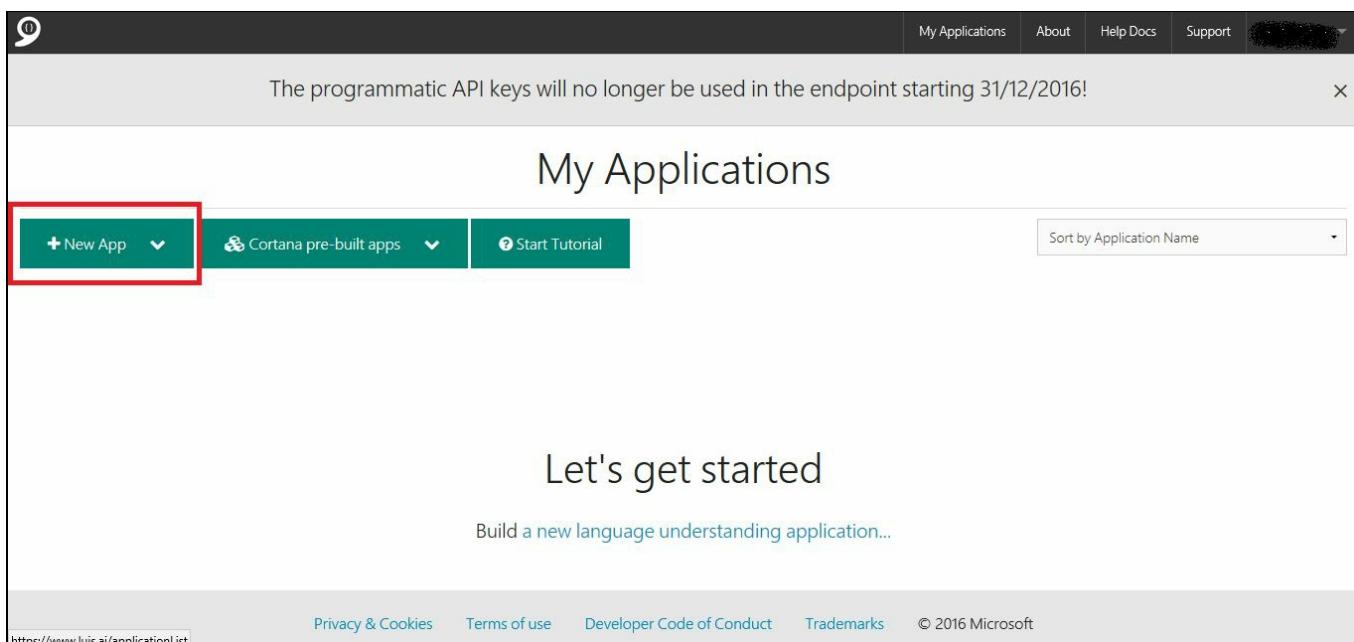
Privacy & Cookies Terms of use Developer Code of Conduct Trademarks © 2016 Microsoft
<https://www.luis.ai/applicationList>

Now we are ready to create and build LUIS models. With the help of LUIS, we can build more complex NLP models, but for the weather bot, we will use basic and pre-built features. Before building your model, you should know what an Intent is and what an Entity is.

Intents and Entities

When a user enters a sentence, LUIS will interpret it and parse out the Intent and Entities. An **Intent** is an action the user wants to perform, and **Entities** are the subjects for the Intent. For example, if someone asks, *Hi, what is the current weather in Seattle?*, the Intent could be knowing weather and the entity is Seattle. Based on the complexity and requirement, you can define multiple Intents in LUIS and perform respective actions. Now, let's create an app for your WeatherBot:

1. Click on New App:



The screenshot shows the LUIS application management interface. At the top, there is a banner message: "The programmatic API keys will no longer be used in the endpoint starting 31/12/2016!" with a close button 'x'. Below the banner is the title "My Applications". On the left, there is a teal-colored navigation bar with three items: "+ New App" (with a dropdown arrow), "Cortana pre-built apps" (with a dropdown arrow), and "Start Tutorial". To the right of the navigation bar is a dropdown menu labeled "Sort by Application Name". The main content area has a heading "Let's get started" and a sub-instruction "Build a new language understanding application...". At the bottom of the page, there is a footer with links: "Privacy & Cookies", "Terms of use", "Developer Code of Conduct", "Trademarks", and "© 2016 Microsoft". A small URL "https://www.luis.ai/application/list" is also visible in the footer.

2. On the New App dropdown, select New Application:

The screenshot shows the LUIS My Applications dashboard. At the top, there are buttons for '+ New App', 'Cortana pre-built apps', and 'Start Tutorial'. A red box highlights the '+ New App' button. Below it, there are buttons for 'New Application' and 'Import Existing Application'. On the right, there's a dropdown menu 'Sort by Application Name'. At the bottom, there are links for 'Privacy & Cookies', 'Terms of use', 'Developer Code of Conduct', 'Trademarks', and '© 2016 Microsoft'.

3. On the Add a new application popup, enter the application name, the application usage scenario as Bot, and select the category as Weather:

The dialog box is titled 'Add a new application'. It contains fields for 'Enter application name' (WeatherBot), 'Enter application usage scenario' (Bot), and 'Enter application description (optional)' (Weather Bot). Under 'Choose application domain(s)', the 'Weather' checkbox is checked. Other categories like Booking &, Business, Comics, etc., are listed but not selected.

Choose application domain(s)			
<input type="checkbox"/> Booking &	<input type="checkbox"/> Business	<input type="checkbox"/> Comics	<input type="checkbox"/>
<input type="checkbox"/> Reference	<input type="checkbox"/> Education	<input type="checkbox"/> Finance	<input type="checkbox"/> Communication
		<input type="checkbox"/> Entertainment	<input type="checkbox"/> Gaming
		<input type="checkbox"/> Health &	<input type="checkbox"/> Home
<input type="checkbox"/> Media &	<input type="checkbox"/> Medical	<input type="checkbox"/> Fitness	<input type="checkbox"/> Automation
Video		<input type="checkbox"/> Music &	<input type="checkbox"/> Navigation &
<input type="checkbox"/> News &	<input type="checkbox"/>	<input type="checkbox"/> Audio	<input type="checkbox"/> Maps
Magazines	Personalization	<input type="checkbox"/> Productivity	<input type="checkbox"/> Real Estate
<input type="checkbox"/> Social	<input type="checkbox"/> Sports	<input type="checkbox"/> Scheduler	<input type="checkbox"/> Shopping
Network	<input type="checkbox"/>	<input type="checkbox"/> Telecom	<input type="checkbox"/> Tools
		<input type="checkbox"/> Translation	<input type="checkbox"/> Travel &
	<input checked="" type="checkbox"/> Weather	Transportation	<input type="checkbox"/> Local
		<input type="checkbox"/> Others	

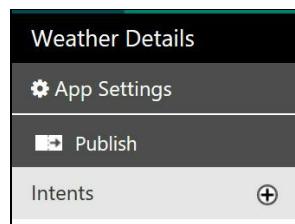
4. Finally, click on the Add App button:

Enter application description (optional)
Application description (optional) ...

Choose Application Culture
English

Add App

5. After the successful creation of the app, open it and click on the + icon of the Intents section from the left-hand side menu:



6. Enter the name for your Intent and click on the Save button:

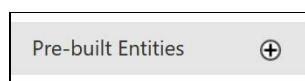
Add a new intent

Intent name:
getweather

+ Add Action

Delete Save Cancel

7. Now, add an Entity. From the left-hand side menu, click on the + icon of Pre-built Entities:

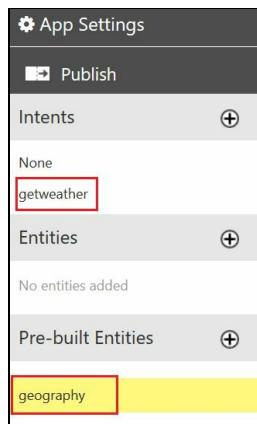


8. Select geography as the Entity:



The reason why we use a pre-built entity is that LUIS already contains geography that has complete information about the locations. If you want to use a custom Entity for the location, then you have to provide all the cities/locations information to LUIS, otherwise LUIS cannot identify the location from the given sentence.

Now we have an Intent and an Entity:



Training your bot using utterances

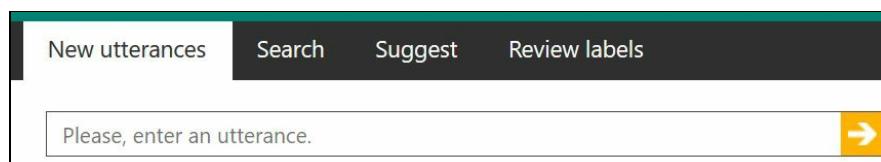
Now you have to train your app using utterances to get the appropriate results from LUIS. An **utterance** is nothing but the sentence typed/asked by the user of your bot, such as *What is the current weather in Ashburn, Virginia?*. You have to enter as many utterances as possible with your bot.

Some examples of utterances include the following:

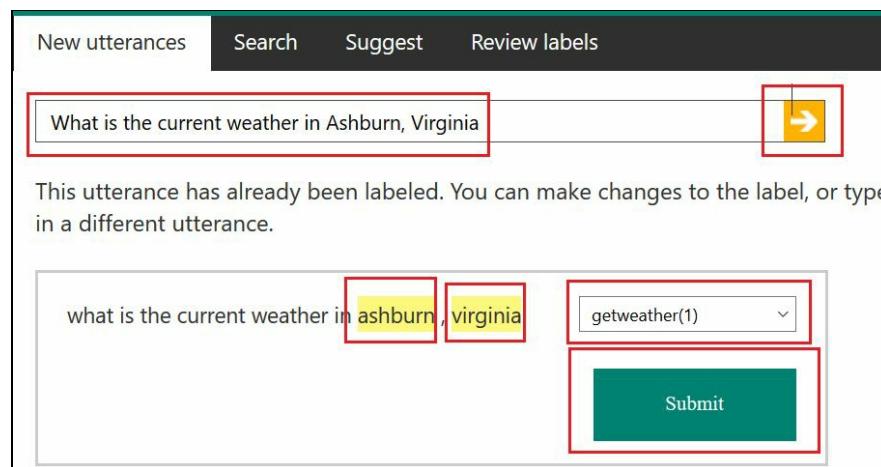
- What is the current weather in Ashburn, Virginia?
- Get weather in Boston
- Get weather in Miami

To train your app, you have to add different types of utterances in LUIS. Let's perform the following steps to add new utterances:

1. Select the New utterances section and then add the new utterance in the textbox:

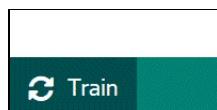


2. After entering the utterance, press *Enter*. LUIS will automatically highlight the geography in your text, as shown in the following screenshot:

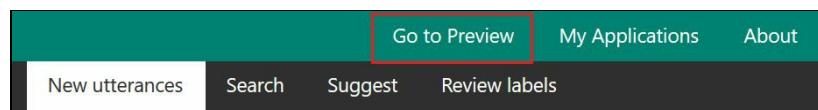


3. Before clicking on Submit, make sure that the sentence is identified correctly and if it shows the Intent as getweather or not. If the sentence is correct and is asking about the weather, then manually select the getweather Intent from the drop-down menu. Before submitting, check whether geography is highlighted or not. If not, then manually highlight it and submit.

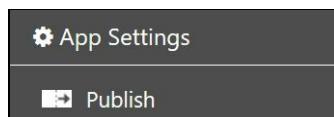
- Now, click on Submit. Repeat this for some possible combinations of statements.
- After entering some utterances, click on the Train option, which is located in the bottom-left corner of the page. If you don't train your LUIS, then you will not get proper results, so make sure that you have trained every time you submit new utterances. You also have to add the minimum number of utterances to your app so that LUIS can give accurate results:



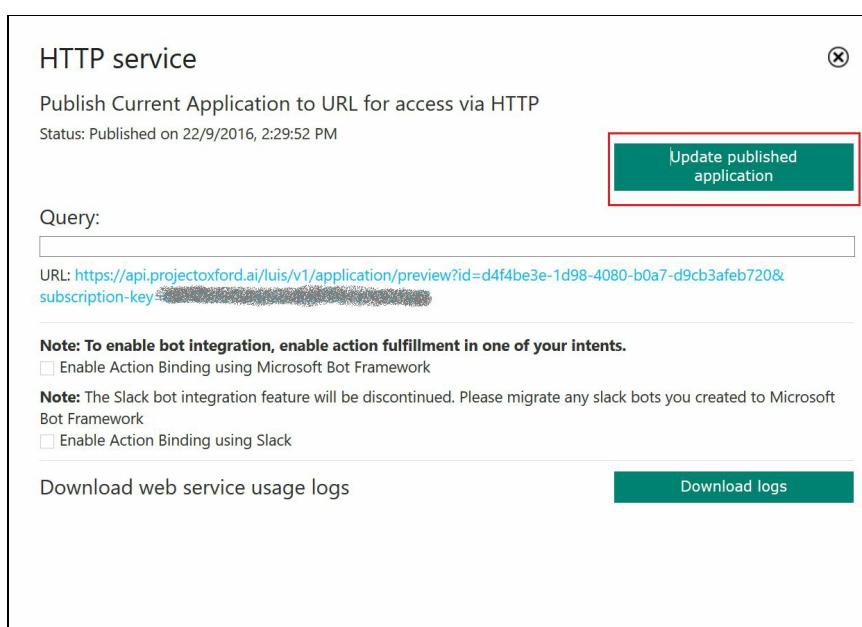
- Now publish your LUIS app. For that, click on the Go to Preview option at the top of the page:



- Then, click on the Publish option on the left-hand side menu. The Publish button is enabled only in the preview mode:



- Now click on Publish web service button/Update published application:



Testing your LUIS app

We need to test before using our LUIS app to make sure that it correctly identifies the Intents and Entities present in a sentence, as we configured in the preceding steps. Let's say, for example, the user typed *Get weather in Seattle*. For this sentence, the Intent knows weather information and the Entity is Seattle (geography). When we enter a query such as `Get weather in Seattle` in the Query text box and press the *Enter* button, we're redirected to another window, which displays the results shown in the following screenshot:

Query:
Get weather in Seattle

If you observe in the JSON result, the `topScoringIntent` is `getweather` and the `entity` is `seattle` of the `geography.city` type. This way, we can test before integrating LUIS into our bot:

```
{  
  "query": "Get weather in Seattle",  
  "topScoringIntent": {  
    "intent": "getweather",  
    "score": 0.9999995  
  },  
  "entities": [  
    {  
      "entity": "seattle",  
      "type": "builtin.geography.city",  
      "startIndex": 15,  
      "endIndex": 21,  
      "score": 0.9073885  
    }  
  ]  
}
```

If the results are not as expected, then go back to the LUIS app and train it with more utterances.

Copy the URL to query and save it in a safe place; we will need it in later steps:

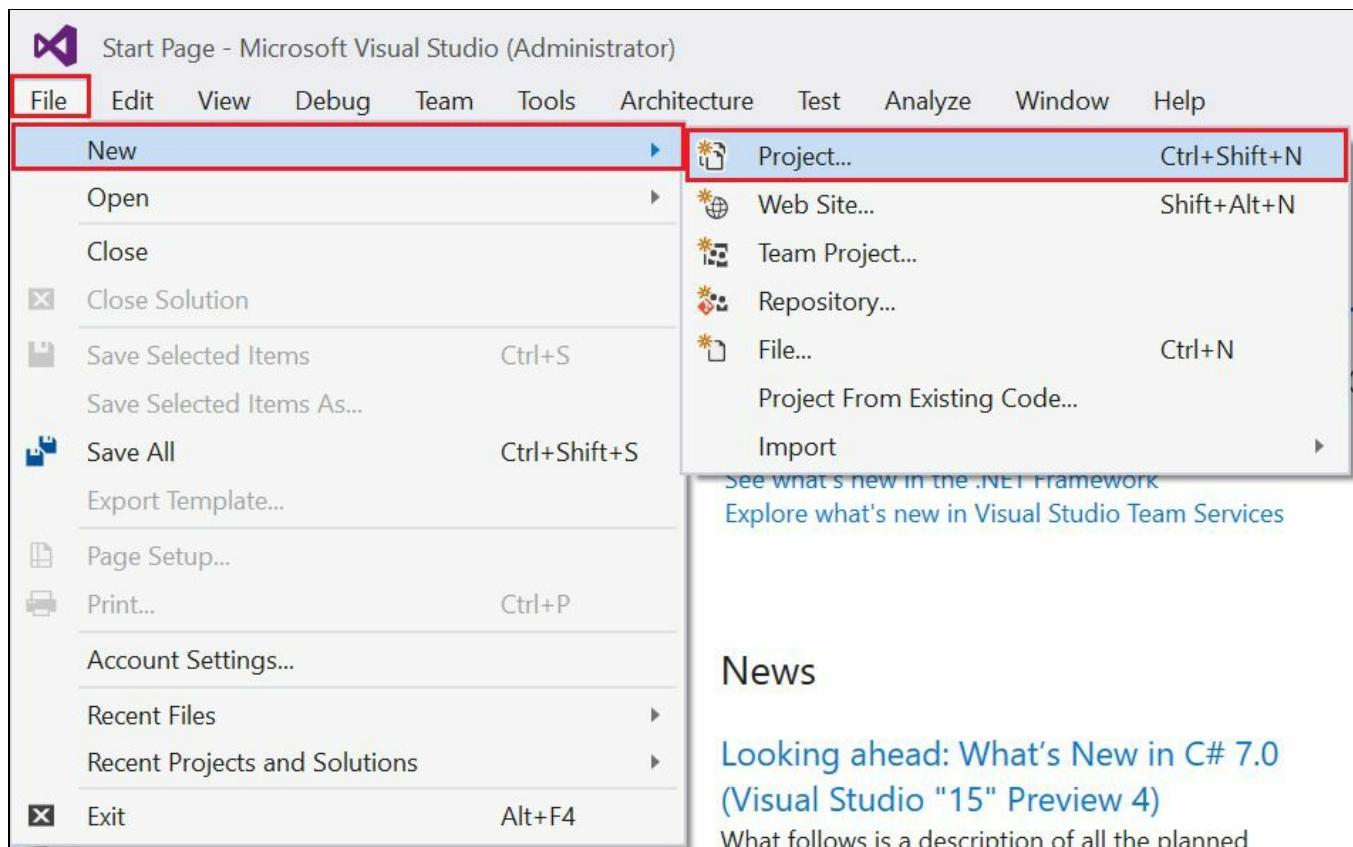
URL: [https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&&subscription-key=\[REDACTED\]&q=Get%20weather%20in%20Seattle](https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&&subscription-key=[REDACTED]&q=Get%20weather%20in%20Seattle)

Development of WeatherBot code

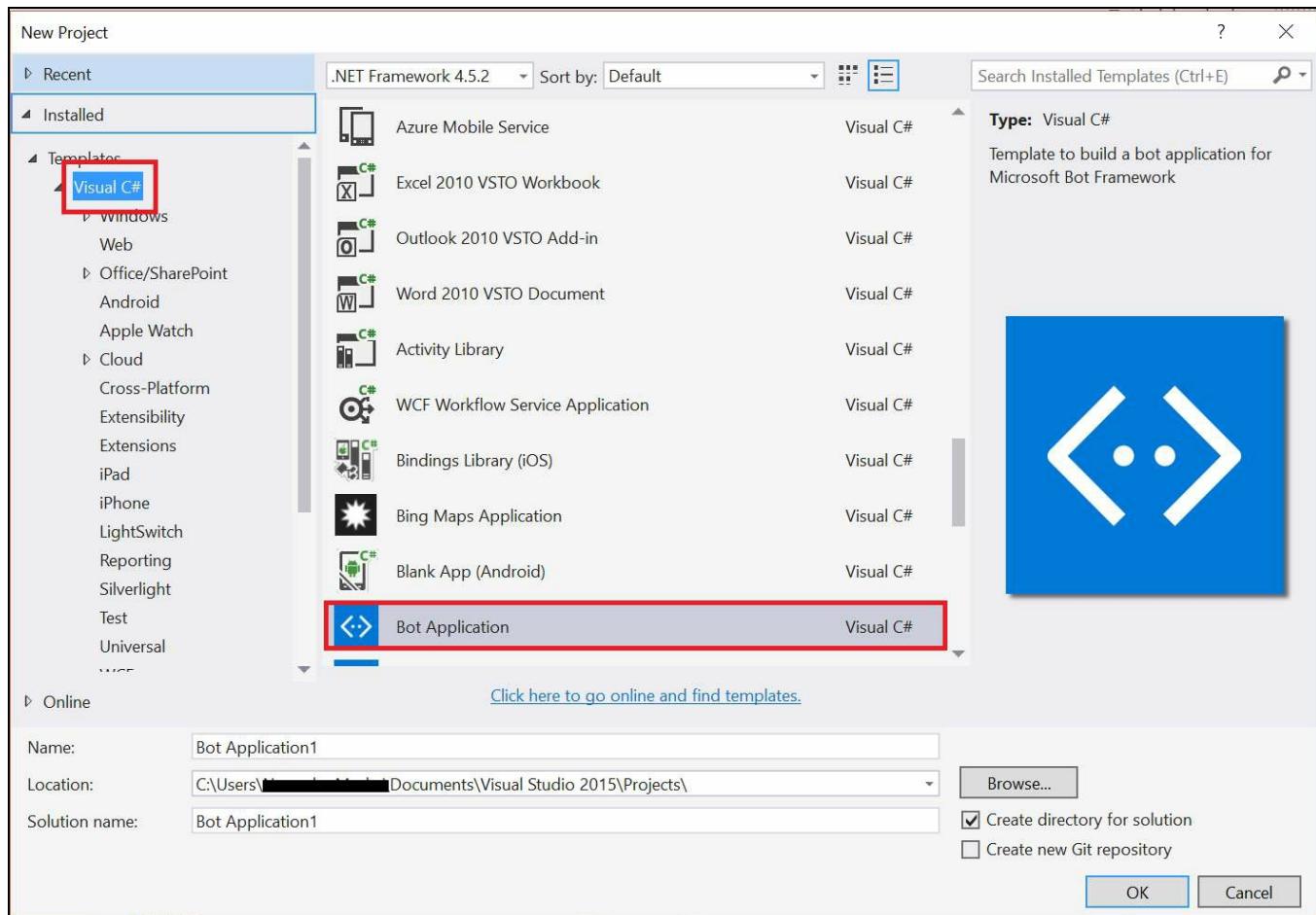
We have completed setting up LUIS. Now let's develop a bot for knowing the weather of a given geography. We will also see how LUIS can help us in identifying the geography of a given sentence.

This guide is for C# using the Bot Framework Connector SDK .NET template:

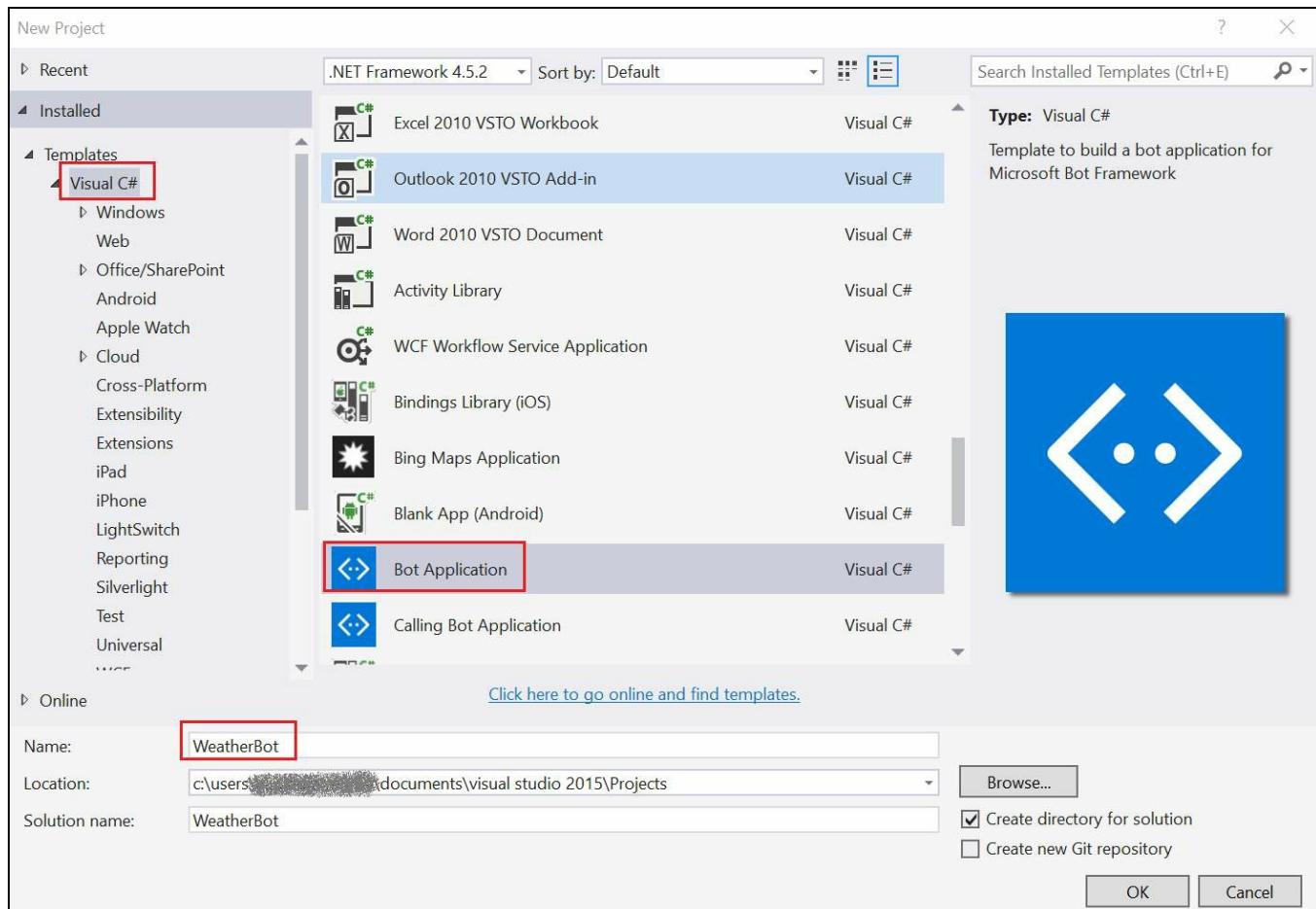
1. Open Visual Studio and navigate to New | Project:



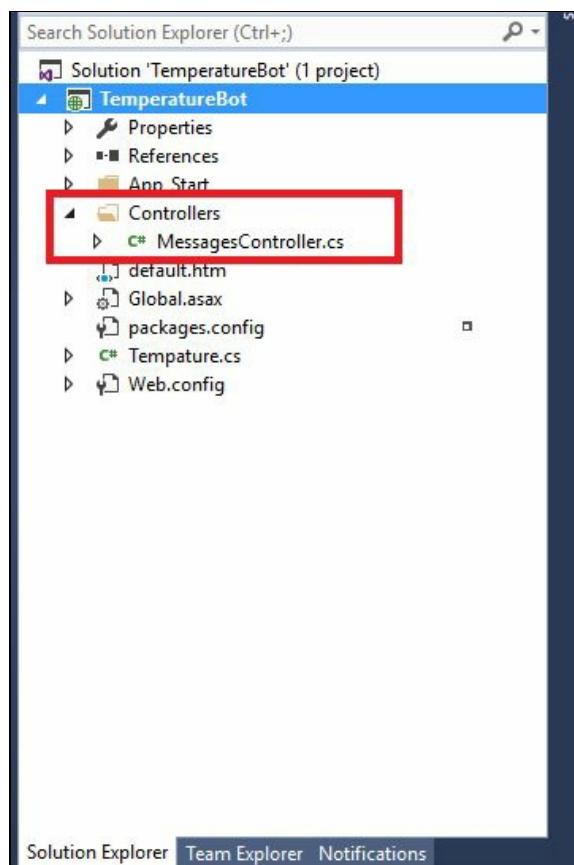
2. Select Visual C# from the left-hand side template category. From the templates section, you will see the Bot Application template:



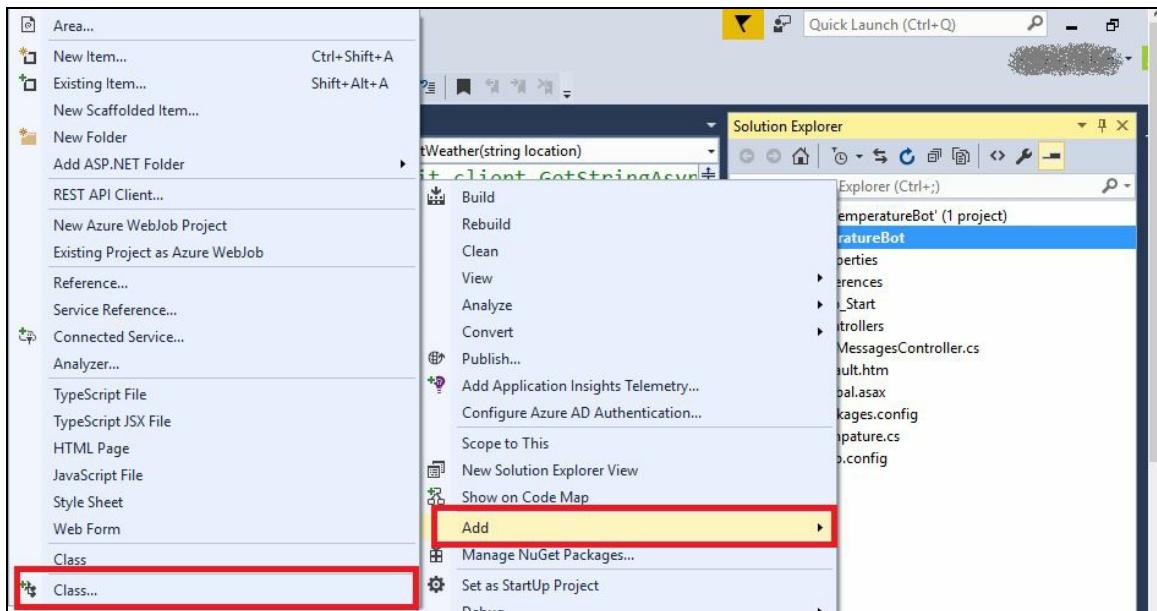
3. Select the Bot Application template, name the project WeatherBot, and then click on OK:



4. Select the `MessagesController.cs` file, which is located under the `Controllers` folder:



5. Update the `Post` method to call the `Dialogs`. For that, add a class called `WeatherDialog.cs` in to your solution and extend it with `IDialog`. For that, you have to right-click on your project and select Add | Class....:



6. Extend the class with `IDialog`, implement its interface method, `StartAsync()`, and also decorate the class with a `Serializable` annotation:

```
[Serializable]
public class WeatherDialog : IDialog<object>
{
    public async Task StartAsync(IDialogContext context)
    {
        context.Wait(MessageReceivedAsync);
    }
}
```

The core functionality of the bot template is all in the `Post` function within `Controllers\MessagesController.cs`.

In this case, the code takes the message text from the user and then creates a reply message using the `CreateReplyMessage` function. The `BotAuthentication` decoration on the method is used to validate your Bot Connector credentials over HTTPS. If you choose to operate over HTTP, you will need to remove the `BotAuthentication` decoration. Update your `Post` method in `MessagesController.cs` with the following code to call `WeatherDialog`:

```
public async Task<HttpResponseMessage> Post ([FromBody]Activity
activity)
{
    try
    {
        ConnectorClient connector = new ConnectorClient(new
Uri(activity.ServiceUrl));
```

```

        if (activity != null && activity.Type == 
ActivityTypes.Message)
{
    var text = (activity.Text).ToLower();
    await Conversation.SendAsync(activity, () => new
WeatherDialog());
}
else
{
    HandleSystemMessage(activity);
}

return new
HttpResponseMessage
(System.Net.HttpStatusCode.Accepted);
}
catch (Exception ex)
{
    var content = new StringContent(ex.Message);
    var responseMessage = new HttpResponseMessage
(System.Net.HttpStatusCode.InternalServerError);
responseMessage.Content = content;
return responseMessage;
}
}
}

```

The method is marked `async` because the Bot Builder makes use of the C# facilities for handling asynchronous communication. It returns a `Task`, which represents the task responsible for sending replies for the passed in `Message`. If there is an exception, the `Task` will contain the exception information. Within the `Post` method, we call `Conversation.SendAsync`, which is the root method for the Bot Builder SDK. It follows the dependency inversion principle and performs the following steps:

- It instantiates the required components
- It deserializes the dialog state (the dialog stack and each dialog's state) from `IBotDataStore` (the default implementation uses the Bot Connector state API as backing `IBotDataStore`)
- It resumes the conversation processes where the bot decided to suspend and wait for a message
- It sends the replies
- It serializes the updated dialog state and persists it back to `IBotDataStore`
- It awaits `Conversation.SendAsync (activity, () => new WeatherDialog());`

When your conversation first starts, there is no dialog state in `IBotDataStore`, so the delegate passed to `Conversation.SendAsync` will be used to construct a `WeatherDialog` and its `StartAsync` method will be called. In this case, `StartAsync` calls `IDialogContext.Wait` with the continuation delegate (our `MessageReceivedAsync` method) to call when there is a new message. In the initial case, there is an immediate message available (the one that launched the dialog), and it is immediately passed to `MessageReceivedAsync`:

```
0 references | Kishoreismac, 17 hours ago | 1 author, 1 change
public async Task StartAsync(IDialogContext context)
{
    context.Wait(MessageReceivedAsync);
}
```

Now, go to the `WeatherDialog.cs` file and generate a method for `MessageReceivedAsync` under the `StartAsync` method:

```
0 references | Kishoreismac, 17 hours ago | 1 author, 1 change
public async Task StartAsync(IDialogContext context)
{
    context.Wait(MessageReceivedAsync);
}
```

Within `MessageReceivedAsync`, we wait for the message to come in and then post our response and wait for the next message:

```
private async Task MessageReceivedAsync(IDialogContext context, IAwaitable<Object> argument)
{
    context.Wait(MessageReceivedAsync);
}
```

In this simple case, the next message would again be processed by `MessageReceivedAsync`. Every time we call `IDialogContext.Wait`, our bot is suspended and can be restarted on any machine that receives the message.

Calling LUIS from the bot

To incorporate a call to LUIS, we can start by adding this function. It simply calls LUIS and returns the city, state, or country names if the message is a weather query mentioning state and country.

Create a method in the `WeatherDialog.cs` class as follows; we will call this method from the `MessageReceivedAsync` method by passing the sentence asked by the user to your bot:

```
private static async Task<string> IdentifyCityUsingLUIS(string message)
{
}
```

Now do a GET request to your LUIS app using the LUIS URL, which you saved in an earlier step, as follows:

```
var responseInString = await httpClient.GetStringAsync(@"REPLACE_WITH_YOUR_URL_HERE&q="
+ System.Uri.EscapeDataString(message));
dynamic response = JObject.Parse(responseInString);
```

Once you get a response from LUIS, try to parse it and identify whether the sentence contains the required Intent and Entities. For that, write the following code:

```
var intent = response.intents?.First?.intent;
        string city="",state="",country="";
        if (intent == "getweather")
        {
            foreach(var entity in response.entities)
            {
                if (entity.type == "builtin.geography.city")
                {
                    if(city=="")
                    city= entity.entity;
                    else
                    {
                        if(city==state)
                        {
                            city = entity.entity;
                        }
                        else if(entity.entity == state)
                        {

                        }
                    }
                }
                else if (entity?.type ==
                "builtin.geography.us_state")
                {
                    state= entity.entity;
                }
                else if (entity?.type ==
                "builtin.geography.country")
                {
                    country= entity.entity;
                }
            }
            if (city != "" && state != "" && country != "")
        }
```

```

        return city + "," + state + "," + country;
    else if(city != "" && state != "")
        return city + "," + state;
    else if (city != "" && country != "")
        return city + "," + country;
    else if (state != "" && country != "")
        return state + "," + country;
    else if (city != "")
        return city;
    else if (state != "")
        return state;
    else if (country != "")
        return country;
    else
        return null;
}

```

Now update your `MessageReceivedAsync` method to call the just created method and receive the city information from it:

```

private async Task MessageReceivedAsync(IDialogContext context, IAwaitable<Object> argument)
{
    var activity = await argument as Activity;
    string queryText = activity.Text;
    var locationInfo = await IdentifyCityUsingLUIS(queryText);
    context.Wait(MessageReceivedAsync);
}

```

Now we have the location information with the help of LUIS; we will get the weather information for the identified location with the help of the Weather API.

Calling the Weather API

There are many APIs available for getting weather information for a given city. As of now, we'll use Weather Underground.

Before using it, we'll need an API key. So, sign up for a free account to get a key from Weather Underground at <https://www.wunderground.com/>.

Now that we have an API key, add the following method in the `WeatherDialog` class:

```
private static async Task<dynamic> GetCurrentWeatherUsingAPI(string location)
{
    using (var client = new HttpClient())
    {
        try
        {
            var escapedLocation = Regex.Replace(location,
                @"\W+", "_");
            var jsonString = await
                client.GetStringAsync($"http://api.wunderground.com
                /api/ENTER_YOUR_KEY_HERE/conditions/q/
                {escapedLocation}.json");
            dynamic response = JObject.Parse(jsonString);

            dynamic observation = response.current_observation;
            dynamic results = response.response.results;

            if (observation != null)
            {
                return observation;
            }
            else if (results != null)
            {
                return null;
            }
        }
        catch (Exception ex)
        {
        }

        return null;
    }
}
```

This gets the current weather for the specified city as a string. If the API indicates that the city is ambiguous (it returns multiple results), the bot informs the message to the user. If there is an issue, the bot returns null.

Now update your `MessageReceivedAsync` method and call the `GetCurrentWeatherUsingAPI` method by passing the location for the one we got from the LUIS method:

```
private async Task MessageReceivedAsync(IDialogContext context,
    IAwaitable<Object> argument)
{
    var activity = await argument as Activity;
    string queryText = activity.Text;
```

```
var locationInfo = await IdentifyCityUsingLUIS(queryText);
var currentObservation = await
GetCurrentWeatherUsingAPI(locationInfo);
string displayLocation =
currentObservation.display_location?.full;
decimal tempC = currentObservation.temp_c;
string weather = currentObservation.weather;
var weatherInfo = $"It is {weather} and {tempC} degrees
in {displayLocation}.";
string icon = currentObservation.icon;
context.Wait(MessageReceivedAsync);
}
```

From the Weather API, we will get `currentObservation` of a city/location.

Using cards

Now we know the weather information of a city/location in the `currentObservation` variable; to display the information to your user on a channel in rich UI, we have **cards** in the Bot Builder.

To display weather information in the cards, we will go through the steps on how to use thumbnail cards, as the following describes.

The **thumbnail card** is a multipurpose card; it primarily hosts a single small image, a button, and a `tap` action, along with text content to display on the card. The following is sample code on how to create a thumbnail card:

```
List<CardImage> cardImages = new List<CardImage>();
cardImages.Add(new CardImage(url:
    "http://icons.wxug.com/i/c/g/" + icon + ".gif"));
ThumbnailCard plCard = new ThumbnailCard()
{
    Text = weatherInfo,
    Title = "Current Weather",
    Images = cardImages,
};

Attachment plAttachment = plCard.ToAttachment();
```

After creating a thumbnail card, we need to pass it as an `Attachment` in the `Activity` reply, as follows:

```
Activity replyToConversation = activity.CreateReply($"Weather report in
{locationInfo} is");
replyToConversation.Type = "message";
replyToConversation.Attachments = new List<Attachment>();
replyToConversation.Attachments.Add(plAttachment);
```

Using all the concepts explained in this chapter, the following is the code we will write in the `MessageReceivedAsync` method so that a bot can communicate the weather to the users:

```
private async Task MessageReceivedAsync(IDialogContext context,
IAwaitable<Object> argument)
{
    var activity = await argument as Activity;
    string queryText = activity.Text;
    var locationInfo = await IdentifyCityUsingLUIS(queryText);
    var currentObservation = await
GetCurrentWeatherUsingAPI(locationInfo);

    if (currentObservation != null)
    {
        string displayLocation =
        currentObservation.display_location?.full;
        decimal tempC = currentObservation.temp_c;
        string weather = currentObservation.weather;
        var weatherInfo = $"It is {weather} and {tempC} degrees
in {displayLocation}.";
```

```

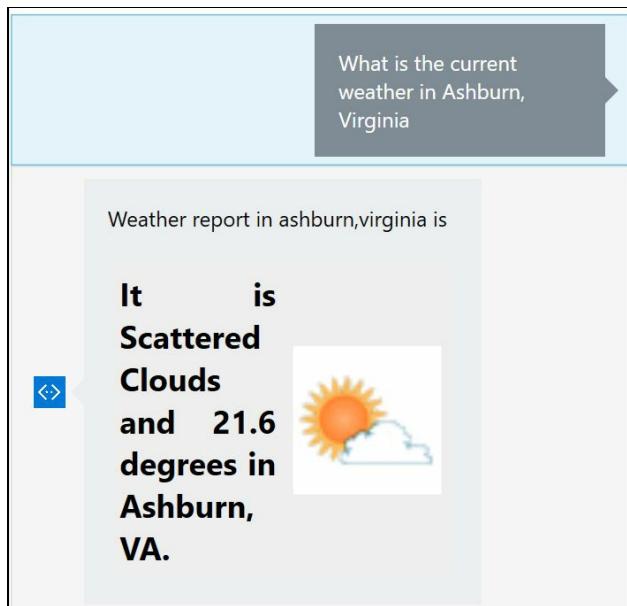
        string icon = currentObservation.icon;
        //string rfc822DateTime =
        currentObservation.observation_time_rfc822;
        //var observationTime = DateTime.Parse(rfc822DateTime);
        //var dayOrNight = observationTime.Hour;

        Activity replyToConversation =
            activity.CreateReply($"Weather report in {locationInfo}
is");
        replyToConversation.Type = "message";
        replyToConversation.Attachments = new List<Attachment>
();
        List<CardImage> cardImages = new List<CardImage>();
        cardImages.Add(new CardImage(url:
"http://icons.wxug.com/i/c/g/" + icon + ".gif"));
        ThumbnailCard plCard = new ThumbnailCard()
{
    Text = weatherInfo,
    Title = "Current Weather",
    Images = cardImages,
};

        Attachment plAttachment = plCard.ToAttachment();
        replyToConversation.Attachments.Add(plAttachment);
        await context.PostAsync(replyToConversation);
    }
    else
    {
        await context.PostAsync($"There is more than one
'{locationInfo}'. Can you be more specific?");
    }
    context.Wait(MessageReceivedAsync);
}

```

Run the WeatherBot and test it in the emulator. You will have output as follows:



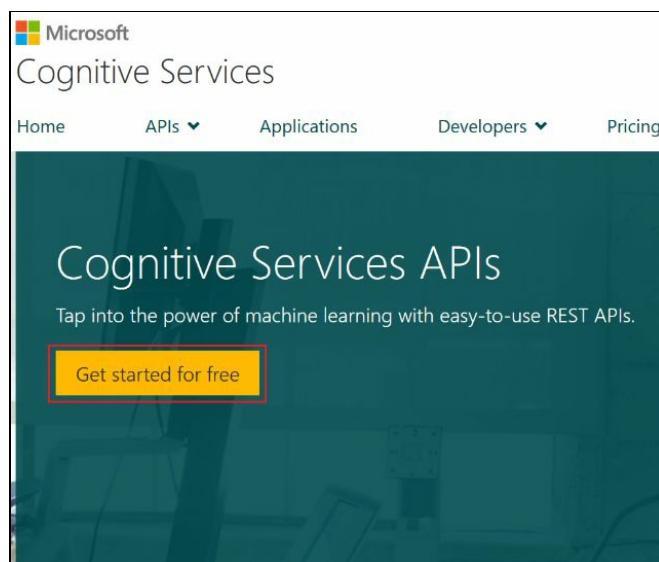
Natural speech and Intent processing bot using Microsoft Cognitive Services

As LUIS is a new concept, we will go through one more project to understand the concepts better. This project is for understanding how to use **Cortana Intelligence Services** and **Rich Text Messaging** technology. This bot identifies the concepts and actions in the text that is sent to the bot with part-of-speech tagging, finds phrases and concepts using natural language parsers, and returns all the identified Intents, which are created and trained in the custom LUIS app. For example, if you say *Hi John, am going to New York tonight*, the bot will return part-of-speech tagging as well as parsing data for natural speech and Intent processing to know the name and location:

- Name: John
- Place: New York

Whether you're mining customer feedback, interpreting user commands, or consuming web text, understanding the structure of the text is a critical first step, and this chapter teaches you that. Before starting the tutorial, you should know about Microsoft Cognitive Services (**Cortana Intelligence Services**), which helps you to build applications using very complex and powerful algorithms just using a few lines of code. You can build applications for any platform and they are easy to configure. It's free to sign up, and it also has paid plans which are currently in preview:

1. To sign up, go to Microsoft Cognitive Services (<https://www.microsoft.com/cognitive-services/en-us/>) and click on the Get started for free button on the page:



2. On the next page, click on the Let's go button:

Let's go

3. Alternatively, you can also click on the My account option on the right-top side of the page and log in using your Microsoft account:

My account 

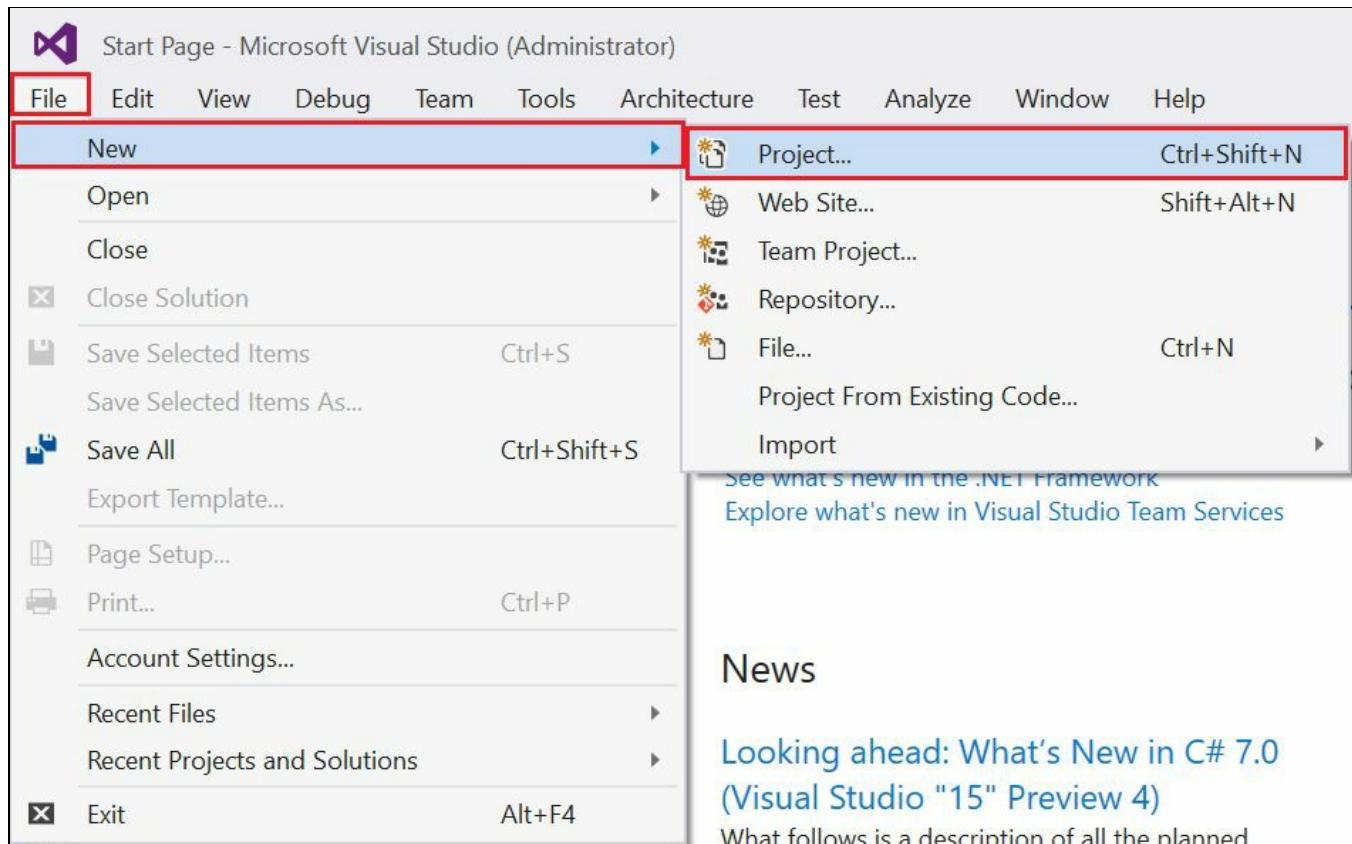
4. After a successful sign-in, you have to subscribe each and every API individually by checking the check box of each API. Select all and click on the Subscribe option. Now you are ready to use Cognitive Services:

My free subscriptions (15)

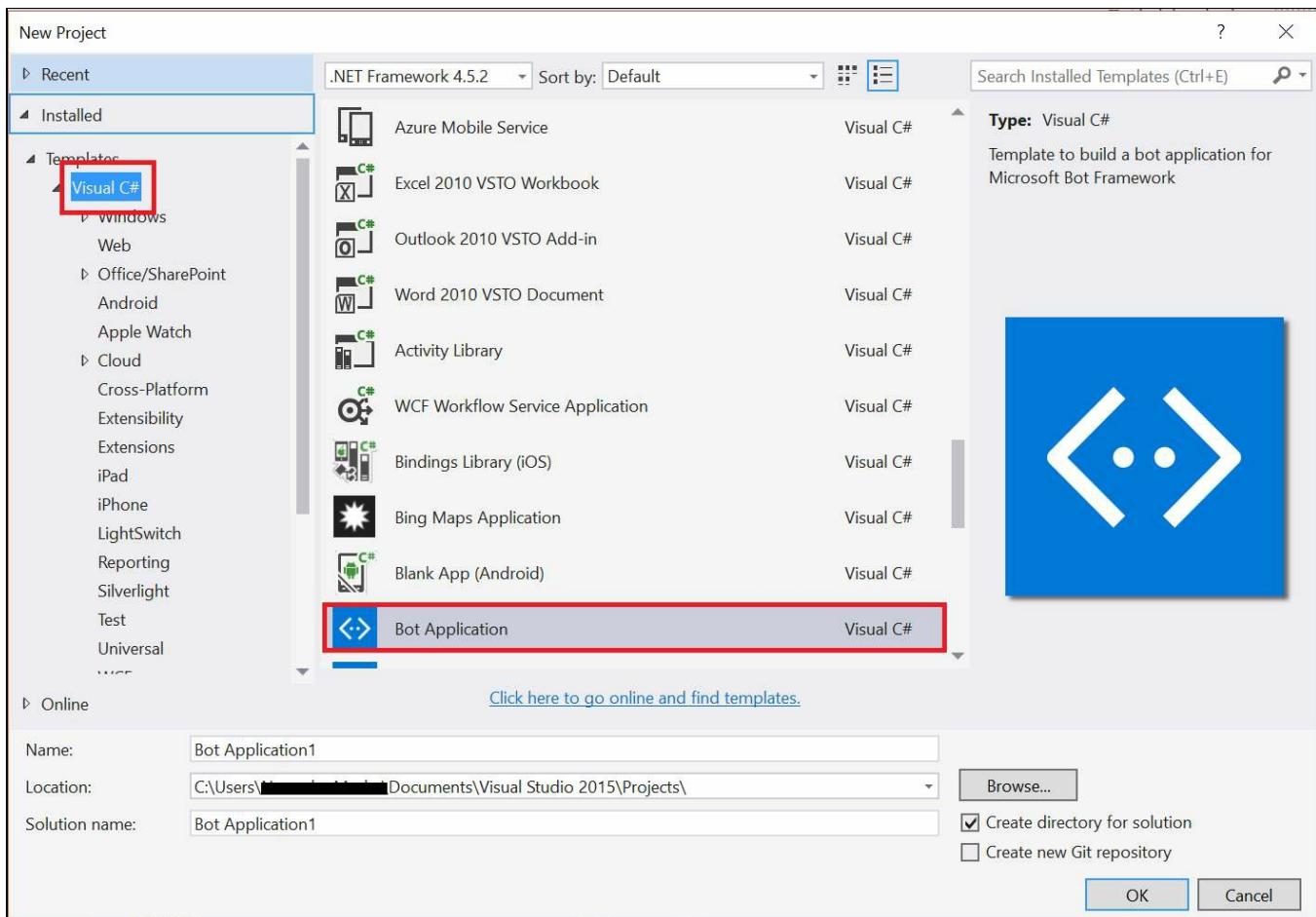
[Request new trials](#)

Product	Description	Keys	State	Created	Quota	
Recommendations - Preview	10,000 transactions per month.	Key 1: XXXXXXXXXXXXXXXXXXXXXXXXXXXX Regenerate Show Copy Key 2: XXXXXXXXXXXXXXXXXXXXXXXXXXXX Regenerate Show Copy	active	6/4/2016 7:01:59 PM	Show Quota	Buy On Azure
Text Analytics - Preview	5,000 transactions per month.	Key 1: XXXXXXXXXXXXXXXXXXXXXXXXXXXX Regenerate Show Copy Key 2: XXXXXXXXXXXXXXXXXXXXXXXXXXXX Regenerate Show Copy	active	6/4/2016 7:01:59 PM	Show Quota	Buy On Azure
Academic - Preview	10,000 transactions per month, 3 per second for interpret, 1 per second for evaluate, 6 per minute for calcHistogram.	Key 1: XXXXXXXXXXXXXXXXXXXXXXXXXXXX Regenerate Show Copy Key 2: XXXXXXXXXXXXXXXXXXXXXXXXXXXX Regenerate Show Copy	active	6/4/2016 7:01:58 PM	Show Quota	Buy On Azure

5. Open Visual Studio, click on New | Project..., and select Visual C# from the left-hand side template category. From the templates section, you will see the Bot Application template:



6. Select the Bot Application template, name the project `IntentProcessing`, and then click on OK:



Here, we will explain to you how to identify parts of speech in a sentence sent by a user to a bot. For this, we will use Cognitive Services. In Cognitive Services, we have the **Linguistic Analysis API**, which is responsible for knowing the structure of a sentence.

As mentioned on the Microsoft Azure website, "The Linguistic API uses advanced linguistic analysis tools for NLP, giving you access to part-of-speech tagging and parsing. These tools allow you to hone in on important concepts and actions."

"The API can tap into traditional linguistic analysis tools that allow you to identify the concepts and actions in your text with part-of-speech tagging, and find phrases and concepts using natural language parsers. Whether you're mining customer feedback, interpreting user commands, or consuming web text, understanding the structure of the text is a critical first step."

For more details on the preceding information, please refer: <https://www.microsoft.com/cognitive-services/en-us/linguistic-analysis-api>



Now we will use the Linguistic Analysis API in our bot to *identify the parts of speech* in a sentence entered by the user. Go to the Cognitive Services subscriptions page (<https://www.microsoft.com/cognitive-services/en-us/subscriptions>), under the Linguistic Analysis API section, copy the key, and save it in a safe place for later use:



7. Go back to the `IntentProcessing` solution in Visual Studio and add the following helper classes in to your solution:

- Add the following code in `Analyzer.cs`:

```
public class Analyzer
{
    /// <summary>
    /// Unique identifier for this analyzer used to
    /// communicate with the service
    /// </summary>
    public Guid Id { get; set; }

    /// <summary>
    /// List of two letter ISO language codes for which
    /// this analyzer is available. e.g. "en" represents
    /// "English"
    /// </summary>
    public string[] Languages { get; set; }

    /// <summary>
    /// Description of the type of analysis used here,
    /// such
    /// as Constituency_Tree or POS_tags.
    /// </summary>
    public string Kind { get; set; }

    /// <summary>
    /// The specification for how a human should
    /// produce ideal output for this task. Most use the
    /// specification from the Penn Treebank.
    /// </summary>
    public string Specification { get; set; }

    /// <summary>
    /// Description of the implementation used in this
    /// analyzer.
    /// </summary>
    public string Implementation { get; set; }
}
```

- Add the following code in `AnalyzerTextRequest.cs`:

```
public class AnalyzeTextRequest
{
    /// <summary>
    /// Two letter ISO language code, e.g. "en" for
```

```

    "English"
    /// </summary>
    public string Language { get; set; }

    /// <summary>
    /// List of IDs of the analyzers to be used on the
    /// given input text; see Analyzer for more
    /// information.
    /// </summary>
    public Guid[] AnalyzerIds { get; set; }

    /// <summary>
    /// The raw input text to be analyzed.
    /// </summary>
    public string Text { get; set; }
}

AnalyzeTextResults
public class AnalyzeTextResult
{
    /// <summary>
    /// The unique ID of the analyzer; see Analyzer
    /// for more information.
    /// </summary>
    public Guid AnalyzerId { get; set; }

    /// <summary>
    /// The resulting analysis, encoded as JSON. See
    /// the documentation for the relevant analyzer kind
    /// for more information on formatting.
    /// </summary>
    public object Result { get; set; }
}

```

- Add the following code in `JsonConversionClasses.cs`:

```

public class RootObject
{
    public string analyzerId { get; set; }
    public List<object> result { get; set; }
}

public class Token
{
    public int Len { get; set; }
    public string NormalizedToken { get; set; }
    public int Offset { get; set; }
    public string RawToken { get; set; }
}

public class TokenRootObject
{
    public int Len { get; set; }
    public int Offset { get; set; }
    public List<Token> Tokens { get; set; }
}

public class Tree
{
    public List<string> Nodes { get; set; }
}

public class Intent
{
    public string intent { get; set; }
    public double score { get; set; }
}

public class Entity

```

```

    {
        public string entity { get; set; }
        public string type { get; set; }
        public int startIndex { get; set; }
        public int endIndex { get; set; }
        public double score { get; set; }
    }

    public class LuisResponse
    {
        public string query { get; set; }
        public List<Intent> intents { get; set; }
        public List<Entity> entities { get; set; }
    }

    enum EntityType
    {
        Location,
        Name,
        Company
    }
}

```

8. Now open the `MessagesController.cs` class file. Add the following required variables in the class level, which are used while calling the Linguistic API:

```

#region private members

/// <summary>
/// The Default Service Host
/// </summary>
private const string DefaultServiceHost =
"https://api.projectoxford.ai/linguistics/v1.0";

/// <summary>
/// The JSON content type header.
/// </summary>
private const string JsonContentTypeHeader =
"application/json";

/// <summary>
/// The subscription key name.
/// </summary>
private const string SubscriptionKeyName = "ocp-apim-
subscription-key";

/// <summary>
/// The ListAnalyzers.
/// </summary>
private const string ListAnalyzersQuery = "analyzers";

/// <summary>
/// The AnalyzeText.
/// </summary>
private const string AnalyzeTextQuery = "analyze";

/// <summary>
/// The default resolver.
/// </summary>
private static readonly CamelCasePropertyNamesContractResolver
defaultResolver = new CamelCasePropertyNamesContractResolver();

/// <summary>
/// The settings
/// </summary>
private static readonly JsonSerializerSettings settings = new
JsonSerializerSettings()
{
    DateFormatHandling = DateFormatHandling.IsoDateFormat,
}

```

```

        NullValueHandling = NullValueHandling.Ignore,
        ContractResolver = defaultResolver
    };

    /// <summary>
    /// The service host.
    /// </summary>
    private string serviceHost;

    /// <summary>
    /// The HTTP client
    /// </summary>
    private HttpClient httpClient;

#endregion

```

9. DefaultServiceHost is just API URL. Analyzers are used to analyze the text in all available analyzer formats. SubscriptionKeyName is just the HTTP header key name, which we will mention in HTTP DefaultRequestHeaders, with the value as your Linguistic API key.
10. Next, create the HttpClient object and set the DefaultRequestHeader as shown:

```

httpClient = new HttpClient();

httpClient.DefaultRequestHeaders.Add(SubscriptionKeyName,
"ENTER_YOUR_LINGUISTIC_API_KEY");

```

11. Next, get all analyzers supported by the API by requesting the Linguistic API, as follows:

```

// List analyzers
Analyzer[] supportedAnalyzers = null;
try
{
    var requestUrl = $""
{this.serviceHost}/{ListAnalyzersQuery}";

    supportedAnalyzers = await SendRequestAsync<object,
Analyzer[]>(HttpMethod.Get, requestUrl);
    var analyzersAsJson =
JsonConvert.SerializeObject(supportedAnalyzers,
Formatting.Indented, jsonSerializerSettings);
//Console.WriteLine("Supported analyzers: " +
analyzersAsJson);
}
catch (Exception e)
{
    //Console.Error.WriteLine("Failed to list supported
analyzers: " + e.ToString());
    Environment.Exit(1);
}

```

12. Each analyzer name contains four parts: ID, kind, a specification, and an implementation. We use the ID for identifying each analyzer. Next, each analyzer is a kind. This defines in very broad terms the type of analysis returned and should uniquely define the data structure used to represent that analysis.
13. Next, create an AnalyzeTextRequest by passing all supported analyzer IDs and the sentence sent by the user to it:

```

// Analyze text with all available analyzers
var analyzeTextRequest = new AnalyzeTextRequest()
{
    Language = "en",
    AnalyzerIds = supportedAnalyzers.Select(analyzer =>
        analyzer.Id).ToArray(),
    Text = messagetext
};

```

14. Next, send a request to the Linguistic API to analyze the sentence by passing the AnalyzeTextRequest:

```

object in request body.
try
{
    var requestUrl = $""
    {this.serviceHost}/{AnalyzeTextQuery}";

    var analyzeTextResults = await
    this.SendRequestAsync<object, AnalyzeTextResult[]>
    (HttpMethod.Post, requestUrl, analyzeTextRequest);

    resultsAsJson =
    JsonConvert.SerializeObject(analyzeTextResults,
    Formatting.Indented, jsonSerializerSettings);

    //Console.WriteLine("Analyze text results: " +
    resultsAsJson);
    var insightproperties = new Dictionary<string, string>
    { {"Page Name", "MessagesController" }, {"Method
    Name", "Post" },
    { "Session Id", telemetry.Context.Session.Id }, {"Json
    Result", resultsAsJson } };

    telemetry.TrackEvent("Post Event Views",
    insightproperties);
}
catch (Exception e)
{
    //Console.Error.WriteLine("Failed to list supported
    analyzers: " + e.ToString());
    Environment.Exit(1);
}

```

15. The following is the code for sending a request to the Linguistic API:

```

private async Task<TResponse> SendRequestAsync<TRequest,
TResponse>(HttpMethod httpMethod, string requestUrl, TRequest
requestBody = default(TRequest))
{
    var request = new HttpRequestMessage(httpMethod,
    requestUrl);
    if (requestBody != null)
    {
        request.Content = new
        StringContent(JsonConvert.SerializeObject(requestBody,
        settings), Encoding.UTF8, JsonContentTypeHeader);
    }

    HttpResponseMessage response = await
    httpClient.SendAsync(request);
    if (response.IsSuccessStatusCode)
    {
        string responseContent = null;
        if (response.Content != null)
        {
            responseContent = await

```

```

        response.Content.ReadAsStringAsync();
    }

    if (!string.IsNullOrWhiteSpace(responseContent))
    {
        return JsonConvert.DeserializeObject<TResponse>
        (responseContent, settings);
    }

    return default(TResponse);
}
else
{
    if (response.Content != null &&
    response.Content.Headers.ContentType
    .MediaType.Contains(JsonContentTypeHeader))
    {
        var errorObjectString = await
        response.Content.ReadAsStringAsync();
        ClientError errorCollection =
        JsonConvert.DeserializeObject<ClientError>
        (errorObjectString);
        if (errorCollection != null)
        {
            throw new ClientException(errorCollection,
            response.StatusCode);
        }
    }

    response.EnsureSuccessStatusCode();
}

return default(TResponse);
}

```

16. After getting a response from the API, deserialize it:

```

var data = JsonConvert.DeserializeObject<List<RootObject>>
(resultsAsJson);

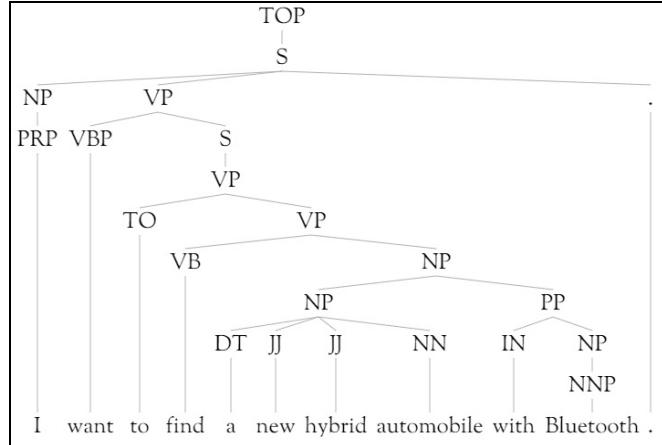
```

In response, you will get all the supported analyzer's results. These include tokens, POS tags, and the constituency tree:

- **Tokens:** In the first step of analysis, Linguistic will separate sentences and tokens. The next task is to break sentences into tokens. By default, English tokens are *delimited by white space*. In the first step, punctuation should often be split away from the surrounding context. Secondly, English has contractions, such as *didn't* or *it's*, where words have been compressed and abbreviated into smaller pieces. The goal of the tokenizer is to break the character sequence into words.
- **Parts-of-speech tags:** After the separation of sentences and tokens, the next step is to identify parts-of-speech.
- **Constituency parsing (tree):** The purpose of constituency parsing is to identify phrases. This helps to identify the key phrases from a large given text. To a linguist, a phrase is more than just a sequence of words. To be a phrase, a group of words has to come together to play a specific role in the sentence. That group of words can be moved together or replaced as a whole, and the sentence should

remain fluent and grammatical.

The result of the parsing will look as shown here:



17. From the response, you will get all three lists. The following is the code for that:

```
var jsonTreeList = data[0].result.ToArray();
string jsonTree = jsonTreeList.Count() > 0 ? "{Nodes:" +
+ jsonTreeList[0].ToString() + "}" : null;
//jsonTree = "{Nodes:" + jsonTree;
var posTags = JsonConvert.DeserializeObject<Tree>
(jsonTree);

var jsonTreeView = data[1].result.ToArray();

var tokenList = data[2].result.ToArray();
for (int i = 0; i < posTags.Nodes.Count; i++)
{
    if (posTags.Nodes[i] == "NNP")
    {

        botOutputString += tokenData.Tokens[i].RawToken
        + " is Noun" + " \r \n";
    }
    else if (posTags.Nodes[i] == "VBG" ||
posTags.Nodes[i] == "VB")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Verb" + " \r \n";
    }
    else if (posTags.Nodes[i] == "WRB")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Adverb" + " \r \n";
    }
    else if (posTags.Nodes[i] == "WP")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Pronoun" + " \r \n";
    }
    else if (posTags.Nodes[i] == "JJ" ||
posTags.Nodes[i] == "JJR" || posTags.Nodes[i] ==
"JJS")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Adjective" + " \r \n";
    }
}
```

```
        }
        else if (posTags.Nodes[i] == "IN")
        {
            botOutputString += tokenData.Tokens[i].RawToken
            + " is Preposition" + " \r \n";
        }
    }

botOutputString = botOutputString != "" ? "Speech and
Natural Language Processing \r \n" + botOutputString :
"";
```


Identifying the name of a person, place, and company using LUIS

Now we will create a custom LUIS app to return all the identified Intents that are created and trained. For example, if you say *Hi John, am going to New York tonight*, the LUIS app will return natural speech and intent processing to know the name, location, and other things, such as John as name and New York as place:

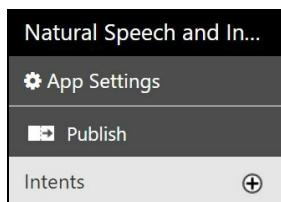
1. After logging into LUIS in luis.ai, create an app for your IntentProcessing. To do that, click on New App and select New Application:



2. Enter the application's name, the usage as Bot, and select the category. Finally, click on the Add App button:

The screenshot shows the 'Add a new application' form. It has fields for 'Enter application name' (containing 'Vivek'), 'Enter application usage scenario' (containing 'Bot'), and 'Enter application description (optional)' (containing 'Vivek'). Below these are sections for 'Choose application domain(s)' and 'Choose Application Culture'. Under 'Choose application domain(s)', there are many categories with checkboxes, some of which are checked: Reference (Education), Entertainment, Media & Video, News & Magazines, Social Network, Weather, Business, Finance, Medical, Personalization, Sports, Translation, Comics, Health & Fitness, Music & Audio, Productivity, Scheduler, Telecom, Others, Communication, Gaming, Home, Automation, Maps, Real Estate, Shopping, Tools, Travel & Local. Under 'Choose Application Culture', 'English' is selected. A red box highlights the 'Bot' selection in the usage dropdown, and another red box highlights the 'Bot' category in the domain list.

3. After successful creation of the app, open it and click on the + icon of the Intents section from the left-hand side of the menu:



4. Enter the name for your Intent and click on the Save button:

Add a new intent
Intent name:
NaturalProcessing

5. Now add a custom entity from the left-hand side menu, click on the + icon of the Entity, and enter the name:

Add a new Entity
Name
<input type="button" value="Delete"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>

6. Repeat the preceding step for Entity Company:

Add a new Entity
Company
<input type="button" value="Delete"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>

7. Now add an Entity. From the left-hand side menu, click on the + icon of Pre-Built Entities:

Pre-built Entities	⊕
--------------------	---

8. Select geography as the Entity:

Pre-built entities



Which Bing entity do you want to add?

Monetary amounts, including currency
1000.00 US dollars, £20.00, \$ 67.5 B

age

Age of a person or thing
10-month-old, 19 years old, 58 year-old

geography

Continents, Countries, Cities, Post codes, and other points of interest
Antarctica, Portugal, Dubai, Sanjiang County, Lake Pontchartrain, CB3 0DS

encyclopedia

People, organizations, products, and hundreds of other types found in an encyclopedia
Acer Aspire, Harvard Business School, Jagiellonian Rowing Club, Steve Miller Band, Beijing Capital International Airport, Amsterdam Light Festival, Microsoft

OK

9. The reason why we use the pre-built Entity is that LUIS already contains geography, which has complete information about the locations. If you want to use a custom Entity for the location, then you will have to provide all the cities/locations information to LUIS, otherwise LUIS cannot identify the location from the given sentence.
10. Now we have an Intent and an Entity:



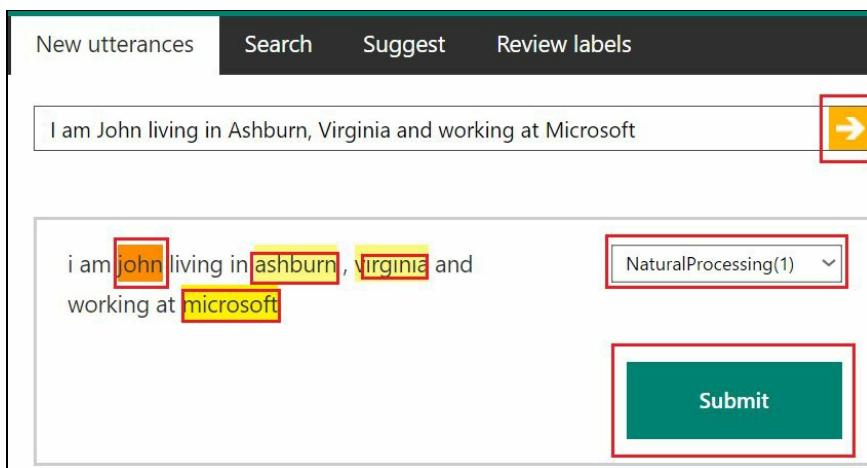
Training your app

Now you have to train your app using utterances to get the appropriate results from LUIS.

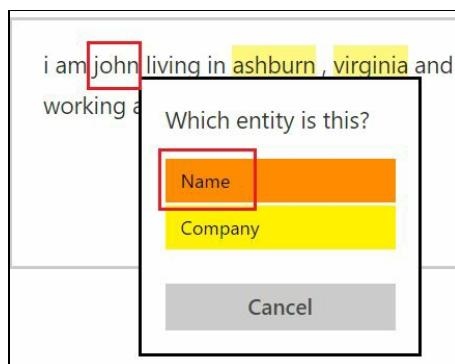
Some examples of utterances include the following:

- I am John living in Ashburn, Virginia and working at Microsoft
- Jim lives in Princeton, New Jersey and works at Google

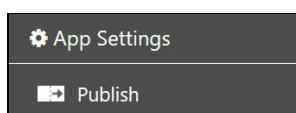
Go through the training process as we explained in previous sections:



Before clicking on Submit, make sure that the sentence is identified correctly and shows the Intent as `NaturalProcessing(my intent name)`. If the name did not get highlighted, then manually click on the name. It will open a popup; select Name as the Entity. For example, here in my case, john was not highlighted by default, so I selected it manually and clicked on the Name Intent. The same applies for the company as well:



Now publish your LUIS. Click on the Publish option on the left-hand side menu:



Now click on the Publish web service/Update published application:

The screenshot shows the 'HTTP service' publish dialog. At the top, it says 'Publish Current Application to URL for access via HTTP'. Below that, it shows 'Status: Published on 22/9/2016, 2:29:52 PM'. On the right, there is a green button with white text that says 'Update published application', which is highlighted with a red border. Below the status, there is a 'Query:' label and a text input field. Underneath the input field, the URL is displayed as [https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&subscription-key=\[REDACTED\]&q=\[REDACTED\]](https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&subscription-key=[REDACTED]&q=[REDACTED]). There is also a note about enabling bot integration and action fulfillment. At the bottom, there is a 'Download web service usage logs' link and a 'Download logs' button.

Copy the URL up to query and save it in a safe place. We will need it for later steps:

URL: [&q=\[REDACTED\]](https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&subscription-key=[REDACTED]&q=[REDACTED])

Now come back to Visual Studio, open the `MessagesController.cs` file and, under the `Post` method, write the code to get the LUIS results:

Calling LUIS from the bot

To incorporate a call to LUIS, we can start by adding this function. It simply calls LUIS and returns the phrases identified by LUIS, such as name, city, company name, and so on.

Place your LUIS app endpoint URL, which you copied from the preceding step, in to the following variable in your code:

```
var luisRequestURL =
"https://api.projectoxford.ai/luis/v1/application?id=
fbec04e7-8bda-4160-a059-a8f8b995184b&subscription-
key=ENTER_KEY_HERE";
```

Next, append the user message, which we get from the user to the `luisRequestUrl` and do a `Get` request:

```
httpClient = new HttpClient();
HttpResponseMessage response = await
httpClient.GetAsync(luisRequestURL + "&q=" + messagetext);

string luisResponseString = await
response.Content.ReadAsStringAsync();
```

Deserialize the LUIS response and parse it to identify the Intents and Entities:

```
var luisResponse =
JsonConvert.DeserializeObject<LuisResponse>
(luisResponseString);

if (luisResponse.entities.Count > 0)
{
    foreach (var entity in luisResponse.entities)
    {
        if (entity.type.Contains("geography"))
        {

            if (!luisOutputString.ToLower() .
Contains(entity.entity.ToLower())))
            luisOutputString +=
entity.type.Replace("builtin.geography.", "") +
": " + entity.entity + " \r \n";
        }
        else if (entity.type == "Name")
        {
            luisOutputString += "Name: " + entity.entity +
" \r \n";
        }
        else if (entity.type == "Company")
        {
            luisOutputString += "Company: " + entity.entity +
" \r \n";
        }
        else
        {
            luisOutputString += entity.type + " " +
entity.entity + " \r \n";
        }
    }
}
```

```

        }
        else
        {
            luisOutputString = "No matching found for Intent and
            Language Understanding Intelligence Service
            Processing";
        }

        if (botOutputString == "")
        {
            botOutputString = "No matching found for Natural Speech
            and Intent Processing";
        }
    }
}

```

The complete code of the `Post` method will be as follows:

```

public async Task<Message> Post([FromBody]Message message)
{
    var properties = new Dictionary<string, string> { {"Page
Name","MessagesController" }, {"Method Name","Post" },
{ "Session Id",telemetry.Context.Session.Id }, {"User
Spoken Message Json",message.ToString() } };

    telemetry.TrackEvent("Post Event Views", properties);

    string messagetext = message.Text;
    var aiproperties = new Dictionary<string, string> { {"Page
Name","MessagesController" }, {"Method Name","Post" },
{ "Session Id",telemetry.Context.Session.Id }, {"User
Spoken Message",messagetext } };

    telemetry.TrackEvent("Post Event Views", aiproperties);

    string resultsAsJson = "", botOutputString = "";
    this.serviceHost = string.IsNullOrWhiteSpace(serviceHost) ?
DefaultServiceHost : serviceHost.Trim();

    httpClient = new HttpClient();
    httpClient.DefaultRequestHeaders.Add(SubscriptionKeyName,
"b7ba08bf576747728ad0a74af2d5718f");

    // List analyzers
    Analyzer[] supportedAnalyzers = null;
    try
    {
        var requestUrl = $"
{this.serviceHost}/{ListAnalyzersQuery}";

        supportedAnalyzers = await SendRequestAsync<object,
Analyzer[]>(HttpMethod.Get, requestUrl);
        var analyzersAsJson =
JsonConvert.SerializeObject(supportedAnalyzers,
Formatting.Indented, jsonSerializerSettings);
        //Console.WriteLine("Supported analyzers: " +
analyzersAsJson);
    }
    catch (Exception e)
    {
        //Console.Error.WriteLine("Failed to list supported
analyzers: " + e.ToString());
        Environment.Exit(1);
    }

    // Analyze text with all available analyzers
    var analyzeTextRequest = new AnalyzeTextRequest()
    {
        Language = "en",
        AnalyzerIds = supportedAnalyzers.Select(analyzer =>

```

```

analyzer.Id).ToArray(),
Text = messagetext
};

try
{
    var requestUrl = $""
    {this.serviceHost}/{AnalyzeTextQuery}";

    var analyzeTextResults = await
    this.SendRequestAsync<object, AnalyzeTextResult[]>
    (HttpMethod.Post, requestUrl, analyzeTextRequest);

    resultsAsJson =
    JsonConvert.SerializeObject(analyzeTextResults,
    Formatting.Indented, jsonSerializerSettings);

    //Console.WriteLine("Analyze text results: " +
    resultsAsJson);

}
catch (Exception e)
{
    //Console.Error.WriteLine("Failed to list supported
    analyzers: " + e.ToString());
    Environment.Exit(1);
}

var data = JsonConvert.DeserializeObject<List<RootObject>>
(resultsAsJson);

if (data.Count == 3)
{
    var jsonTreeList = data[0].result.ToArray();
    string jsonTree = jsonTreeList.Count() > 0 ? "{Nodes:" +
    jsonTreeList[0].ToString() + "}" : null;
    //jsonTree = "{Nodes:" + jsonTree;
    var posTags = JsonConvert.DeserializeObject<Tree>
    (jsonTree);

    var jsonTreeView = data[1].result.ToArray();

    var tokenList = data[2].result.ToArray();
    string tokenJson = tokenList.Count() > 0 ?
    tokenList[0].ToString() : null;
    var tokenData =
    JsonConvert.DeserializeObject<TokenRootObject>
    (tokenJson);

    for (int i = 0; i < posTags.Nodes.Count; i++)
    {
        if (posTags.Nodes[i] == "NNP")
        {

            botOutputString += tokenData.Tokens[i].RawToken
            + " is Noun" + " \r \n";
        }
        else if (posTags.Nodes[i] == "VBG" ||
        posTags.Nodes[i] == "VB")
        {
            botOutputString += tokenData.Tokens[i].RawToken
            + " is Verb" + " \r \n";
        }
        else if (posTags.Nodes[i] == "WRB")
        {
            botOutputString += tokenData.Tokens[i].RawToken
            + " is Adverb" + " \r \n";
        }
        else if (posTags.Nodes[i] == "WP")
        {

```

```

        botOutputString += tokenData.Tokens[i].RawToken
        + " is Pronoun" + " \r \n";
    }
    else if (posTags.Nodes[i] == "JJ" ||
    posTags.Nodes[i] == "JJR" || posTags.Nodes[i] ==
    "JJS")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Adjective" + " \r \n";
    }
    else if (posTags.Nodes[i] == "IN")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Preposition" + " \r \n";
    }
}

botOutputString = botOutputString != "" ? "Speech and
Natural Language Processing \r \n" + botOutputString :
"";

var insightproperties = new Dictionary<string, string>
{ {"Page Name","MessagesController" }, {"Method
Name","Post" },
{ "Session Id",telemetry.Context.Session.Id }, {"Result
From Linguistic API",botOutputString } };

telemetry.TrackEvent("Post Event Views",
insightproperties);

}
else
{
    botOutputString = "";
}

//To identify name of a person, place and Company - Using
LUIS
var luisOutputString = "Intent and Language Understanding
Intelligence Service Processing results are \r \n";
var luisRequestURL =
"https://api.projectoxford.ai/luis/v1/application?
id=fbec04e7-8bda-4160-a059-a8f8b995184b&subscription-
key=d14817bfff85b4de0af2cc701b2e5de70";
httpClient = new HttpClient();
HttpResponseMessage response = await
httpClient.GetAsync(luisRequestURL + "&q=" + messagetext);

string luisResponseString = await
response.Content.ReadAsStringAsync();

var insightsproperties = new Dictionary<string, string> {
{"Page Name","MessagesController" }, {"Method Name","Post"
},
{ "Session Id",telemetry.Context.Session.Id }, {"Json
Result From LUIS",luisResponseString } };

telemetry.TrackEvent("Post Event Views",
insightsproperties);

var luisResponse =
JsonConvert.DeserializeObject<LuisResponse>
(luisResponseString);

if (luisResponse.entities.Count > 0)
{
    foreach (var entity in luisResponse.entities)
    {
        if (entity.type.Contains("geography"))
        {

```

```

        if(!luisOutputString.ToLower() .
        Contains(entity.entity.ToLower()))
        luisOutputString +=
        entity.type.Replace("builtin.geography.", "")+"
        : " + entity.entity + " \r \n";
    }
    else if (entity.type == "Name")
    {
        luisOutputString += "Name: " + entity.entity +
        " \r \n";
    }
    else if (entity.type == "Company")
    {
        luisOutputString += "Company: " + entity.entity
        + " \r \n";
    }
    else
    {
        luisOutputString += entity.type + " " +
        entity.entity + " \r \n";
    }
}
else
{
    luisOutputString = "No matching found for Intent and
    Language Understanding Intelligence Service
    Processing";
}

if (botOutputString == "")
{
    botOutputString = "No matching found for Natural Speech
    and Intent Processing";
}

var appinsightsproperties = new Dictionary<string, string>
{ {"Page Name","MessagesController" }, {"Method
Name","Post" },
{ "Session Id",telemetry.Context.Session.Id }, {"Final
Result From LUIS",luisOutputString } };

telemetry.TrackEvent("Post Event Views",
appinsightsproperties);

return message.CreateReplyMessage(botOutputString + " \r \n
\r \n \r \n \r \n" + luisOutputString);
}

```

Run the `IntentProcessing` bot and ask any sentence. You will get output as shown here:

I am Kishore living in Ashburn, Virginia and working at
Microsoft



Speech and Natural Language Processing
Kishore is Noun
living is Verb
in is Preposition
Ashburn is Noun
Virginia is Noun
working is Verb
at is Preposition
Microsoft is Noun
Intent and Language Understanding Intelligence Service
Processing results are
Name: kishore
Company: microsoft
us_state : virginia
city : ashburn

Summary

In this chapter, we have learned the following:

- **Bot dialogs:** The `Dialogs` model is a conversational process, where the exchange of messages between the bot and the user is the primary channel for interaction with the outside world
- **LUIS:** Creating language understanding models, training, and deploying/publishing a model to an endpoint
- **Cognitive Services:** Linguistic API, an advanced linguistic analysis tool for NLP, giving you access to part-of-speech tagging and parsing

Natural Speech and Intent Processing Bot Using Microsoft Cognitive Services

This chapter is for understanding how to use **Microsoft Cognitive Services**. The bot identifies the concepts and actions in the message that is sent to the bot with part-of-speech tagging, and finds phrases and concepts using **natural language parsers**. Also, it returns all the identified intents that were created and trained in the custom LUIS app. For example, if you say "Hi John, am going to New York tonight", the bot will return part-of-speech tagging as well as parses data for natural speech and Intent Processing to know the name and location--that is, Name: John, Place: New York, and so on.

You may be mining customer feedback of your application since you want to know whether the user has given a positive or negative feedback, or you may need to identify what your user is trying to communicate with your bot by interpreting user commands, such as identifying what action mentioned in the text the user wants to perform. To achieve this, first you need to have an understanding of the structure of the text, which is a critical first step, and this chapter teaches you how to achieve the previous mentioned scenarios.

Before starting with this chapter, you should know about **Microsoft Cognitive Services (Cortana Intelligence Services)**, which helps you to build applications using very complex and powerful algorithms just through a few lines of code.

Microsoft Cognitive Services

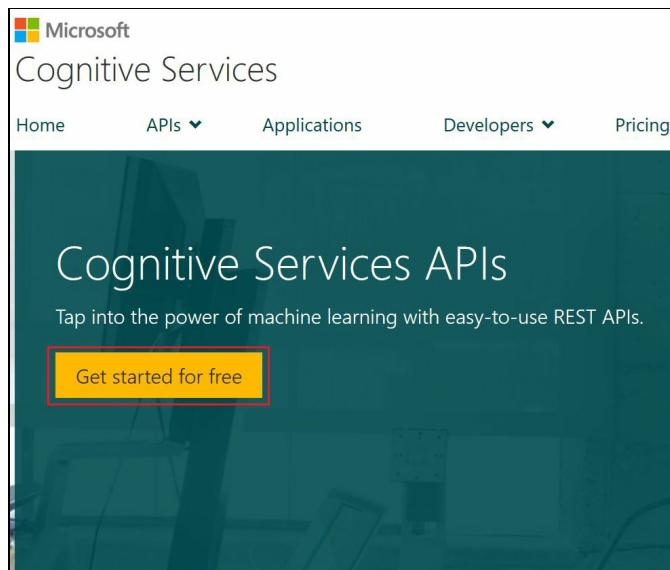
Initially, Microsoft Cognitive Services was known as **Microsoft Project Oxford**. It is also known as **suite of intelligent APIs** and works across platforms which provide facial recognition in images, voice recognition of speakers, language processing, Academic Knowledge, and more. All these APIs are RESTful services. Owing to REST services, you can develop and integrate with any programming language; here, we use C#.

You must try out all the APIs that are available and just play around. For example, APIs such as Face, Emotion, and Speaker recognition will always return a confidence rating/value for each emotion identified in a given image from Face & Emotion APIs. In the case of Speaker recognition, it will tell you how much it accurately matches the voice to your previously registered voice. The best machine learning example API is **Language Understanding Intelligent Service (LUIS)**. It has a potential for a much better text parser. To use this in an app, you'll need a Microsoft account to log in and get API keys. You can build an application for any platform that is easy to configure. It's free to sign up and they have paid plans, which are currently in preview.

Signing up for Microsoft Cognitive Services

Now, let's take a look at the following steps that we need to carry out while signing up for Microsoft Cognitive Services:

1. Go to **Microsoft Cognitive Services** (<https://www.microsoft.com/cognitive-services/en-us/>) and click on the Get started for free button at the following page:



2. On the next page, click on the Let's go button:



3. Alternatively, you can also click on the My account option in the top-right corner of the page and log in using Microsoft Account:



4. After a successful sign in, you have to subscribe to each and every API individually by checking the checkbox of each API. Select all and click on the Subscribe option. Now you are ready to use Cognitive Services:

Home APIs Apps Docs + Help Pricing Get started for free Sign out

Hello, Kishore Gaddam! kishoreismac@outlook.com verified

you have already subscribed to all products

 Subscribe to new free trials
Tab into the power of machine learning with easy-to-use REST APIs

 **Bing Autosuggest - Free** Created on 6/4/2016 1:31:57 PM
10,000 transactions per month, 10 per second.
State: active
Key 1:XXXXXXXXXXXXXXXXXXXXXX
Key 2:XXXXXXXXXXXXXXXXXXXXXX
[Regenerate](#) | [Show](#) | [Copy](#)
[Regenerate](#) | [Show](#) | [Copy](#)
[Show Quota](#)

[Buy On Azure](#) [Cancel](#)

 **Bing Search - Free** Created on 6/4/2016 1:31:57 PM
Across all Bing Search APIs (Web, Image, Video, News): 1,000 transactions per month, 5 per second. Trial keys expire after a 90-day period, after which a subscription may be purchased on the Azure portal.
State: expired
Key 1:XXXXXXXXXXXXXXXXXXXXXX
Key 2:XXXXXXXXXXXXXXXXXXXXXX
[Regenerate](#) | [Show](#) | [Copy](#)
[Regenerate](#) | [Show](#) | [Copy](#)
[Show Quota](#)

[Buy On Azure](#)

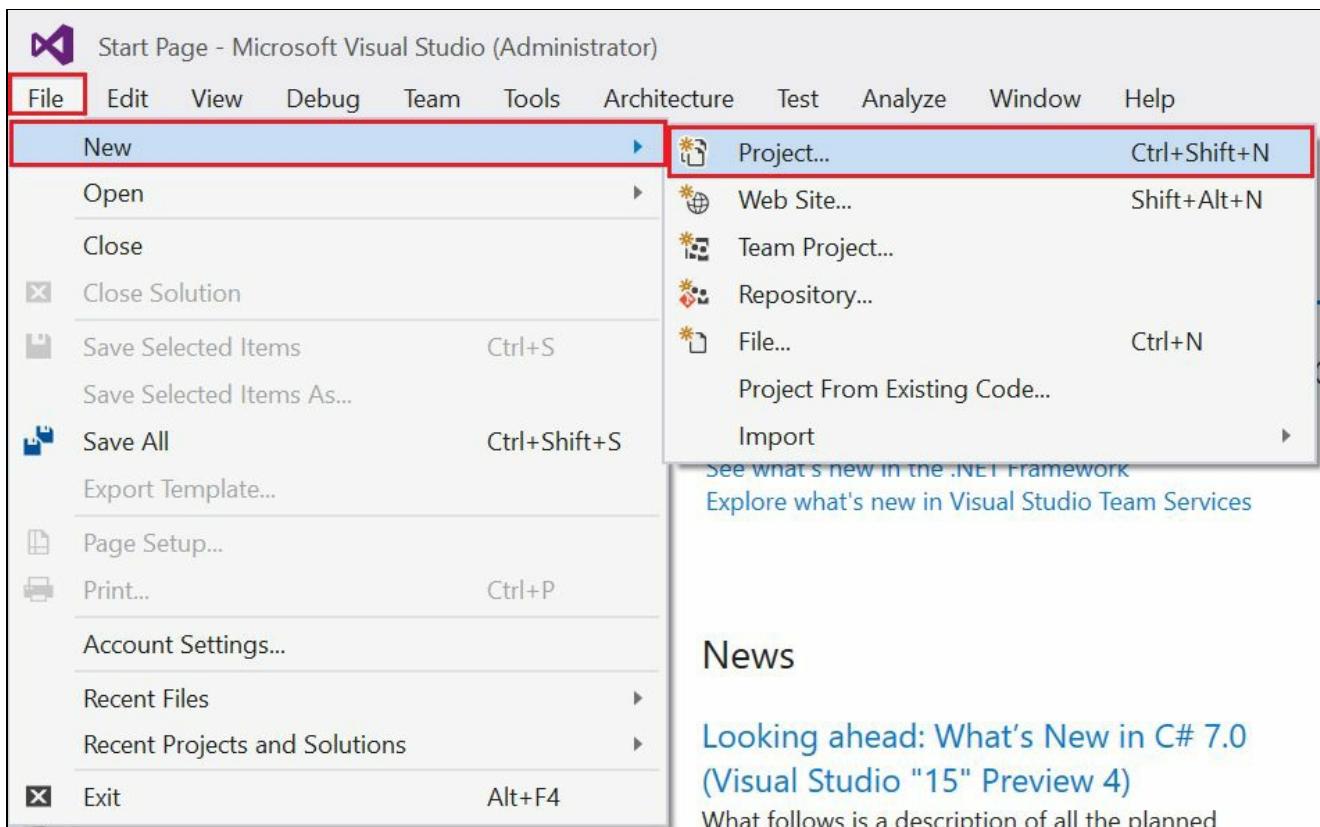
 **Bing Spell Check - Free** Created on 6/4/2016 1:31:57 PM
5,000 transactions per month, 7 per minute.
State: active
Key 1:XXXXXXXXXXXXXXXXXXXXXX
Key 2:XXXXXXXXXXXXXXXXXXXXXX
[Regenerate](#) | [Show](#) | [Copy](#)
[Regenerate](#) | [Show](#) | [Copy](#)

Now you are ready to build applications that use Cognitive Services using the respective API keys. In the next steps, we will walk-through how to use the API keys in a bot application.

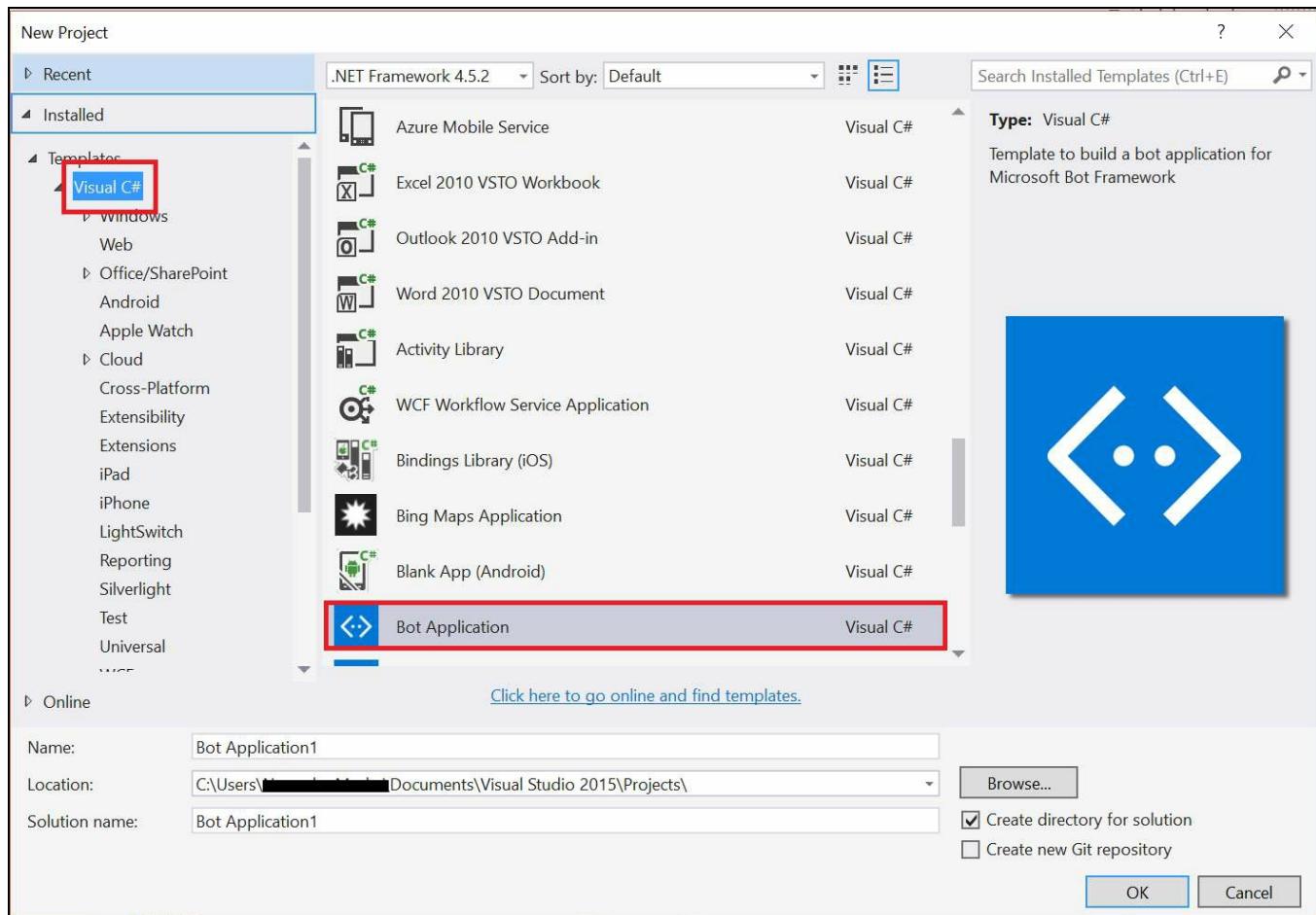
Building a bot application using Cognitive Services APIs

Let's perform the following steps to build a bot application using Cognitive Services APIs:

1. Open Visual Studio, click on New | Project, and select Visual C# from the left side template category; then, you will see Bot Application template under the templates section:



2. Select Bot Application template, name the project as `IntentProcessing`, and then click on OK:



Here, we will explain to you how to identify parts of speech in a sentence sent by a user to the bot. For this, we will use Cognitive Services. In Cognitive Services, we have the Linguistic Analysis API, which is responsible for knowing the structure of a sentence. The Linguistic API uses advanced linguistic analysis tools for Natural Language Processing, giving you access to part-of-speech tagging and parsing. These tools allow you to hone in on important concepts and actions.

The API can tap into traditional linguistic analysis tools that allow you to identify the concepts and actions in your text with part-of-speech tagging and find phrases and concepts using natural language parsers. Whether you're mining customer feedback, interpreting user commands, or consuming web text, understanding the structure of the text is a critical first step.

3. Now we will use the Linguistic Analysis API in our bot to identify the parts of speech in a sentence entered by the user.
4. Go to the Cognitive Services subscriptions page (<https://www.microsoft.com/cognitive-services/en-US/sign-up?ReturnUrl=/cognitive-services/en-us/subscriptions>). Under the Linguistic Analysis API section, copy the key and save it in a safe place for later use:



5. Return to `IntentProcessing` solution in Visual Studio and add the following helper classes into your solution.
6. We use the `Analyzer.cs` class to communicate with the API respective specifications, such as the language analyzer we will use, the type of analysis-- whether it is a constituency tree or POS tags, and on what specification it should produce the output:

`Analyzer.cs`

```
public class Analyzer
{
    /// <summary>
    /// Unique identifier for this analyzer used to
    communicate with the service
    /// </summary>
    public Guid Id { get; set; }

    /// <summary>
    /// List of two letter ISO language codes for which this
    analyzer is available. e.g. "en" represents "English"
    /// </summary>
    public string[] Languages { get; set; }

    /// <summary>
    /// Description of the type of analysis used here, such
    as Constituency_Tree or POS_tags.
    /// </summary>
    public string Kind { get; set; }

    /// <summary>
    /// The specification for how a human should produce
    ideal output for this task. Most use the specification
    from the Penn Treebank.
    /// </summary>
    public string Specification { get; set; }
    /// <summary>
    /// Description of the implementation used in this
    analyzer.
    /// </summary>
    public string Implementation { get; set; }
}
```

7. The following class is used to send the request to the Linguistic API to process the text received from your user:

`AnalyzerTextRequest.cs`

```
public class AnalyzeTextRequest
{
    /// <summary>
    /// Two letter ISO language code, e.g. "en" for "English"
```

```

    ///</summary>
    public string Language { get; set; }

    ///<summary>
    /// List of IDs of the analyzers to be used on the given
    /// input text; see Analyzer for more information.
    ///</summary>
    public Guid[] AnalyzerIds { get; set; }

    ///<summary>
    /// The raw input text to be analyzed.
    ///</summary>
    public string Text { get; set; }
}

```

- Once we receive the results from the API, we will store those results using the following helper class:

```

AnalyzeTextResults

public class AnalyzeTextResult
{
    ///<summary>
    /// The unique ID of the analyzer; see Analyzer for more
    /// information.
    ///</summary>
    public Guid AnalyzerId { get; set; }

    ///<summary>
    /// The resulting analysis, encoded as JSON. See the
    /// documentation for the relevant analyzer kind for more
    /// information on formatting.
    ///</summary>
    public object Result { get; set; }
}

```

- We will receive the result from the API in JSON text; later, we will parse and convert it into an object. The following helper classes will be used to save the JSON response:

```

JsonConversionClasses

public class RootObject
{
    public string analyzerId { get; set; }
    public List<object> result { get; set; }
}

public class Token
{
    public int Len { get; set; }
    public string NormalizedToken { get; set; }
    public int Offset { get; set; }
    public string RawToken { get; set; }
}

public class TokenRootObject
{
    public int Len { get; set; }
    public int Offset { get; set; }
    public List<Token> Tokens { get; set; }
}

public class Tree

```

```

{
    public List<string> Nodes { get; set; }
}

public class Intent
{
    public string intent { get; set; }
    public double score { get; set; }
}

public class Entity
{
    public string entity { get; set; }
    public string type { get; set; }
    public int startIndex { get; set; }
    public int endIndex { get; set; }
    public double score { get; set; }
}
public class LuisResponse
{
    public string query { get; set; }
    public List<Intent> intents { get; set; }
    public List<Entity> entities { get; set; }
}
enum EntityType
{
    Location,
    Name,
    Company
}

```

10. Now, open the `MessagesController.cs` class file. Add the following required variable in class level, which is used while calling the Linguistic API:

```

#region private members

/// <summary>
/// The Default Service Host
/// </summary>
private const string DefaultServiceHost =
"https://api.projectoxford.ai/linguistics/v1.0";

/// <summary>
/// The JSON content type header.
/// </summary>
private const string JsonContentTypeHeader =
"application/json";

/// <summary>
/// The subscription key name.
/// </summary>
private const string SubscriptionKeyName = "ocp-apim-
subscription-key";

/// <summary>
/// The ListAnalyzers.
/// </summary>
private const string ListAnalyzersQuery = "analyzers";

/// <summary>
/// The AnalyzeText.
/// </summary>
private const string AnalyzeTextQuery = "analyze";

/// <summary>
/// The default resolver.
/// </summary>
private static readonly

```

```

CamelCasePropertyNamesContractResolver defaultResolver =
new CamelCasePropertyNamesContractResolver();
/// <summary>
/// The settings
/// </summary>
private static readonly JsonSerializerSettings settings =
new JsonSerializerSettings()
{
    DateFormatHandling =
    DateFormatHandling.IsoDateFormat,
    NullValueHandling = NullValueHandling.Ignore,
    ContractResolver = defaultResolver
};

/// <summary>
/// The service host.
/// </summary>
private string serviceHost;

/// <summary>
/// The HTTP client
/// </summary>
private HttpClient httpClient;

#endregion

```

11. `DefaultServiceHost` is nothing but the API URL. `Analyzers` are used to analyze the text in all available analyzer formats. `SubscriptionKeyName` is nothing but the HTTP header key name ,which we will mention in `HTTP DefaultRequestHeaders` with the value as your Linguistic API key. Next, create an `HttpClient` object and set the `DefaultRequestHeader` as follows:

```

httpClient = new HttpClient();
httpClient.DefaultRequestHeaders.Add(SubscriptionKeyName,
"ENTER _ YOUR _ LINGUISTIC _ API _ KEY");

```

12. Next, get all the `Analyzers` supported by the API by requesting the Linguistic API, as follows:

```

// List analyzers
Analyzer[] supportedAnalyzers = null;
try
{
    var requestUrl = $""
        {this.serviceHost}/{ListAnalyzersQuery}";
    supportedAnalyzers = await SendRequestAsync<object,
    Analyzer[]>(HttpMethod.Get, requestUrl);
    var analyzersAsJson =
        JsonConvert.SerializeObject(supportedAnalyzers,
        Formatting.Indented, jsonSerializerSettings);
    //Console.WriteLine("Supported analyzers: " +
    analyzersAsJson);
}
catch (Exception e)
{
    //Console.Error.WriteLine("Failed to list
    supported analyzers: " + e.ToString());
    Environment.Exit(1);
}

```

13. Each `Analyzers` name contains four parts:

- ID
- Kind
- Specification
- Implementation

We use an ID for identifying each analyzer; each analyzer is a kind. This defines in very broad terms the type of analysis returned, and should uniquely define the data structure used to represent that analysis.

14. Next, create an `AnalyzeTextRequest` by passing all supported Analyzer IDs and the sentence sent by the user in it:

```
// Analyze text with all available analyzers
var analyzeTextRequest = new AnalyzeTextRequest()
{
    Language = "en",
    AnalyzerIds = supportedAnalyzers.Select(analyzer
=> analyzer.Id).ToArray(),
    Text = messagetext
};
```

15. Next, send a request to the Linguistic API to analyze the sentence by passing the `AnalyzeTextRequest` object in its request body:

```
try
{
    var requestUrl = $""
    {this.serviceHost}/{AnalyzeTextQuery};

    var analyzeTextResults = await
    this.SendRequestAsync<object,
    AnalyzeTextResult[]>(HttpMethod.Post, requestUrl,
    analyzeTextRequest);

    resultsAsJson =
    JsonConvert.SerializeObject(analyzeTextResults,
    Formatting.Indented, jsonSerializerSettings);

    //Console.WriteLine("Analyze text results: " +
    resultsAsJson);
    var insightproperties = new Dictionary<string,
    string> { {"Page Name", "MessagesController" },
    {"Method Name", "Post" },
    { "Session Id", telemetry.Context.Session.Id },
    {"Json Result", resultsAsJson } };

    telemetry.TrackEvent("Post Event Views",
    insightproperties);
}
catch (Exception e)
{
    //Console.Error.WriteLine("Failed to list
    supported analyzers: " + e.ToString());
    Environment.Exit(1);
}
```

16. The following is the code for sending the request to the Linguistic API:

```

private async Task<TResponse> SendRequestAsync<TRequest,
TResponse>(HttpMethod httpMethod, string requestUrl, TRequest
requestBody = default(TRequest))
{
    var request = new HttpRequestMessage(httpMethod,
    requestUrl);
    if (requestBody != null)
    {
        request.Content = new
        StringContent(JsonConvert.SerializeObject
        (requestBody, settings), Encoding.UTF8,
        JsonContentTypeHeader);
    }

    HttpResponseMessage response = await
    httpClient.SendAsync(request);
    if (response.IsSuccessStatusCode)
    {
        string responseContent = null;
        if (response.Content != null)
        {
            responseContent = await
            response.Content.ReadAsStringAsync();
        }

        if (!string.IsNullOrWhiteSpace(responseContent))
        {
            return
            JsonConvert.DeserializeObject<TResponse>
            (responseContent, settings);
        }
    }

    return default(TResponse);
}
else
{
    if (response.Content != null &&
    response.Content.Headers.ContentType
    .MediaType.Contains(JsonContentTypeHeader))
    {
        var errorObjectString = await
        response.Content.ReadAsStringAsync();
        ClientError errorCollection =
        JsonConvert.DeserializeObject
        <ClientError>(errorObjectString);
        if (errorCollection != null)
        {
            throw new
            ClientException(errorCollection,
            response.StatusCode);
        }
    }
    response.EnsureSuccessStatusCode();
}

return default(TResponse);
}

```

17. After getting a response from the API, deserialize it:

```

var data = JsonConvert.DeserializeObject<List<RootObject>>
(resultsAsJson);

```


Analyzer's results

In response to the code mentioned in the preceding section, you will get all the supported Analyzer's results. This includes tokens, POS tags, and the Constituency Parsing tree:

- **Tokens:** In the first step of analysis, linguistic will separate the sentences and tokens. The next task is to break the sentences into tokens. By default, in English, tokens are delimited by white space.

In the first step, punctuation often should be split away from its surrounding context. Secondly, English has contractions, such as didn't or it's, where words have been compressed and abbreviated into smaller pieces. The goal of the tokenizer is to break the character sequence into words.

- **Parts-of-Speech Tags:** After the separation of sentences and tokens, the next step is to identify parts-of-speech, also called POS tagging. It is nothing but the tagging of each word in the sentence with respective parts of speech. The following is a list of supported POS tags:

Tag	Description	Example words
\$	dollar	\$
``	opening quotation mark	`` ``
"	closing quotation mark	" "
(opening parenthesis	([{
)	closing parenthesis)] }

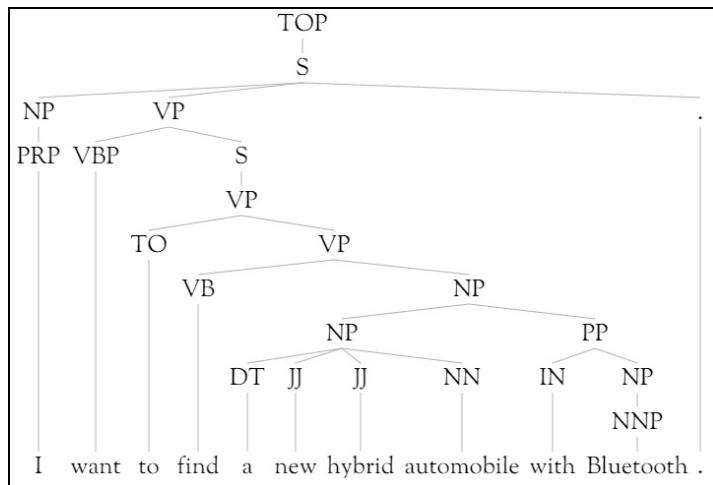
,	comma	,
--	dash	--
.	sentence terminator	. ! ?
:	colon or ellipsis	: ; ...
CC	conjunction, coordinating	and but or yet
CD	numeral, cardinal	nine 20 1980 '96
DT	determiner	a the an all both neither
EX	existential there	there
FW	foreign word	enfant terrible hoi polloi je ne sais quoi
IN	preposition or subordinating conjunction	in inside if upon whether
JJ	adjective or numeral, ordinal	ninth pretty execrable multimodal
JJR	adjective, comparative	better faster cheaper

JJS	adjective, superlative	best fastest cheapest
LS	list item marker	(a) (b) 1 2 A B A. B.
MD	modal auxiliary	can may shall will could might should ought
NN	noun, common, singular or mass	potato money shoe
NNP	noun, proper, singular	Kennedy Roosevelt Chicago Weehauken
NNPS	noun, proper, plural	Springfields Bushes
NNS	noun, common, plural	pieces mice fields
PDT	pre- determiner	all both half many quite such sure this
POS	genitive marker	' 's
PRP	pronoun, personal	she he it I we they you

PRP\$	pronoun, possessive	hers his its my our their your
RB	adverb	clinically only
RBR	adverb, comparative	further gloomier grander graver greater grimmer harder harsher healthier heavier higher however larger later leaner lengthier less-perfectly lesser lonelier longer louder lower more
RBS	adverb, superlative	best biggest bluntest earliest farthest first furthest hardest heartiest highest largest least less most nearest second tightest worst
RP	particle	on off up out about
SYM	symbol	% &
TO	"to" as preposition or infinitive marker	to
UH	interjection	uh hooray howdy hello
VB	verb, base form	give assign fly
VBD	verb, past tense	gave assigned flew
VBG	verb, present participle or gerund	giving assigning flying

VBN	verb, past participle	given assigned flown
VBP	verb, present tense, not 3rd person singular	give assign fly
VBZ	verb, present tense, 3rd person singular	gives assigns flies
WDT	WH-determiner	that what which
WP	WH-pronoun	who whom
WP\$	WH-pronoun, possessive	whose
WRB	WH-adverb	how however whenever where

- **Constituency Parsing tree:** The purpose of constituency parsing is to identify the phrases. This helps to identify the key phrases from a given big text. To a linguist, a phrase is more than just a sequence of words. To be a phrase, a group of words has to come together to play a specific role in a sentence. That group of words can be moved together or replaced as a whole, and the sentence should remain fluent and grammatical. The result of the parsing looks as follows:



From the response, you will get all three lists; the following is the code for that:

```

var jsonTreeList = data[0].result.ToArray();
string jsonTree = jsonTreeList.Count() > 0 ? "{Nodes:" +
+ jsonTreeList[0].ToString() + "}" : null;
//jsonTree = "{Nodes:" + jsonTree;
var posTags = JsonConvert.DeserializeObject<Tree>
(jsonTree);
var jsonTreeView = data[1].result.ToArray();

var tokenList = data[2].result.ToArray();
for (int i = 0; i < posTags.Nodes.Count; i++)
{
    if (postags.Nodes[i] == "NNP")
    {

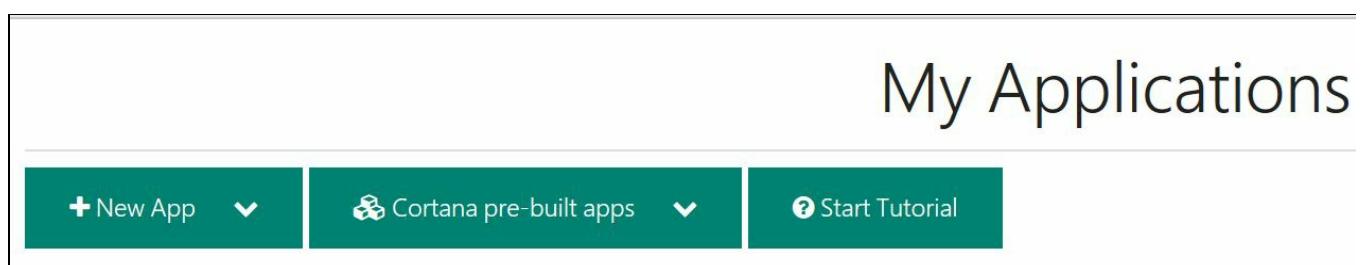
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Noun" + "\r \n";
    }
    else if (postags.Nodes[i] == "VBG" ||
postags.Nodes[i] == "VB")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Verb" + "\r \n";
    }
    else if (postags.Nodes[i] == "WRB")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Adverb" + "\r \n";
    }
    else if (postags.Nodes[i] == "WP")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Pronoun" + "\r \n";
    }
    else if (postags.Nodes[i] == "JJ" ||
postags.Nodes[i] == "JJR" || postags.Nodes[i] ==
"JJS")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Adjective" + "\r \n";
    }
    else if (postags.Nodes[i] == "IN")
    {
        botOutputString += tokenData.Tokens[i].RawToken
        + " is Preposition" + "\r \n";
    }
}
botOutputString = botOutputString != "" ? "Speech and
Natural Language Processing \r \n" + botOutputString :
"";
```

So far, you have learned how to parse the text and identify the POS tags called Speech and Natural Language Processing. In the next step, you will learn how to do Intent Processing using LUIS.

Identifying the name of a person, place, and company using LUIS

In this step, you will learn how to identify the intent in a sentence. Identifying intent is very important, and helps you to understand what users want to do with your bot. Once you know the intent, you can interpret the sentence based on it and identify the actions from it:

1. After logging in to LUIS at luis.ai, create an app for your IntentProcessing. To do that, click on New App and select New Application:



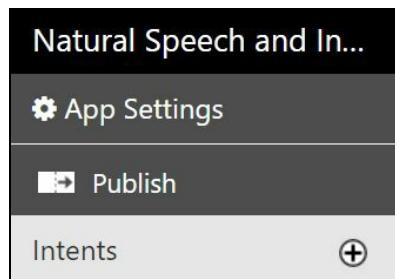
2. Enter the name of your application, the usage as Bot, and select a category. Finally, click on the Add App button:

The screenshot shows the 'Add a new application' form. It includes fields for 'Enter application name' (containing 'Test'), 'Enter application usage scenario' (containing 'Bot'), and 'Choose application domain(s)'. The domains listed are arranged in a grid:

<input type="checkbox"/> Booking &	<input type="checkbox"/> Business	<input type="checkbox"/> Comics	<input type="checkbox"/>
Reference		Communication	
<input type="checkbox"/> Education	<input type="checkbox"/>	<input type="checkbox"/> Gaming	
	Entertainment	<input type="checkbox"/> Health &	<input type="checkbox"/> Home
<input type="checkbox"/> Media &	<input type="checkbox"/> Medical	<input type="checkbox"/> Fitness	<input type="checkbox"/> Automation
Video		<input type="checkbox"/> Music &	<input type="checkbox"/> Navigation &
<input type="checkbox"/> News &	<input type="checkbox"/>	<input type="checkbox"/> Audio	<input type="checkbox"/> Maps
Magazines	Personalization	<input type="checkbox"/> Productivity	<input type="checkbox"/> Real Estate
<input type="checkbox"/> Social	<input type="checkbox"/> Sports	<input type="checkbox"/> Scheduler	<input type="checkbox"/> Shopping
Network	<input type="checkbox"/>	<input type="checkbox"/> Telecom	<input type="checkbox"/> Tools
<input type="checkbox"/> Weather	Transportation	<input type="checkbox"/> Translation	<input type="checkbox"/> Travel &
	<input type="checkbox"/> Others		<input type="checkbox"/> Local

Below these fields are 'Enter application description (optional)' and 'Choose Application Culture' (set to English).

3. After the successful creation of the app, open it and click on the + icon of the Intents section from the left side menu:



4. Enter a name for your intent and click on the Save button:

A screenshot of a dialog box titled 'Add a new intent'. It has a single input field labeled 'Intent name:' containing the text 'NaturalProcessing'. At the bottom right are three buttons: 'Delete' (red), 'Save' (green), and 'Cancel' (grey).

5. Now, add a custom entity, and from the left side menu, click on the + icon of Entity and enter Name:

A screenshot of a dialog box titled 'Add a new Entity'. It has a single input field labeled 'Name' containing the text 'NaturalProcessing'. At the bottom right are three buttons: 'Delete' (red), 'Save' (green), and 'Cancel' (grey).

6. Repeat the above step for the company entity:

A screenshot of a dialog box titled 'Add a new Entity'. It has a single input field labeled 'Name' containing the text 'Company'. At the bottom right are three buttons: 'Delete' (red), 'Save' (green), and 'Cancel' (grey).

7. Now, add an entity, and from the left side menu, click on the + icon of Pre-built Entities:



8. Select geography as the entity:

Pre-built entities



Which Bing entity do you want to add?

Monetary amounts, including currency
1000.00 US dollars, £20.00, \$ 67.5 B

age

Age of a person or thing
10-month-old, 19 years old, 58 year-old

geography

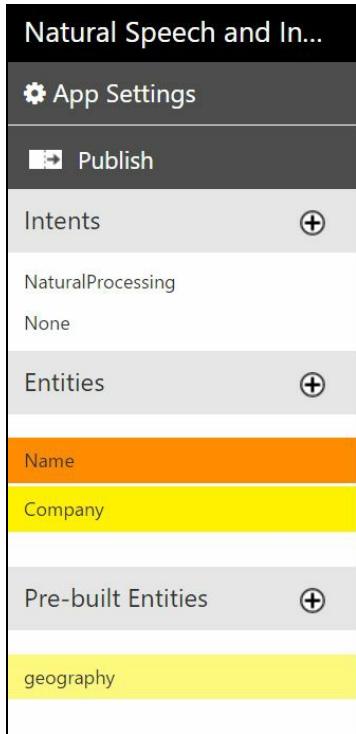
Continents, Countries, Cities, Post codes, and other points of interest
Antarctica, Portugal, Dubai, Sanjiang County, Lake Pontchartrain, CB3 0DS

encyclopedia

People, organizations, products, and hundreds of other types found in an encyclopedia
Acer Aspire, Harvard Business School, Jagiellonian Rowing Club, Steve Miller Band, Beijing Capital International Airport, Amsterdam Light Festival, Microsoft

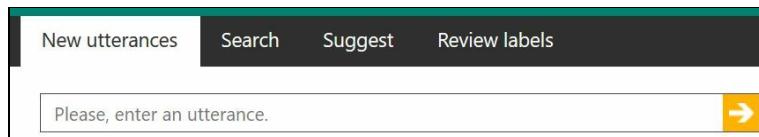
OK

9. The reason why we use the pre-built entity is that LUIS already contains geography, which has the complete information about the locations. If you want to use a custom entity for location, then you have to provide all of the cities/locations information to LUIS, otherwise LUIS cannot identify the location from the given sentence.
10. Now we have an intent and an entity:



Training your app using utterances

Now, let's train your app using utterances for getting the appropriate results from the **Language Understanding Intelligent Service (LUIS)**. To train, you have to add different types of utterances in your LUIS app. For this, select the New utterances section and then add the new utterance:

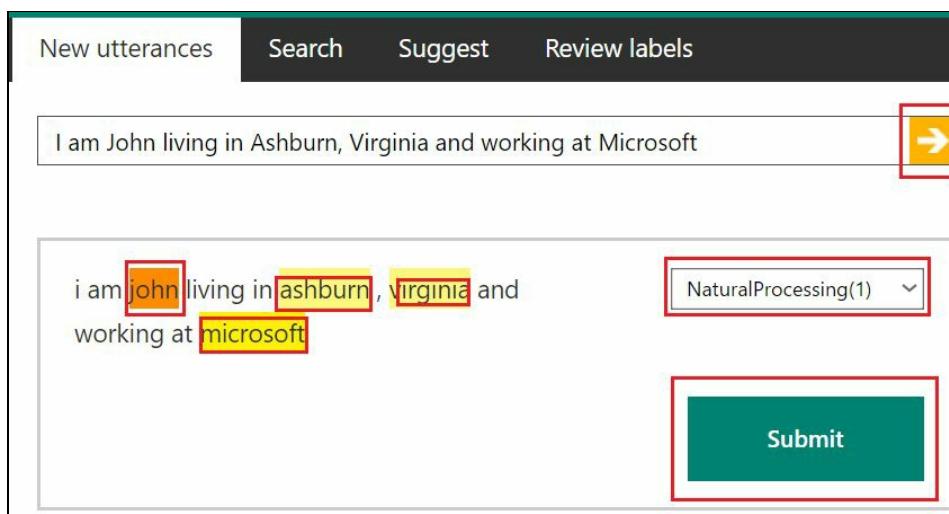


Utterance is nothing but the sentence typed/asked by the user to your bot, such as "I am Kishore living in Ashburn, Virginia and working at Microsoft." You have to enter as many utterances as possible with your bot.

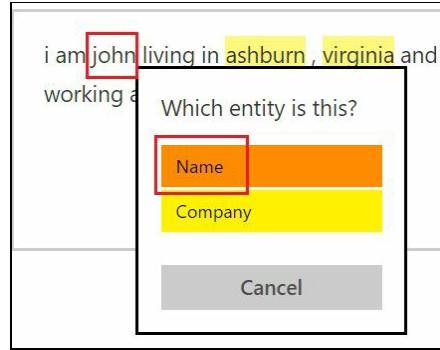
Some examples of an utterance are as follows:

- I am John living in Ashburn, Virginia and working at Microsoft
- Jim lives in Princeton, New Jersey and works at Google

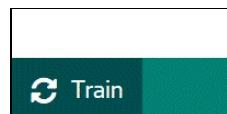
1. After entering the utterance, press *Enter*; now, LUIS will automatically highlight the geography and the name of the person and company in your text, as shown in the following image:



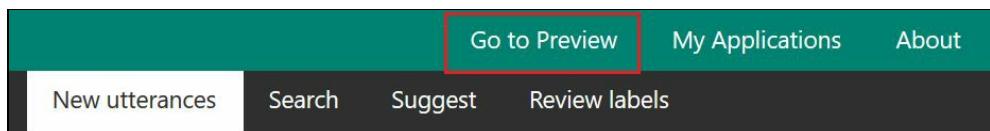
2. Before clicking on Submit, ensure that the sentence is identified correctly and showing Intent as Natural Processing (my intent name). If the name is not highlighted then manually click on the name. It will open a popup; then select Name as the entity. For example, here in my case, john was not highlighted by default, so I selected it manually and clicked on the Name intent. Do the same thing for the company as well:



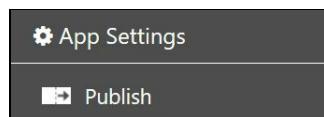
3. Now, click on Submit. Repeat this for more combinations of sentences.
4. After entering some utterances, click on the Train option, which is located in the bottom-left corner of the page. If you don't train your LUIS, you will not get proper results; so, ensure that you train every time you submit new utterances. Also, you have to add the minimum number of utterances to your app, only then can LUIS give accurate results:



5. Now, publish your LUIS app. For that, click on the Go to Preview option at the top of the page:



6. Then, click on the Publish option on the left side menu. The publish button is enabled only in Preview mode:



7. Now, click on the Publish web service button / Update published application:

HTTP service



Publish Current Application to URL for access via HTTP

Status: Published on 22/9/2016, 2:29:52 PM

Update published application

Query:

URL: <https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&subscription-key=00000000000000000000000000000000>

Note: To enable bot integration, enable action fulfillment in one of your intents.

Enable Action Binding using Microsoft Bot Framework

Note: The Slack bot integration feature will be discontinued. Please migrate any slack bots you created to Microsoft Bot Framework

Enable Action Binding using Slack

Download web service usage logs

Download logs

8. To test your LUIS app, enter the query in the Query text box and press the *Enter* button. It redirects to another window and displays the following result:

```
"query": "John lives in Princeton, NewJersy and works at Microsoft",
"intents": [
  {
    "intent": "NaturalProcessing",
    "score": 0.995691538
  },
  {
    "intent": "None",
    "score": 0.008353699
  }
],
"entities": [
  {
    "entity": "newjersy",
    "type": "builtin.geography.us_state",
    "startIndex": 25,
    "endIndex": 32
  },
  {
    "entity": "princeton",
    "type": "builtin.geography.city",
    "startIndex": 14,
    "endIndex": 22,
    "score": 0.752777755
  },
  {
    "entity": "microsoft",
    "type": "Company",
    "startIndex": 47,
    "endIndex": 55,
    "score": 0.999907
  },
  {
    "entity": "john",
    "type": "Name",
    "startIndex": 0,
    "endIndex": 3,
    "score": 0.996062934
  }
]
```

9. Copy the URL upto the query and save it in a safe place; we will need it in later steps:

URL: [https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&subscription-key=\[REDACTED\]&q=\[REDACTED\]](https://api.projectoxford.ai/luis/v1/application/preview?id=d4f4be3e-1d98-4080-b0a7-d9cb3afeb720&subscription-key=[REDACTED]&q=[REDACTED])

Calling LUIS from the bot

In the previous step, we set up and configured the LUIS app and also trained it. Now, let's see how you can use the LUIS app in a bot application. To incorporate a call to LUIS, we can start by adding the mentioned function. It simply calls LUIS REST API and returns the phrases and intents we set up in LUIS, for example, name, city, company name, and so on.

Return to Visual Studio and open the `MessagesController.cs` file; under the `Post` method, update the code to get the LUIS results, as follows:

```
| var luisOutputString = "Intent and Language Understanding Intelligence Service Processing res
```

The following line of code is where we frame a LUIS app REST API URL--if you observe, we are passing the LUIS app ID and LUIS subscription key; this is the URL you copied from the above step, publishing settings of the LUIS app:

```
var luisRequestURL =
"https://api.projectoxford.ai/luis/v1/application?
id=fbec04e7-8bda-4160-a059-a8f8b995184b&subscription-
key=ENTER_KEY_HERE";
httpClient = new HttpClient();
HttpResponseMessage response = await
httpClient.GetAsync(luisRequestURL + "&q=" + messagetext);

string luisResponseString = await
response.Content.ReadAsStringAsync();
```

After getting a LUIS response (in JSON), we will parse/deserialize it, as follows:

```
var luisResponse =
JsonConvert.DeserializeObject<LuisResponse>
(luisResponseString);

if (luisResponse.entities.Count > 0)
{
    foreach (var entity in luisResponse.entities)
    {
        if (entity.type.Contains("geography"))
        {
            if (!luisOutputString.ToLower().
                Contains(entity.entity.ToLower()))
                luisOutputString +=
                    entity.type.Replace("builtin.geography.", "") +
                    : " + entity.entity + "\r\n";
        }
        else if (entity.type == "Name")
        {
            luisOutputString += "Name: " + entity.entity +
                "\r\n";
        }
        else if (entity.type == "Company")
        {
            luisOutputString += "Company: " + entity.entity +
                "\r\n";
        }
    }
}
```

```

        }
        else
        {
            luisOutputString += entity.type + " " +
            entity.entity + "\r \n";
        }
    }
else
{
    luisOutputString = "No matching found for Intent and
Language Understanding Intelligence Service
Processing";
}

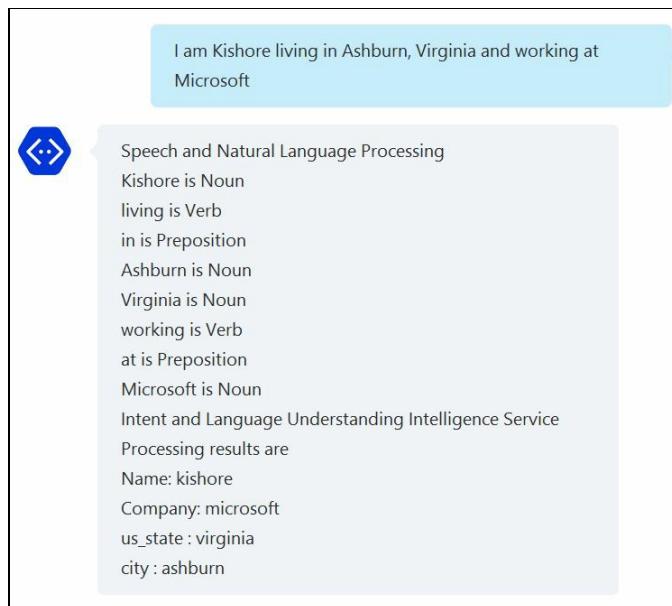
if (botOutputString == "")
{
    botOutputString = "No matching found for Natural Speech
and Intent Processing";
}

```

Finally, we will return the `botOutputString` value to our user as a reply.

Refer to the *How to deploy and run the bot application in the Bot Framework emulator locally* section in [Chapter 2, Developing Your First Bot Using the Connector and Builder SDK](#), to learn how to run and debug the bot application locally.

Run the `IntentProcessing` bot and ask any sentence; you will get the following output in the Bot emulator:



Summary

In this chapter, we have learned the following:

- **Cognitive Services:** Linguistic API, advanced linguistic analysis tools for natural language processing, giving you access to part-of-speech tagging and parsing
- **LUIS:** Creating Language Understanding Models and Training and deploying/Publishing model to an Endpoint

In the next chapter, you will learn about developing bots using LUIS Prompt Dialogs with State and Nearby Bot using custom APIs.

If you feel like publishing your bot to other channels, refer to [Chapter 9, Publishing a bot to Skype, Slack, Facebook, and the GroupMe Channel](#), for how to publish our bot to Skype, Slack, Facebook, and so on.

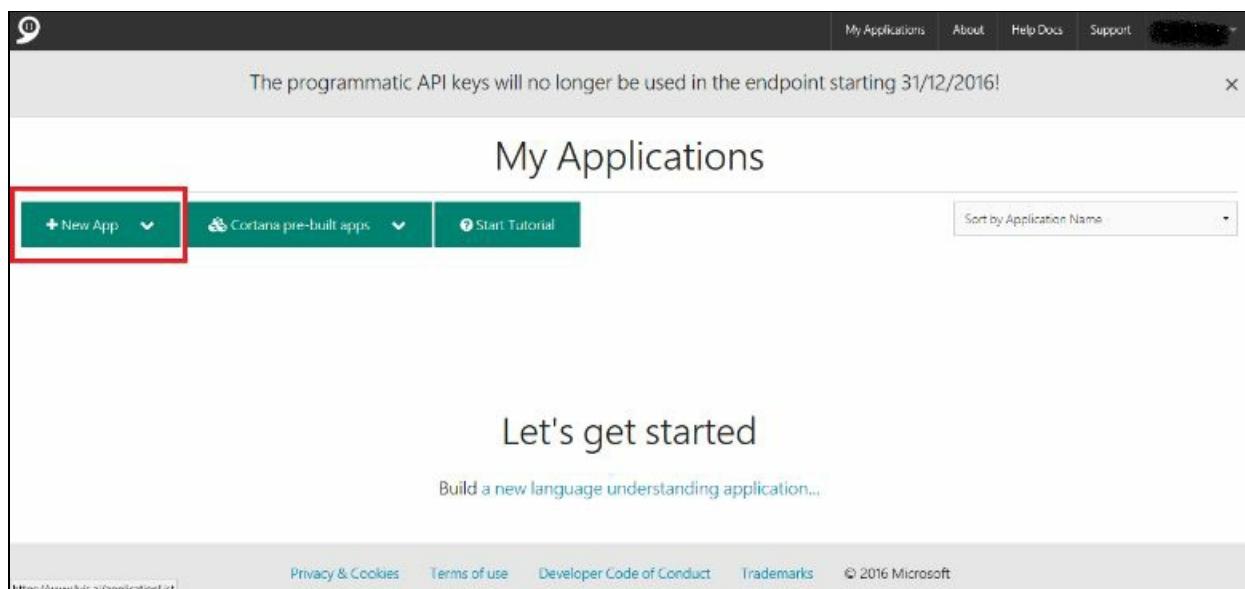
Developing Bots Using LUIS Prompt Dialogs with State and Nearby Bot Using Custom APIs

In this chapter, we will discuss and develop two bots. One is the Employee Enroll bot using LUIS prompt dialogs and the other is the Nearby Bot using custom APIs. Enroll bot is a basic employee registration kind of bot that will prompt users to enter their first name, last name, designation, and department. If any value is not supplied, then LUIS will prompt the user to enter the missing values. We will also discuss the implementation of bot state. Secondly, we will develop the Nearby Bot to know the attractions near you using a third-party API. So, let's get started.

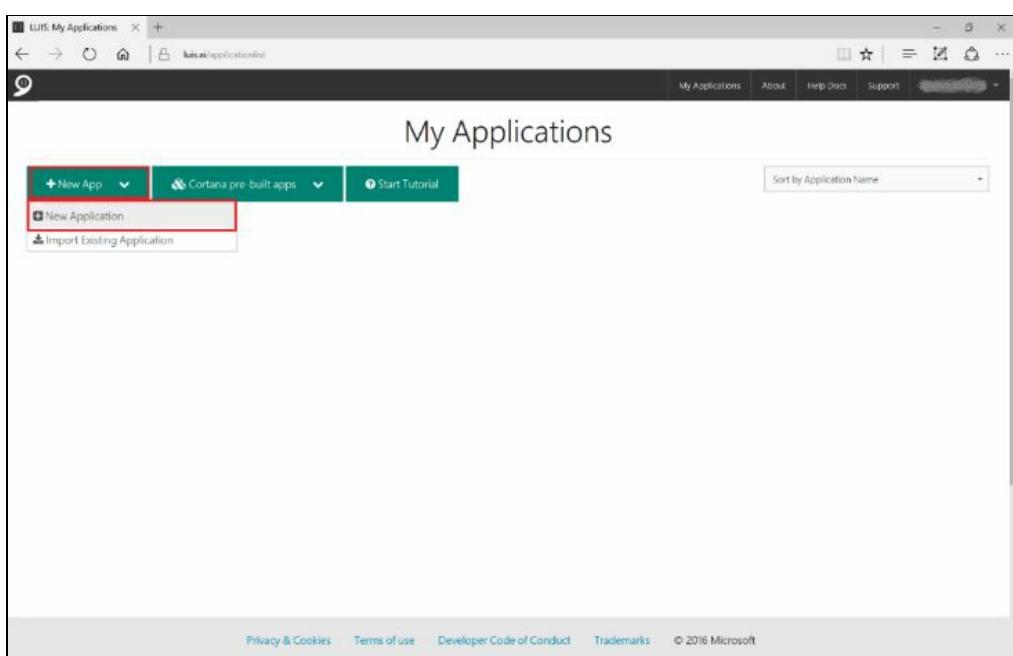
Employee Enroll bot using LUIS prompt dialogs

The following steps will guide you to create the Enroll bot:

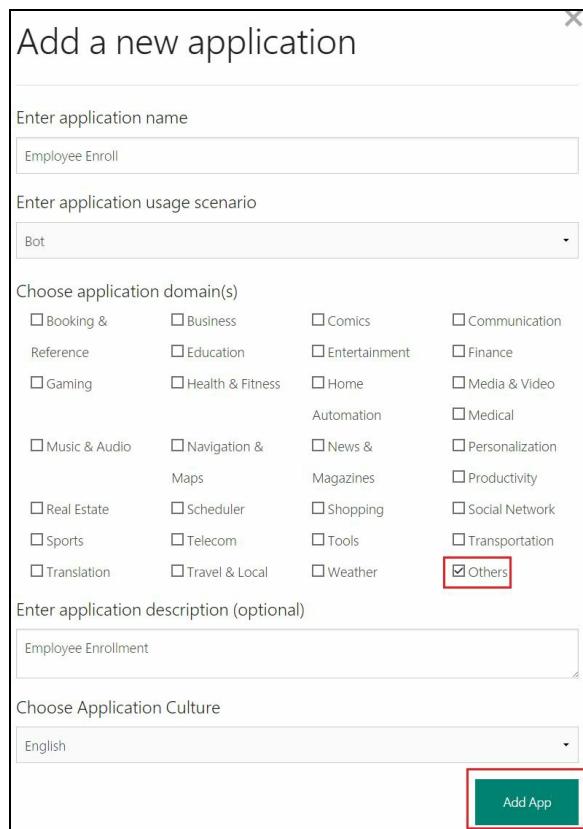
1. Login to <https://www.luis.ai/>; for more information on activating or signing up for Cognitive Services, check out [Chapter 4, Natural Speech and Intent Processing Bot Using Microsoft Cognitive Services](#).
2. Click on New App:



3. On the New App drop-down menu, select New Application:



4. It opens an Add a new application popup; enter the application name, the application usage scenario as Bot, and select the category related to your bot. Finally, click on the Add App button:



5. The following application will be created:

6. Our application will need to detect three entities, namely employee name (composed of first name and last name that we will define as children in the next steps), department, and location.
7. To create these, click on the plus sign next to Entities:



8. Enter Employee Name for the entity, then click on the checkbox of Include children, and select Hierarchical as the option:

The dialog box has a title "Add a new Entity". It contains a "Employee Name" input field, a checked checkbox for "Include children", and a selected radio button for "Hierarchical". Below these are options for "Composite" and "Entity Children" with a plus sign icon. A note states "Children can not be edited or deleted once added." At the bottom are "Save" and "Cancel" buttons.

9. Now, click on the plus sign next to Entity Children, as shown in the following screenshot:

The dialog box is identical to the previous one, but the "Entity Children" plus sign icon is highlighted with a red box.

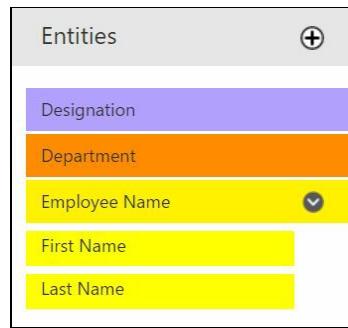
10. Enter the first name in the children name box and again click on the plus icon near Entity Children to add the last name as another child; click on Save:

The dialog box shows the "First Name" and "Last Name" fields, each with a delete icon. The "Save" button is highlighted with a red box.

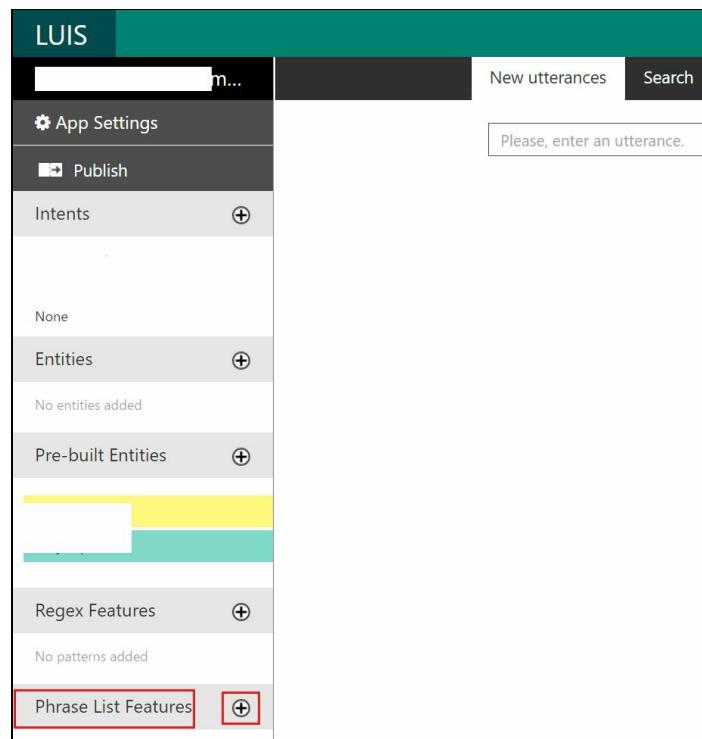
11. The Employee Name will be created; you can click on the downward arrow next to it to display its children:

Entities	+
Employee Name	▼
First Name	
Last Name	

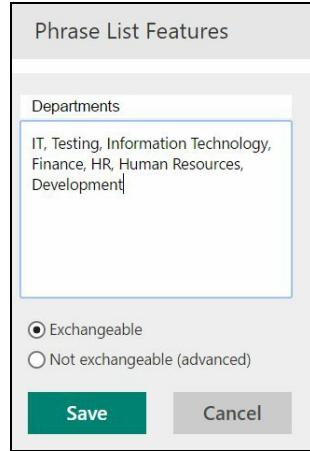
12. Similarly, add a Department and Designation entity:



13. You can also help LUIS by entering common keywords in the Phrase List Features section. In the bottom-left corner of the LUIS app page you will find the phrase list:



14. Click on the + sign and add Departments, and name all possible Department names with comma (,) separated words:



15. Give the list a name.
16. Insert the phrases (separated by commas) and click on Save.
17. Note that Exchangeable means that what it learns about one phrase will be automatically applied to the others.
18. Repeat the previous steps for Designations as well.
19. Our application will require to detect an intent to enroll. To create this, click on the plus sign next to Intents:



20. Enter `Enrol` for the Intent name and a sample phrase:

Required	Name	Type	Value	Prompt	Edit
<input checked="" type="checkbox"/>	First Name	Employee Name::Fi	Choose Phrase	What is the First Name	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/>	Last Name	Employee Name::Le	Choose Phrase	What is the Last Name	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/>	Designation	Designation	Designation	What is the Designation	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/>	Department	Department	Department	What is the Department	<input checked="" type="checkbox"/> Delete

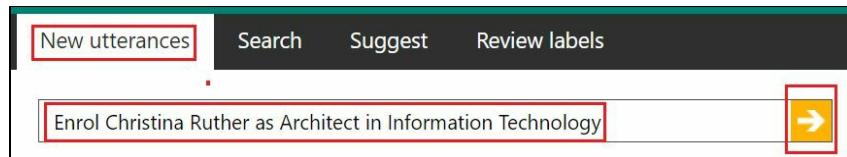
21. Click on the Save button:

Intents	⊕
None	
Enroll	

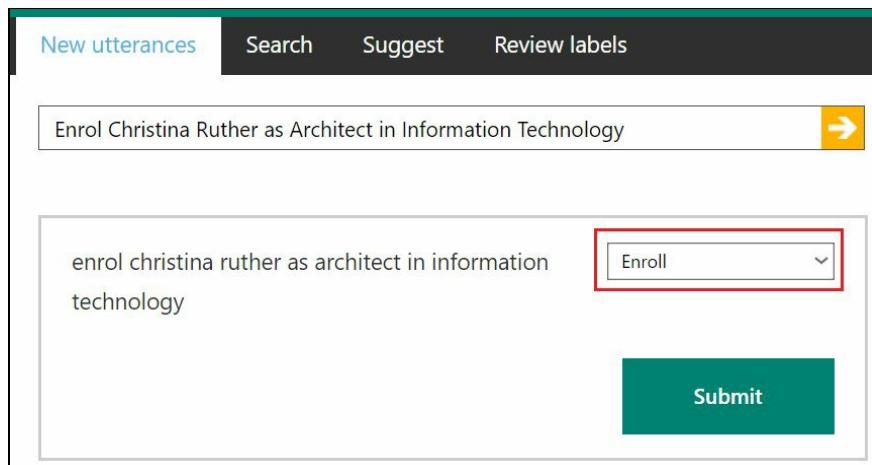
Training the service

Now we have to train the LUIS app to identify the first name, last name, designation, and department. The following steps will help you train your LUIS app:

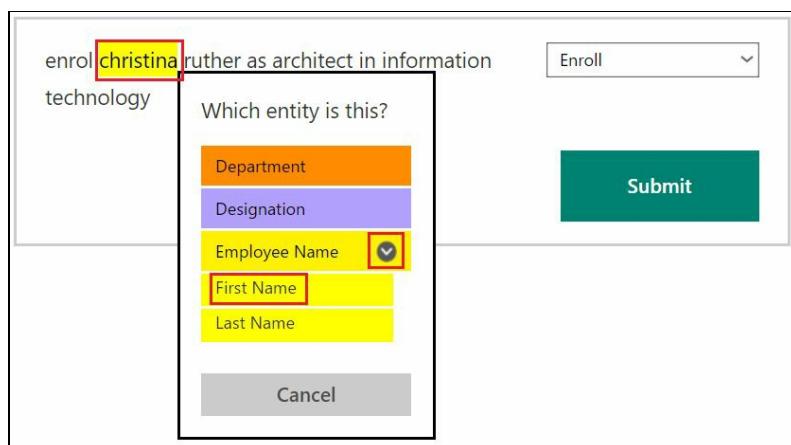
1. Select the New utterances tab, enter a phrase in the box, and click on the arrow button to process it:



2. The result will be as shown in the following screenshot; it will detect the intent (Enroll), but it will not detect the entities:



3. Click on the name christina and a popup will appear. Expand Employee Name and select First Name (to indicate that LUIS should learn that this is the first name):



4. Now, select ruther and repeat the preceding step:

enrol christina ruther as architect in information technology

Which entity is this?

Enroll

Submit

Cancel

Department
Designation
Employee Name
First Name
Last Name

5. Now select architect, and select Designation from the popup:

enrol christina ruther as architect in information technology

Which entity is this?

Enroll

Submit

Cancel

Department
Designation
Employee Name
First Name
Last Name

6. Now select information technology, and select Department from the popup:

enrol christina ruther as architect in information technology

Which entity is this?

Enroll

Submit

Cancel

Department
Designation
Employee Name
First Name
Last Name

7. Click on each element and label it.

8. When you are done, click on the Submit button:

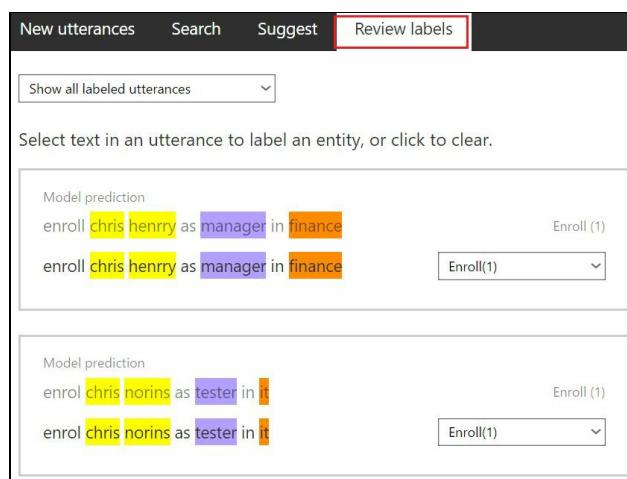


9. This is how you provide information to help train LUIS:



10. Continue to train the service by giving more utterances. You will note that eventually it will start detecting the entities on its own. However, many times you will still have to correct it. Enter and correct at least nine different utterances.

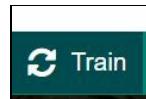
11. You can review and correct labels for utterances on the Review labels tab:



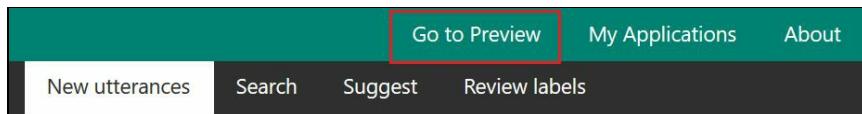
Training and publishing

Once you are done with all the possible utterances, train the app so that we can publish the latest changes to the LUIS endpoint. Let's check out the steps to train the app:

1. Click the Train button in the bottom left-hand corner of the LUIS app to train the model:



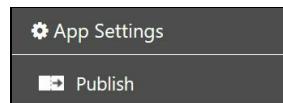
2. Now, publish your LUIS app. To do so, click on the Go to Preview option at the top of the page:



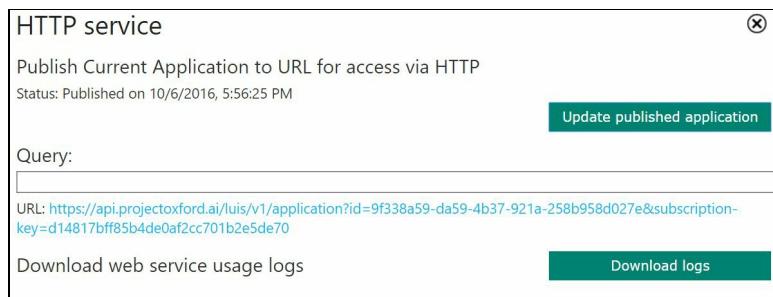
3. Then, click on the Publish option on the left-hand side menu.



The Publish button is enabled only in preview mode.



4. Now, click on Update published application as shown in the following screenshot:



5. To test your LUIS app, enter the query in the Query textbox and press the *Enter* button. It's redirected to another window, and the results are displayed as follows:

```

{
  "query": "Enroll Kishore Gaddam as Architect in IT",
  "intents": [
    {
      "intent": "Enroll",
      "score": 0.999999046
    },
    {
      "intent": "None",
      "score": 0.239324629
    }
  ],
  "entities": [
    {
      "entity": "it",
      "type": "Department",
      "startIndex": 38,
      "endIndex": 39,
      "score": 0.9971673
    },
    {
      "entity": "architect",
      "type": "Designation",
      "startIndex": 25,
      "endIndex": 33,
      "score": 0.843642235
    },
    {
      "entity": "kishore",
      "type": "Employee Name::First Name",
      "startIndex": 7,
      "endIndex": 13,
      "score": 0.9482315
    },
    {
      "entity": "gaddam",
      "type": "Employee Name::Last Name",
      "startIndex": 15,
      "endIndex": 20,
      "score": 0.919439
    }
  ]
}

```

6. Make a note of the URL, App ID, and subscription-key shown in the following screenshot. You will need to use these in the application that will be created later:



For a production application, after LUIS is out of preview, you will obtain your subscription key from Azure.

HTTP service



Publish Current Application to URL for access via HTTP

Status: Published on 10/6/2016, 5:56:25 PM

[Update published application](#)

Query:

App ID

URL: <https://api.projectoxford.ai/luis/v1/application?id=9f338a59-da59-4b37-921a-258b958d027e&subscription-key=d14817bff85b4de0af2cc701b2e5de70>

KEY

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Creating the C# class for LUIS response

For the application, we will have to create C# classes to hold the expected results of the LUIS output.

In the following steps, when you test the LUIS endpoint as in the fifth step of the preceding section, it generates a JSON output; simply select all the contents and copy them:

1. Go to <http://json2csharp.com/> or <http://jsonutils.com/>, or use JSON C# Class Generator at <http://jsonclassgenerator.codeplex.com/> and paste the contents of the JSON, then click on Generate. These services are used to generate C# classes from a given JSON text.
2. Copy the results:

The screenshot shows the json2csharp website interface. At the top, it says "json2csharp" and "generate c# classes from json". To the right, it credits "developed by Jonathan Keith with thanks to the JSON C# Class Generator project and James Newton-King's Json.NET". Below the input area, there are three buttons: "Generate" (highlighted with a red box), "?", "!", and "@". The "Generate" button is located in a blue box. The "Copy" button at the bottom is also highlighted with a red box. The JSON input is pasted into the main text area, and the generated C# code is displayed below it.

```
    "score": 0.9482315
},
{
  "entity": "gaddam",
  "type": "Employee Name::Last Name",
  "startIndex": 15,
  "endIndex": 20,
  "score": 0.919439
}
]
}

public class Intent
{
    public string intent { get; set; }
    public double score { get; set; }
}

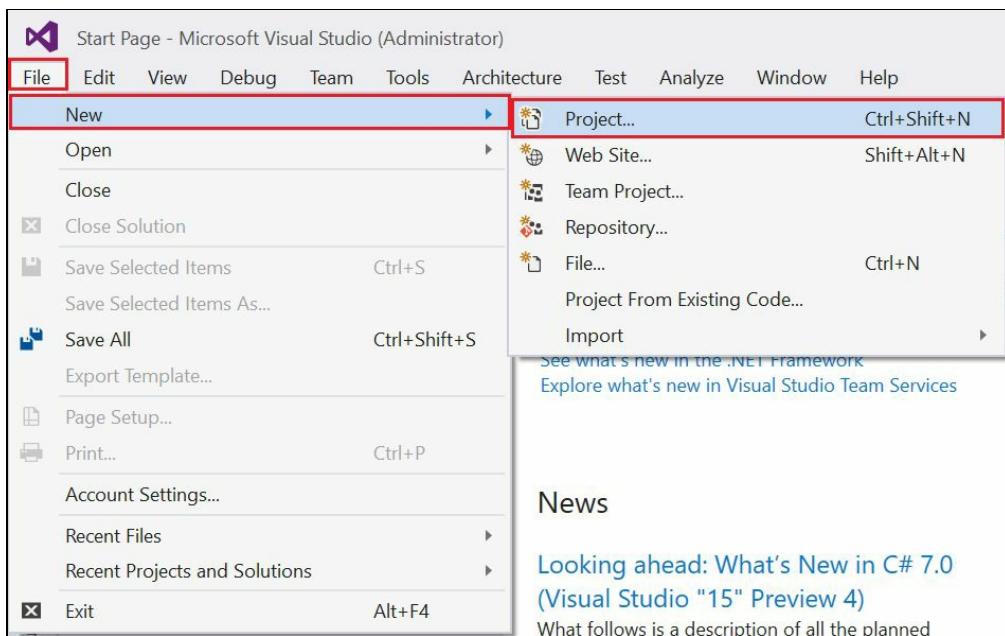
public class Entity
{
    public string entity { get; set; }
    public string type { get; set; }
    public int startIndex { get; set; }
    public int endIndex { get; set; }
    public double score { get; set; }
}

public class RootObject
{
    public string query { get; set; }
    public List<Intent> intents { get; set; }
    public List<Entity> entities { get; set; }
}
```

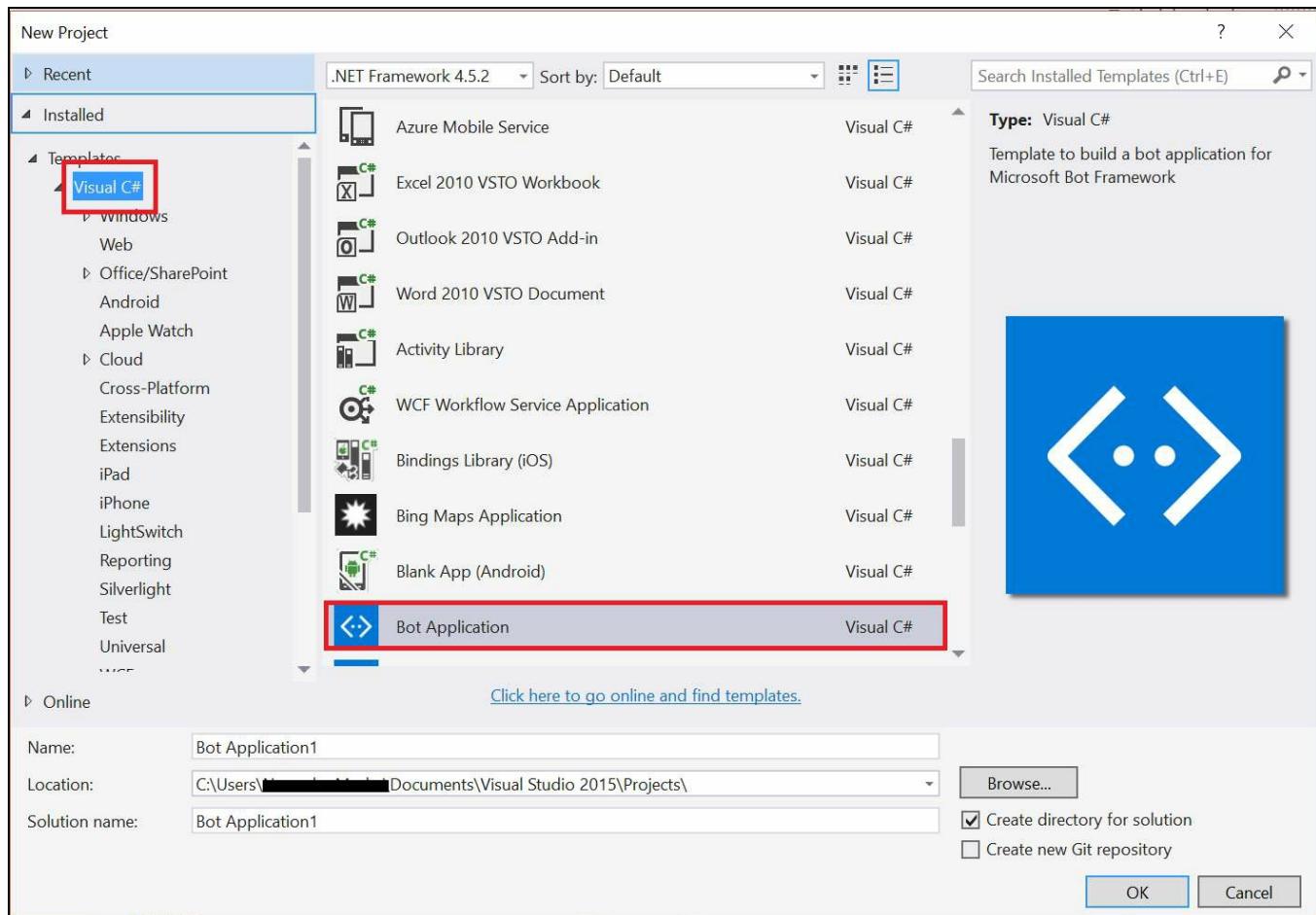

Creating the bot application

Let's take a look at the mentioned steps to create the bot application:

1. Open Visual Studio, navigate to New | Project..., and select Visual C# from the left side template category. Then, from the templates section, you will see the Bot Application template:



2. Select the Bot Application template, name the project `EmployeeEnrolBot`, and then click on OK:



3. Add a new class and name the class `Luis`. Then, paste the C# classes that you generated for LUIS in the preceding step. Rename the `RootObject` class to `Luis`:

```

namespace EmployeeEnrolBot
{
    1 reference | 0 changes | 0 authors, 0 changes
    public class Intent
    {
        0 references | 0 changes | 0 authors, 0 changes
        public string intent { get; set; }
        0 references | 0 changes | 0 authors, 0 changes
        public double score { get; set; }
    }

    1 reference | 0 changes | 0 authors, 0 changes
    public class Entity
    {
        0 references | 0 changes | 0 authors, 0 changes
        public string entity { get; set; }
        0 references | 0 changes | 0 authors, 0 changes
        public string type { get; set; }
        0 references | 0 changes | 0 authors, 0 changes
        public int startIndex { get; set; }
        0 references | 0 changes | 0 authors, 0 changes
        public int endIndex { get; set; }
        0 references | 0 changes | 0 authors, 0 changes
        public double score { get; set; }
    }

    0 references | 0 changes | 0 authors, 0 changes
    public class LUIS
    {
        0 references | 0 changes | 0 authors, 0 changes
        public string query { get; set; }
        0 references | 0 changes | 0 authors, 0 changes
        public List<Intent> intents { get; set; }
        0 references | 0 changes | 0 authors, 0 changes
        public List<Entity> entities { get; set; }
    }
}

```

4. Add the following class into the file:

```

public class Query
{
    public string FirstName { get; set; }
    public string LastName { get; set; }
    public string Class { get; set; }
    public string Period { get; set; }
}

```

This class will be used to display the final results on the bot.

5. Open the `Web.Config` file and add the following keys in to it:

```

<add key="LUIS_Url" value="https://api.projectoxford.ai/luis/v1/application" />
<add key="LUIS_APP_Id" value="REDACTED" />
<add key="LUIS_Subscription_Key" value="REDACTED" />
</appSettings>

```

6. Now, open the `MessagesController.cs` file and add the following method into it:

```

private static async Task<LUIS> QueryLUIS(string Query)
{
    LUIS LUISResult = new LUIS();
    var LUISQuery = Uri.EscapeDataString(Query);
}

```

```

using (System.Net.Http.HttpClient client = new
System.Net.Http.HttpClient())
{
    // Get key values from the web.config
    string LUIS_Url =
    ConfigurationManager.AppSettings["LUIS_Url"];
    string LUIS_Id =
    ConfigurationManager.AppSettings["LUIS_APP_Id"];
    string LUIS_Subscription_Key =
    ConfigurationManager.AppSettings
    ["LUIS_Subscription_Key"];

    string RequestURI = String.Format("{0}?id=
{1}&subscription-key={2}&q={3}",
LUIS_Url, LUIS_Id, LUIS_Subscription_Key,
LUISQuery);

    System.Net.Http.HttpResponseMessage msg = await
client.GetAsync(RequestURI);

    if (msg.IsSuccessStatusCode)
    {
        var JsonDataResponse = await
msg.Content.ReadAsStringAsync();
        LUISResult =
JsonConvert.DeserializeObject<LUIS>
(JsonDataResponse);
    }
}
return LUISResult;
}

```

7. Modify the Post method in the MessagesController.cs file as follows:

```

public async Task<HttpResponseMessage> Post([FromBody]Activity activity)
{
    if (activity.Type == ActivityTypes.Message)
    {
        ConnectorClient connector = new
        ConnectorClient(new
        Uri(activity.ServiceUrl));
        var messageText = activity.Text;
        string list = "";
        var rootObject = new RootObject();
        try
        {
            var http = new HttpClient();

            HttpResponseMessage placesResponse = await
            http.GetAsync(new
            Uri("https://maps.googleapis.com/maps/api
            /place/textsearch/json?query=" + messageText
            +
            "&key=AIzaSyBjjWqN7J444VbwbpOukC-
            9MAjqFYHBiCM"));

            var jsonResponse = await
            placesResponse.Content.ReadAsStringAsync();

            if (jsonResponse != null && jsonResponse !=
            "")
            {
                rootObject =
                JsonConvert.DeserializeObject<RootObject>
                (jsonResponse);

            }
        }
        catch (Exception ex)

```

```

    {

        // return our reply to the user
        Activity reply =
            activity.CreateReply("Oops....".
            Something went wrong please try again.
            "+ex.Message);
        await
        connector.Conversations.ReplyToActivityAsync
        (reply);
    }
    if (rootObject.results.Count > 0)
    {
        foreach (var item2 in rootObject.results)
        {

            list += item2.name + "," + "\r \n";
        }

        // return our reply to the user
        Activity reply = activity.CreateReply(list);
        await
        connector.Conversations.ReplyToActivityAsync
        (reply);
    }
    else
    {
        // return our reply to the user
        Activity reply = activity.CreateReply("Sorry
        we are unable to find the results for " +
        "!!!!" + messageText + "!!!!" + "Please make sure
        that you have typed correct phrase..." + "\r
        \n" + " some examples are..." + "\r \n" +
        "!!!!" + "Restaurants in Albany" + "!!!!" + "\r
        \n" + "(or)" + "\r \n" + "!!!!" + "show me book
        stores in Norwich" + "!!!!" + "!!!!" + "\r \n" +
        "(or)" + "\r \n" + "!!!!" + "Parking near
        Norwich" + "!!!!" + "!!!!" + "\r \n" + "(or)" +
        "\r \n" + "!!!!" + "atms surrounding Norwich" +
        "!!!!" + "!!!!");
        await
        connector.Conversations.ReplyToActivityAsync
        (reply);

    }
}
else
{
    HandleSystemMessage(activity);
}

var response =
Request.CreateResponse(HttpStatusCode.OK);
return response;
}

```

8. Press *F5* in Visual Studio to run the bot:

```

{
  "type": "message",
  "timestamp": "2016-10-06T13:22:47.3200356Z",
  "from": {
    "id": "56800324",
    "name": "Bot1"
  },
  "conversation": {
    "id": "8a684db8",
    "name": "Conv1"
  },
  "recipient": {
    "id": "2c1c7fa3",
    "name": "User1"
  },
  "text": "Employee First Name: sophia \r \n Employee Last Name: grace \r \n Department: information technology \r \n Designation:developer",
  "replyToId": "17169f85fe4d4935a4fa238dc5d29978"
}

```

So far, if the LUIS service recognized the intent and the values for all required entities entered by the end user, all was well. However, if all the values for the required entities were not recognized (or they were not supplied), the end user was simply stuck.

Now we will see how we can overcome the problem posed when a user does not supply all entities; when a user has missed any entity then LUIS will ask the user for the missing entity using dialogs. Then, the user enters only the missing entity and LUIS will process the response to complete it.

To use dialogs, we need to make some changes in the LUIS app. Let's look at those changes:

1. Go to the LUIS app and click on your Intent (Enroll).



At the time of writing this book, the features described were in preview.

2. If you do not see the features described, switch to preview mode by clicking on the Go to Preview option at the top of the page:



3. Now, open the Enroll intent:

Add a new intent

Intent name:
Enroll

[+ Add Action](#)

4. When the intent opens, click on Add Action and then on Add Parameter, and add the following parameters:

Name: First Name
 Type: Employee Name::First Name
 Prompt: What is the First Name?

Name: Last Name
 Type: Employee Name::Last Name
 Prompt: What is the Last Name?

Name: Designation
 Type: Designation
 Phrase List: Designation
 Prompt: What is the Designation?

Name: Department
 Type: Department
 Phrase List: Department
 Prompt: What is the Department?

5. Mark them all as required.

6. When you are done, click on the Save button:

Add a new intent

Intent name:
Enroll

- Delete Action

Action Info

Fulfillment Action Type: [Select Action ...](#)

Action Parameters

+ Add Parameter

Required	Name	Type	Value	Prompt	Edit
<input checked="" type="checkbox"/>	First Name	Employee Name::Fi	Choose Phrase	What is the First Nar	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/>	Last Name	Employee Name::La	Choose Phrase	What is the Last Nan	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/>	Deslgnation	Deslgnation	Deslgnation	What Is the Desgnat	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/>	Department	Department	Department	What Is the Departm	<input checked="" type="checkbox"/> Delete

[Delete](#) [Save](#) [Cancel](#)

7. Click on Train and publish the LUIS app again:

HTTP service

Publish Current Application to URL for access via HTTP
Status: Published on 10/6/2016, 7:26:04 PM

Update published application

Query:

URL: <https://api.projectoxford.ai/luis/v1/application/preview?id=9f338a59-da59-4b37-921a-258b958d027e&subscription-key=d14817bff85b4de0af2cc701b2e5de70>

Note: To enable bot integration, enable action fulfillment in one of your intents.

Enable Action Binding using Microsoft Bot Framework

Note: The Slack bot integration feature will be discontinued. Please migrate any slack bots you created to Microsoft Bot Framework

Enable Action Binding using Slack

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8. Update the URL of the LUIS app in your bot application's `Web.config` file.
9. On the publish page, enter Query and press *Enter* for the JSON content of the updated LUIS app:

HTTP service

Publish Current Application to URL for access via HTTP
Status: Published on 10/6/2016, 7:44:18 PM

Update published application

Query:

Enroll Sophia Grace as Developer in Information Technology

URL: <https://api.projectoxford.ai/luis/v1/application/preview?id=9f338a59-da59-4b37-921a-258b958d027e&subscription-key=d14817bff85b4de0af2cc701b2e5de70&q=Enroll%20Sophia%20Grace%20as%20Developer%20in%20Information%20Technology>

Note: To enable bot integration, enable action fulfillment in one of your intents.

Enable Action Binding using Microsoft Bot Framework

Note: The Slack bot integration feature will be discontinued. Please migrate any slack bots you created to Microsoft Bot Framework

Enable Action Binding using Slack

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10. Using the JSON content, generate C# classes again and then add the updated and newly generated classes to the `Luis.cs` file:

```

using System;
using System.Collections.Generic;
using System.Linq;
using System.Text;
using System.Threading.Tasks;

namespace EmployeeEnrolBot
{

    public class Value
    {
        public string entity { get; set; }
        public string type { get; set; }
        public Resolution resolution { get; set; }
    }

    public class Parameter
}

```

```

    {
        public string name { get; set; }
        public bool required { get; set; }
        public List<Value> value { get; set; }
    }

    public class Action
    {
        public bool triggered { get; set; }
        public string name { get; set; }
        public List<Parameter> parameters { get; set; }
    }

    public class TopScoringIntent
    {
        public string intent { get; set; }
        public double score { get; set; }
        public List<Action> actions { get; set; }
    }

    public class Entity
    {
        public string entity { get; set; }
        public string type { get; set; }
        public int startIndex { get; set; }
        public int endIndex { get; set; }
        public double score { get; set; }
        public Resolution resolution { get; set; }
    }

    public class Dialog
    {
        public string prompt { get; set; }
        public string parameterName { get; set; }
        public string parameterType { get; set; }
        public string contextId { get; set; }
        public string status { get; set; }
    }

    public class LUIS
    {
        public string query { get; set; }
        public TopScoringIntent topScoringIntent { get; set; }
        public List<Entity> entities { get; set; }
        public Dialog dialog { get; set; }
    }

    public class Resolution
    {
    }

    public class Query
    {
        public string FirstName { get; set; }
        public string LastName { get; set; }
        public string Designation { get; set; }
        public string Department { get; set; }
    }
}

```

When LUIS has a question, it places it in the dialog property along with a `ContextId` that is used to track the exchange. In the code, we save the `ContextId` in bot state using the bot state service.

Bot state service

The key to good bot design is to do the following:

- Make the web service stateless so that it can be scaled
- Make it track the context of a conversation

Since all bots have these requirements, the Bot Framework has a service for storing bot state. This lets your bot track things such as *what was the last question I asked them?*

In our case, we want to save the `contextId` of the LUIS to exchange the missed information to the LUIS app from our bot.

To do that, first we need to create `BotStateClient`.

Creating a state client

The default state client is stored in a central service. For some channel IDs, you may want to use a state API hosted in the channel itself (for example, with the *emulator* channel) so that the state can be stored in a compliant store that the channel supplies.

We have provided a helper method on the `activity` object, which makes it easy to get an appropriate `StateClient` for a given message:

```
| StateClient stateClient = activity.GetStateClient();
```

After getting the state client, we can now save our `contextId` to it. When your bot sends a reply, you simply set your object in one of the `BotData` records properties, and it will be persisted and played back to you on future messages when the context is the same. Your bot may store data for a user, a conversation, or a single user within a conversation (called *private* data). Each payload may be up to 32 KB in size. The data may be removed by the bot or upon a user's request, for example, if the user requests the channel to inform the bot (and therefore, the Bot Framework) to delete the user's data.

Get/ SetProperty methods

The C# library has helper methods called `SetProperty()` and `GetProperty()`, which make it easy to get and set any type of data from a `BotData` record, including complex objects.

In this application, first we will try to get the `contextId` from the `BotState` using the following code--if we already have a `ContextId` then we will request the LUIS along with the `contextId`, which we saved previously; based on the `ContextId`, LUIS will process the complete sentence and return the entities:

```
string strContextId = "";
    BotData userData = await
stateClient.BotState.GetUserDataAdapterSync
(activity.ChannelId, activity.From.Id);

    if (userData.GetProperty<string>
("contextId") != null)
{
    // If we have a ContextId saved in TempData
    // retrieve it
    strContextId = userData.GetProperty<bool>
("contextId").ToString();
}

LUIS objLUISResult = await QueryLUIS(activity.Text, strContextId);
```

If LUIS identifies that the user missed some information, then it sends a question to the `Prompt` variable of the `Dialog` class. Based on that, we can identify the missed entity and prompt the user to enter it.

The LUIS app prompts a question of missed information/action along with the `ContextId`. We will save it into a bot state using the following code:

```
LUIS objLUISResult = await QueryLUIS(activity.Text, strContextId);
    if (objLUISResult.dialog.prompt != null)
{
    // If there is a question ask it
    Result.Question =
objLUISResult.dialog.prompt;
    // Set the ContextID
    userData SetProperty<string> ("contextId",
objLUISResult.dialog.contextId);
    await
stateClient.BotState.SetUserDataAsync
(activity.ChannelId, activity.From.Id,
userData);

    // return our reply to the user
    Activity reply =
activity.CreateReply(Result.Question);
    await
connector.Conversations.ReplyToActivityAsync
(reply);
}
```

After the question is answered, we retrieve the `ContextId` from `BotState` and then pass it

to LUIS along with the reply to the question.

We append the `ContextId` to the query sent to LUIS as follows:

```
string RequestURI = String.Format("{0}?id={1}&subscription-key={2}&q={3}&contextId={4}",
    LUIS_Url, LUIS_Id, LUIS_Subscription_Key,
    LUISQuery, contextId);

System.Net.Http.HttpResponseMessage msg = await
client.GetAsync(RequestURI);
```


Updating your Post method

Let's use the following code to update your `Post` method:

```
public async Task<HttpResponseMessage> Post([FromBody]Activity activity)
{
    if (activity.Type == ActivityTypes.Message)
    {
        ConnectorClient connector = new ConnectorClient(new
Uri(activity.ServiceUrl));
        StateClient stateClient = activity.GetStateClient();
        Query Result = new Query();

        try
        {
            if (activity.Text != null)
            {
                string strContextId = "";
                BotData userData = await
stateClient.BotState.GetUserDataAdapterSync
(activity.ChannelId, activity.From.Id);

                if (userData.GetProperty<string>
("contextId") !=null)
                {
                    // If we have a ContextId saved in TempData
                    // retrieve it
                    strContextId = userData.GetProperty<string>
("contextId").ToString();
                }

                LUIS objLUISResult = await
QueryLUIS(activity.Text,strContextId);
                if (objLUISResult.dialog.prompt != null)
                {
                    // If there is a question ask it
                    Result.Question =
objLUISResult.dialog.prompt;
                    // Set the ContextID
                    userData SetProperty<string>("contextId",
objLUISResult.dialog.contextId);
                    await
stateClient.BotState.SetUserDataAsync
(activity.ChannelId, activity.From.Id,
userData);

                    // return our reply to the user
                    Activity reply =
activity.CreateReply(Result.Question);
                    await
connector.Conversations.ReplyToActivityAsync
(reply);
                }
                else
                {
                    userData SetProperty<string>("contextId",
"");
                    await stateClient.BotState.SetUserDataAsync
(activity.ChannelId, activity.From.Id,
userData);
                    foreach (var item in
objLUISResult.topScoringIntent.actions)
                    {
                        // Loop through the parameters
                        foreach (var parameter in
item.parameters)
```

```

        {
            if (parameter.value[0].type ==
                "Employee Name::First Name")
            {
                Result.FirstName =
                    parameter.value[0].entity;
            }

            if (parameter.value[0].type ==
                "Employee Name::Last Name")
            {
                Result.LastName =
                    parameter.value[0].entity;
            }

            if (parameter.value[0].type ==
                "Department")
            {
                Result.Department =
                    parameter.value[0].entity;
            }

            if (parameter.value[0].type ==
                "Designation")
            {
                Result.Designation =
                    parameter.value[0].entity;
            }
        }

        // return our reply to the user
        Activity reply =
            activity.CreateReply($"Employee First Name:
                {Result.FirstName} \r \n Employee Last
                Name: {Result.LastName} \r \n Department:
                {Result.Department} \r \n Designation:
                {Result.Designation}");
        await
            connector.Conversations.ReplyToActivityAsync
            (reply);
    }
}

catch (Exception ex)
{
    // return our reply to the user
    Activity reply = activity.CreateReply($"Something
    went wrong. \r \n{ex.Message}");
    await
        connector.Conversations.ReplyToActivityAsync
        (reply);
}

else
{
    HandleSystemMessage(activity);
}

var response = Request.CreateResponse(HttpStatusCode.OK);
return response;
}

```


Updating your QueryLUIS method

Now, let's move on to update your `QueryLUIS` method:

```
private static async Task<LUIS> QueryLUIS(string Query, string contextId)
{
    // Create a new LUIS class
    LUIS LUISResult = new LUIS();

    using (System.Net.Http.HttpClient client = new System.Net.Http.HttpClient())
    {
        // Get key values from the web.config
        string LUIS_Url =
            ConfigurationManager.AppSettings["LUIS_Url"];
        string LUIS_Id =
            ConfigurationManager.AppSettings["LUIS_APP_Id"];
        string LUIS_Subscription_Key =
            ConfigurationManager.AppSettings
            ["LUIS_Subscription_Key"];

        // Get the text of the query entered by the user
        var LUISQuery = Uri.EscapeDataString(Query);

        // Send Query to LUIS and get response
        string RequestURI = String.Format("{0}?id={1}&subscription-key={2}&q={3}&contextId={4}",
            LUIS_Url, LUIS_Id, LUIS_Subscription_Key,
            LUISQuery, contextId);

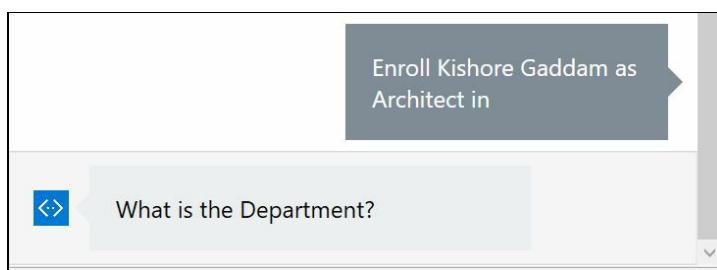
        System.Net.Http.HttpResponseMessage msg = await
        client.GetAsync(RequestURI);

        if (msg.IsSuccessStatusCode)
        {
            var JsonDataResponse = await
            msg.Content.ReadAsStringAsync();
            LUISResult = JsonConvert.DeserializeObject<LUIS>
            (JsonDataResponse);
        }
    }

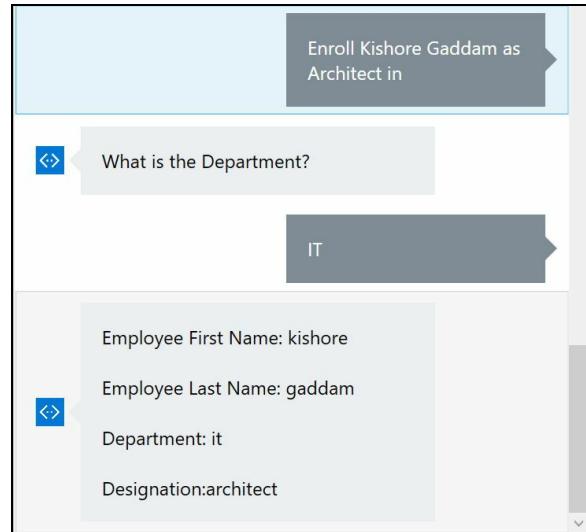
    return LUISResult;
}
```

Once we've updated the `QueryLUIS`, let's take a look at the further steps:

1. Run the bot application, go to the bot emulator, and enter the sentence without entering the department:



2. Now, enter the department:



Developing a Nearby Bot using custom APIs

So far, you have learned about bot application creation using *Visual Studio*, publishing to *Azure*, *Bot* registration at [dev.Botframework.com](https://dev.botframework.com), and connecting to channels. In this *Nearby Bot* tutorial, we will explain how to use third-party APIs from your bot.

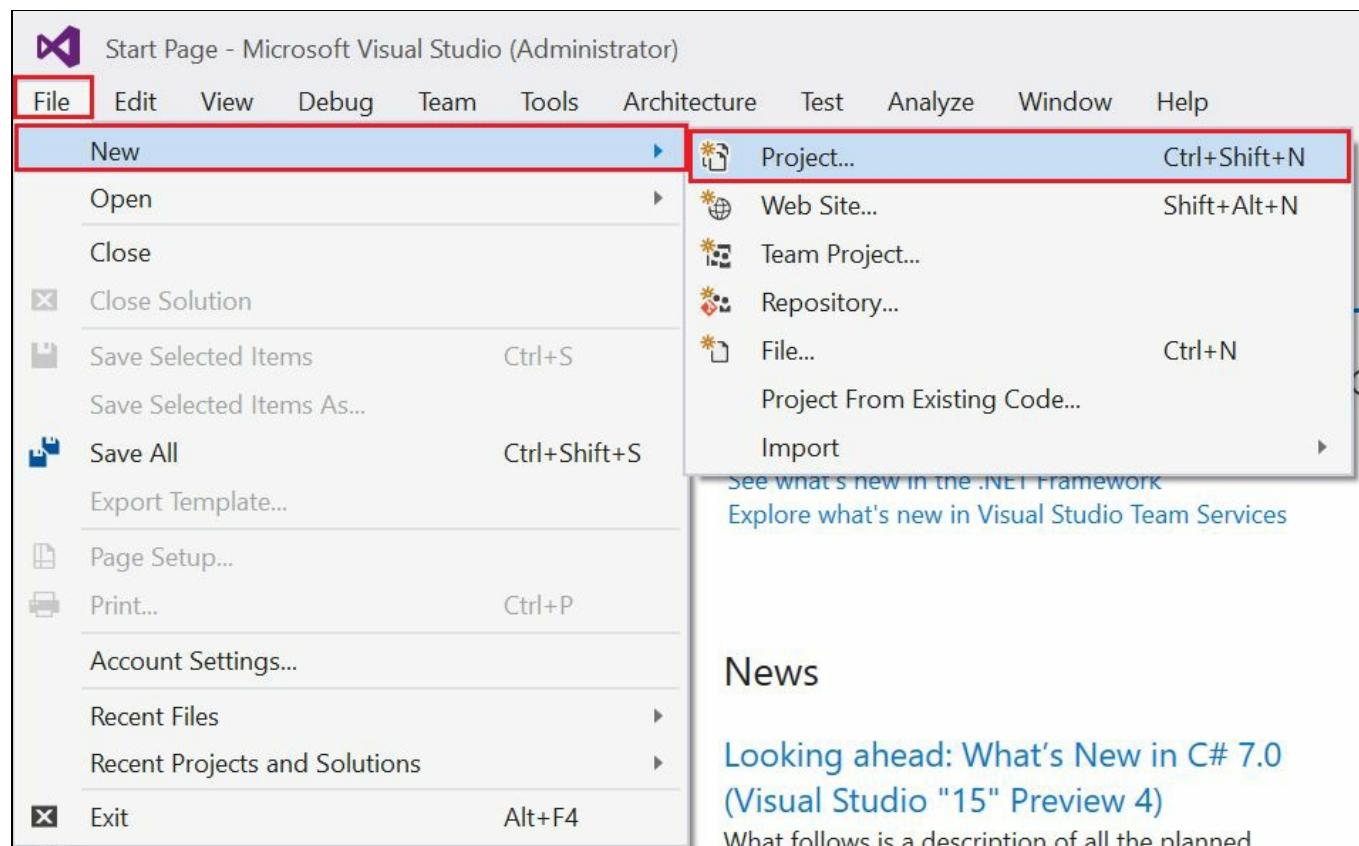
The main purpose of this bot is to provide information about the nearby amenities of a given place--for example, if you want to know the top restaurants near New York.



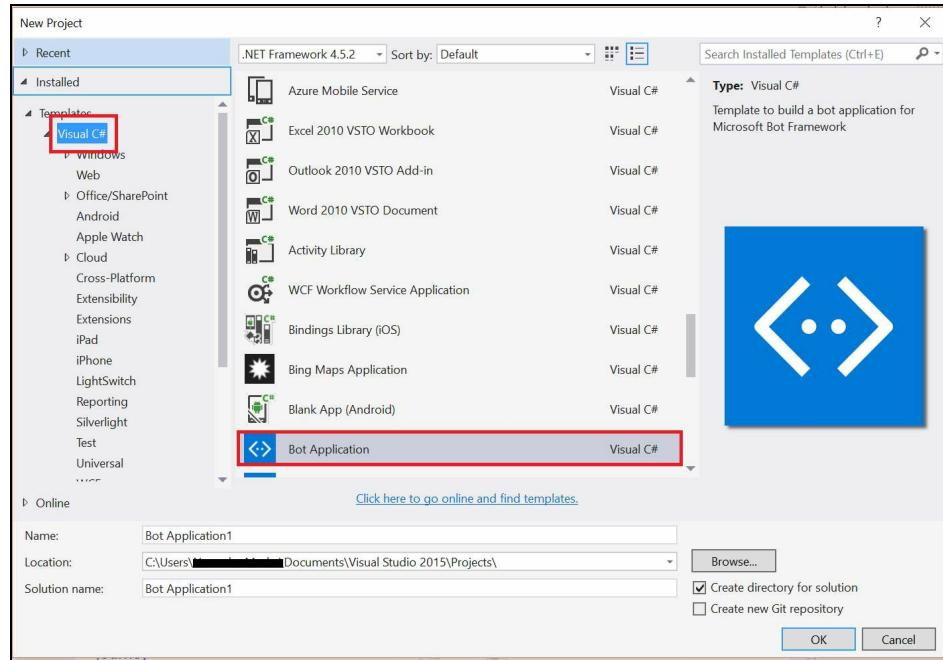
This guide is for C# using the Bot Framework Connector SDK .NET template.

Let's look at the steps:

1. Open Visual Studio and click on **New | Project...:**



2. Select Visual C# from the left side template category; then, from the templates section, you will see the Bot Application template:



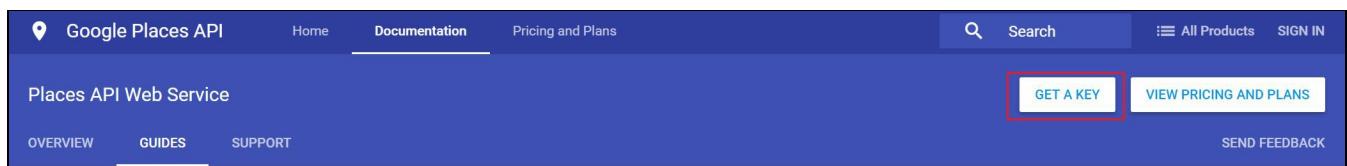
3. Select the Bot Application template, name the project `NearbyBot`, and then click on OK.

Before we jump into the code, first we will explain how to get the nearby places information of a given place using third-party APIs. We will do this by using the *Google Places API*. If you want to use the Google Places API, you need to have an **API key**--for that, follow the following instructions:

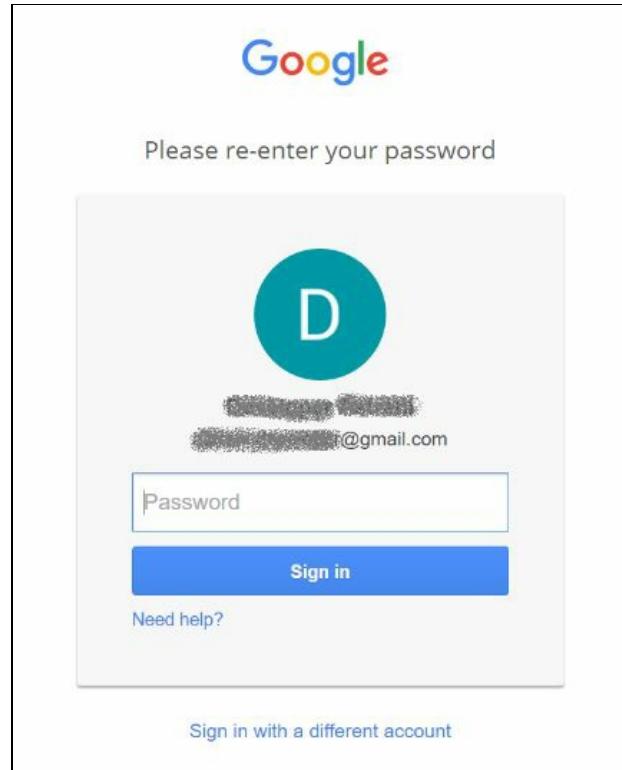
1. Go to the Google Places API page at <https://developers.google.com/places/web-service/search>:



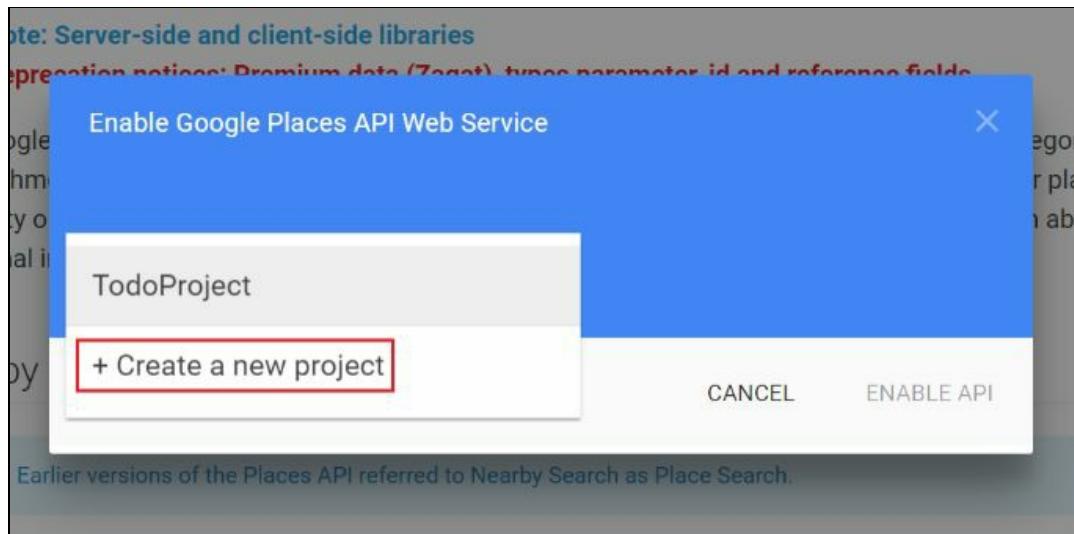
2. The page looks as follows. Click on the GET A KEY button, which is on the top-right side of the page:



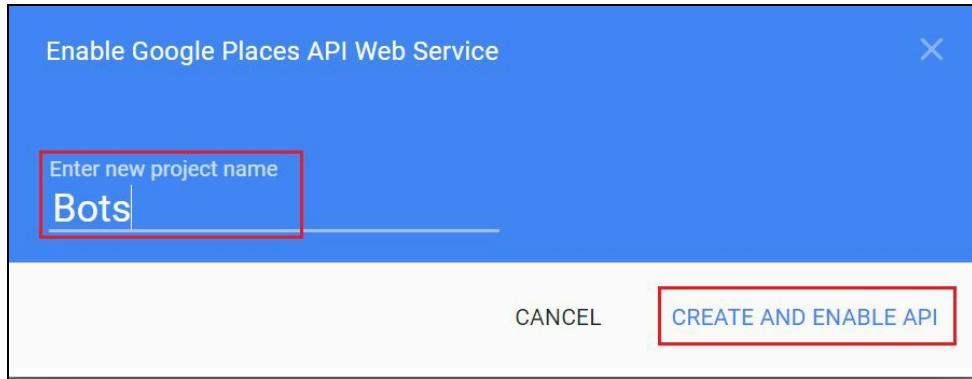
3. On the next page, sign in using your Google account. If you don't have one, then it's time to create one:



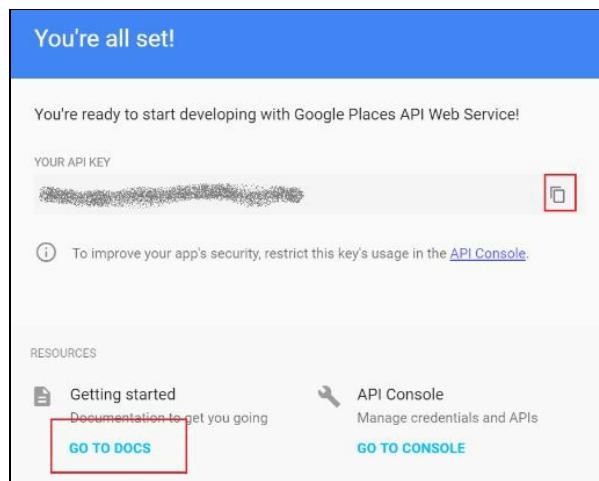
- Once you have successfully signed in, click on the GET A KEY button again. Now the site will prompt you to Select or Create a project, as shown. Select the Create a new project option:



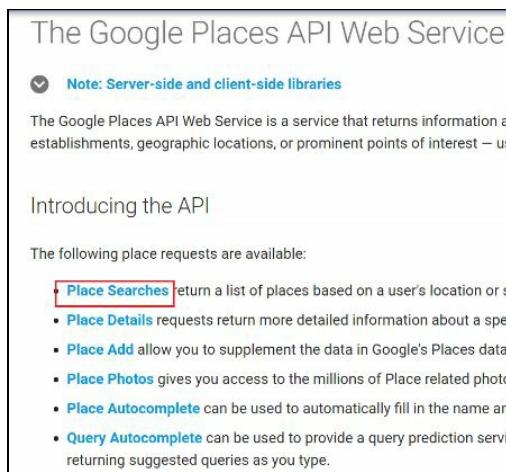
- Enter a name for the project and then click on the CREATE AND ENABLE API option:



6. On the next page, you will see a key that you will need to copy to a safe place, as we will use it in later steps. After that, click on the GO TO DOCS option on the popup:



7. On the API documentation page, select the Place Searches link:



8. On the Place Searches page, scroll down to the Text Search Requests API documentation and copy the API usage and URL:

Text Search Requests

The Google Places API Text Search Service is a web service that returns information about a set of places based on a string – for example "pizza in New York" or "shoe stores near Ottawa". The service responds with a list of places matching the text string and any location bias that has been set. The search response will include a list of places, you can send a Place Details request for more information about any of the places in the response.

★ The Google Places search services share the same [usage limits](#). However, the Text Search service is subject to a 10-times multiplier. That is, each Text Search request that you make will count as 10 requests against your quota. If you've purchased the Google Places API as part of your Google Maps APIs Premium Plan contract, the multiplier may be different. Please refer to the [Google Maps APIs Premium Plan documentation](#) for details.

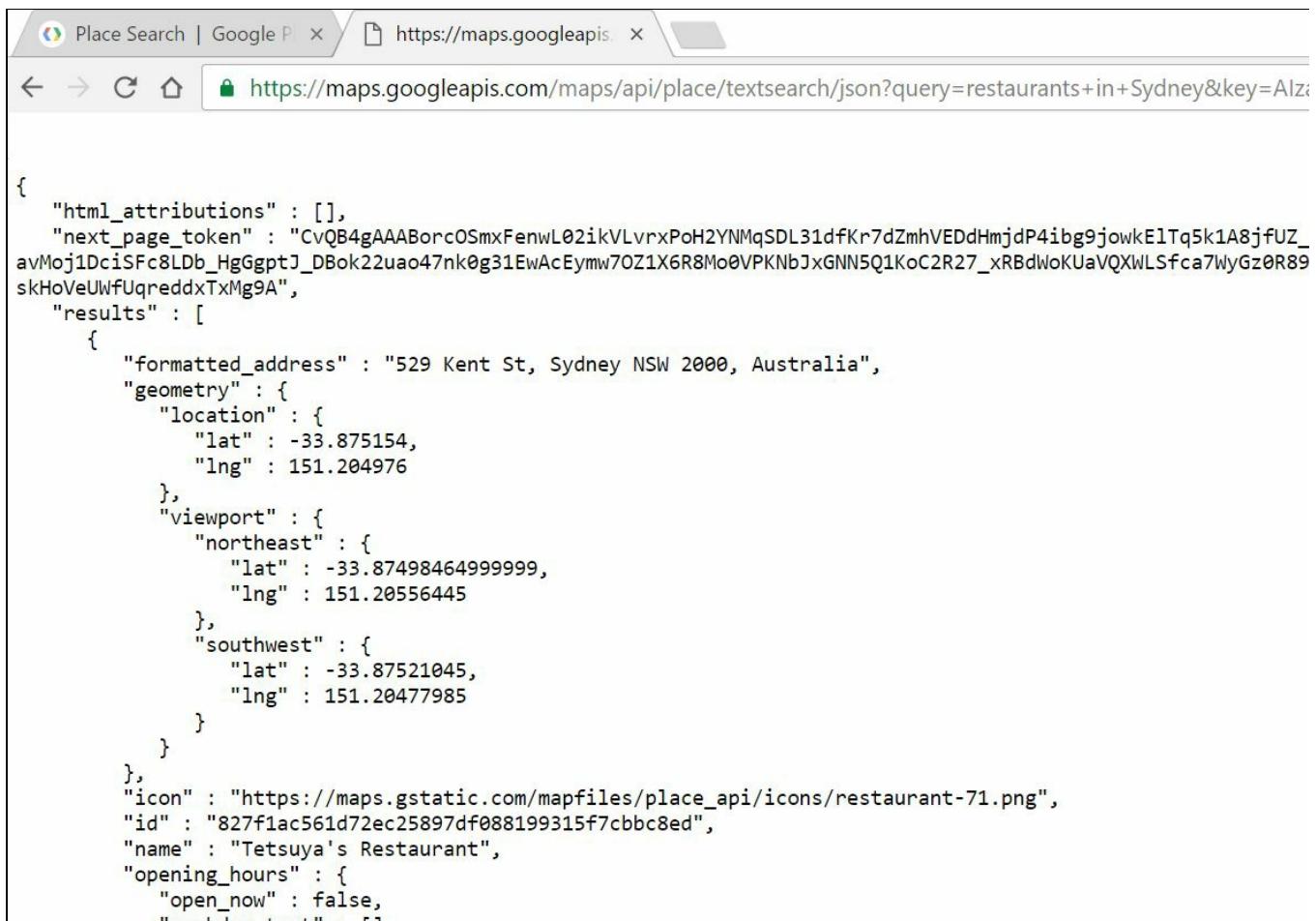
A Text Search request is an HTTP URL of the following form:

```
https://maps.googleapis.com/maps/api/place/textsearch/output?parameters
```

9. The following is the example request:

```
https://maps.googleapis.com/maps/api/place/textsearch/json?  
query=restaurants+in+Sydney&key=YOUR_API_KEY
```

10. Copy the request URL and replace `YOUR_API_KEY` with the key you copied/generated in earlier steps; then, paste it in a browser address bar and press *Enter*. You should be able to see the API result in JSON format, as follows:



The screenshot shows a browser window with the title "Place Search | Google Pl" and the URL "https://maps.googleapis.com/maps/api/place/textsearch/json?query=restaurants+in+Sydney&key=AIza". The page content displays a JSON object representing a place search result for "Tetsuya's Restaurant". The JSON structure includes fields like "html_attributions", "next_page_token", and a "results" array containing one item. The "results" item contains detailed geographical information such as "formatted_address", "geometry" (with "location" and "viewport" sub-fields), and "icon" URL. It also includes "id", "name", and "opening_hours" information.

```
{  
  "html_attributions" : [],  
  "next_page_token" : "CvQB4gAAABorcOSmxFenwL02ikVLvrxFoH2YNMqSDL31dfKr7dZmhVEDdHmjdp4ibg9jowkE1Tq5k1A8jfUZ_  
  avMoj1DciSFC8LDb_HgGpptJ_DBok22ua047nk0g31EwAcEymw70Z1X6R8Mo0VPKNbJxGNNSQ1KoC2R27_xRBdWoKUaVQXWLSfc  
  a7WyGz0R89skHoVeUWFUqreddxTxMg9A",  
  "results" : [  
    {  
      "formatted_address" : "529 Kent St, Sydney NSW 2000, Australia",  
      "geometry" : {  
        "location" : {  
          "lat" : -33.875154,  
          "lng" : 151.204976  
        },  
        "viewport" : {  
          "northeast" : {  
            "lat" : -33.87498464999999,  
            "lng" : 151.20556445  
          },  
          "southwest" : {  
            "lat" : -33.87521045,  
            "lng" : 151.20477985  
          }  
        }  
      },  
      "icon" : "https://maps.gstatic.com/mapfiles/place_api/icons/restaurant-71.png",  
      "id" : "827f1ac561d72ec25897df088199315f7cbbc8ed",  
      "name" : "Tetsuya's Restaurant",  
      "opening_hours" : {  
        "open_now" : false,  
        "weekday_text" : []  
      }  
    }  
  ]  
}
```

11. Now we need to generate the C# classes to hold the respective JSON result.
12. Go to <http://json2csharp.com/> or <http://jsonutils.com/>, or use the JSON Class Generator at <http://jsonclassgenerator.codeplex.com/>.
13. Paste the contents of the JSON, and then click on Generate and copy the results:

json2csharp

generate c# classes from json

developed by Jonathan Keith
with thanks to the [JSON C# Class Generator](#) project
and James Newton-King's [Json.NET](#)

```
        "score": 0.9482315
    },
{
    "entity": "gaddam",
    "type": "Employee Name::Last Name",
    "startIndex": 15,
    "endIndex": 20,
    "score": 0.919439
}
]
```

Generate

? ! @

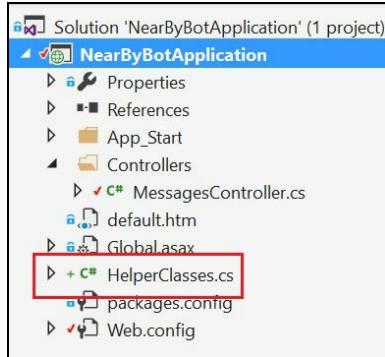
```
X
public class Intent
{
    public string intent { get; set; }
    public double score { get; set; }
}

public class Entity
{
    public string entity { get; set; }
    public string type { get; set; }
    public int startIndex { get; set; }
    public int endIndex { get; set; }
    public double score { get; set; }
}

public class RootObject
{
    public string query { get; set; }
    public List<Intent> intents { get; set; }
    public List<Entity> entities { get; set; }
}
```

Close Copy

14. Now, go back to the project and create a `HelperClasses.cs` file and paste the generated classes in it:



15. Helper classes should contain the following classes:

```

using System;
using System.Collections.Generic;
using System.Linq;
using System.Text;
using System.Threading.Tasks;

namespace NearByBotApplication
{
    public class Location
    {
        public double lat { get; set; }
        public double lng { get; set; }
    }

    public class Northeast
    {
        public double lat { get; set; }
        public double lng { get; set; }
    }

    public class Southwest
    {
        public double lat { get; set; }
        public double lng { get; set; }
    }

    public class Viewport
    {
        public Northeast northeast { get; set; }
        public Southwest southwest { get; set; }
    }

    public class Geometry
    {
        public Location location { get; set; }
        public Viewport viewport { get; set; }
    }

    public class OpeningHours
    {
        public bool open_now { get; set; }
        public List<object> weekday_text { get; set; }
    }

    public class Photo
    {
        public int height { get; set; }
        public List<string> html_attributions { get; set; }
        public string photo_reference { get; set; }
        public int width { get; set; }
    }

    public class Result
}

```

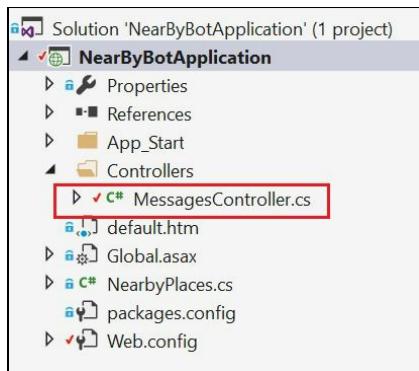
```

    {
        public string formatted_address { get; set; }
        public Geometry geometry { get; set; }
        public string icon { get; set; }
        public string id { get; set; }
        public string name { get; set; }
        public OpeningHours opening_hours { get; set; }
        public List<Photo> photos { get; set; }
        public string place_id { get; set; }
        public int price_level { get; set; }
        public double rating { get; set; }
        public string reference { get; set; }
        public List<string> types { get; set; }
    }

    public class RootObject
    {
        public List<object> html_attributions { get; set; }
        public string next_page_token { get; set; }
        public List<Result> results { get; set; }
        public string status { get; set; }
    }
}

```

16. Now open the `MessagesController.cs` file, which is located under the `Controllers` folder:



17. When the user asks Nearby Bot about restaurants in New York, under the `Post` method we will send that text to the Text Search Request API to get the list of restaurants in New York. For that, first we need to create an object for the HTTP client:

```
var http = new HttpClient();
```

18. Now carry out a GET request to the Text Search Request API, as follows:

```
HttpResponseMessage response = await http.GetAsync(new Uri("https://maps.googleapis.com/maps/api/place/textsearch/json?query=" + messageText + "&key=YOUR_KEY"));
```

19. The message is nothing but the text received by the bot from the user.

20. Next, read the response from the response content using the following code:

```
var jsonResponse = await response.Content.ReadAsStringAsync();
```

21. Now deserialize the JSON response, using the following code to parse the list of results:

```
if (jsonResponse != null && jsonResponse != "")  
{  
    rootObject =  
    JsonConvert.DeserializeObject<RootObject>  
    (jsonResponse);  
  
}
```

22. Now, parse and format the results and send a reply to the user with the help of the rich text format, as follows:

```
if (rootObject.results.Count > 0)  
{  
    foreach (var item2 in rootObject.results)  
    {  
  
        list += item2.name + "," + "\r \n";  
    }  
  
    // return our reply to the user  
    Activity reply = activity.CreateReply(list);  
    await  
    connector.Conversations.ReplyToActivityAsync  
    (reply);  
}  
else  
{  
    // return our reply to the user  
    Activity reply = activity.CreateReply("Sorry  
we are unable to find the results for " +  
"!!!!" + messageText + "!!!" + "Please make sure  
that you have typed correct phrase..." + "\r  
\n" + " some examples are..." + "\r \n" +  
"!!!!" + "Restaurants in Albany" + "!!!"+ "\r  
\n" + "(or)" + "\r \n" + "!!!" + "show me book  
stores in Norwich" + "!!!"+ "!!!"+ "\r \n" +  
"(or)" + "\r \n" + "!!!" + "Parking near  
Norwich" + "!!!"+ "!!!"+ "\r \n" + "(or)" +  
"\r \n" + "!!!" + "atms surrounding Norwich" +  
"!!!"+ "!!");  
    await  
    connector.Conversations.ReplyToActivityAsync  
    (reply);  
}
```

23. The following is the complete code for the `Post` method:

```
public async Task<HttpResponseMessage> Post([FromBody]Activity activity)  
{  
    if (activity.Type == ActivityTypes.Message)  
    {  
        ConnectorClient connector = new  
        ConnectorClient(new  
        Uri(activity.ServiceUrl));  
        var messageText = activity.Text;  
        string list = "";  
        var rootObject = new RootObject();  
        try  
        {  
  
            var http = new HttpClient();
```

```

    HttpResponseMessage placesResponse = await
    http.GetAsync(new
    Uri("https://maps.googleapis.com/maps/
    api/place/textsearch/json?query=" +
    messageText +
    "&key=AIzaSyBjjWqN7J444VbwbpOukC
    -9MAjqFYHBiCM"));

    var jsonResponse = await
    placesResponse.Content.ReadAsStringAsync();

    if (jsonResponse != null && jsonResponse != ""
    )
    {
        rootObject =
        JsonConvert.DeserializeObject<RootObject>
        (jsonResponse);

    }
}
catch (Exception ex)
{
    // return our reply to the user
    Activity reply =
    activity.CreateReply("Oops.....
    Something went wrong please try again.
    "+ex.Message);
    await
    connector.Conversations.ReplyToActivityAsync
    (reply);
}
if (rootObject.results.Count > 0)
{
    foreach (var item2 in rootObject.results)
    {

        list += item2.name + "," + "\r \n";
    }

    // return our reply to the user
    Activity reply = activity.CreateReply(list);
    await
    connector.Conversations.ReplyToActivityAsync
    (reply);
}
else
{
    // return our reply to the user
    Activity reply = activity.CreateReply("Sorry
    we are unable to find the results for " +
    "!!!!" + messageText + "!!!!" + "Please make sure
    that you have typed correct phrase..." + "\r
    \n" + " some examples are..." + "\r \n" +
    "!!!!" + "Restaurants in Albany" + "!!!!" + "\r
    \n" + "(or)" + "\r \n" + "!!!!" + "show me book
    stores in Norwich" + "!!!!" + "!!!!" +
    "\r \n" + "(or)" + "\r \n" + "!!!!" + "Parking
    near Norwich" + "!!!!" + "!!!!" + "\r \n" +
    "(or)" + "\r \n" + "!!!!" + "atms surrounding
    Norwich" + "!!!!" + "!!!!");
    await
    connector.Conversations.ReplyToActivityAsync
    (reply);
}
else
{
    HandleSystemMessage(activity);
}

```

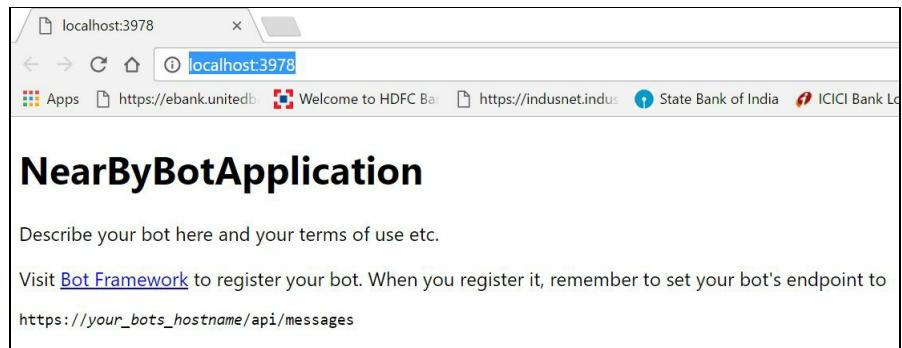
```

        }

        var response =
Request.CreateResponse(HttpStatusCode.OK) ;
return response;
}
}

```

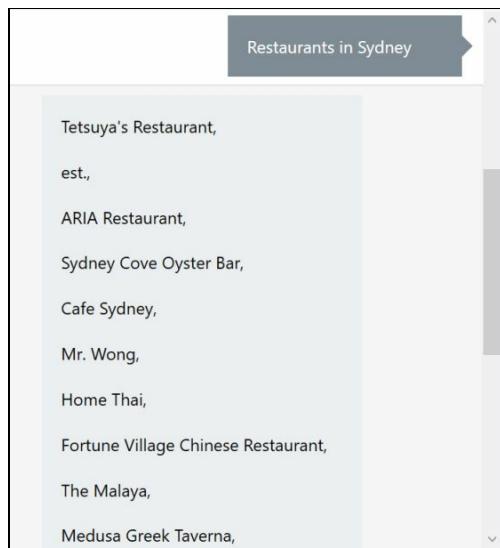
24. Now run the Nearby Bot locally in the bot emulator:



25. Open the emulator and type a phrase, as shown in the following screenshot:



26. You should get all the top restaurants in Sydney, as shown in the following screenshot:



Summary

In this chapter, we have learned the following:

- **LUIS prompt dialogs:** Using this feature, we can make our bot more mature by identifying the missing / expecting entities in a given sentence, which gives a more natural way of conversation with users.
- **Third-party APIs:** These are used for calling third-party APIs from the bot.
- **Bot state:** This will help us to store information about the user and important information in the last conversation. Based on the last conversation, we can communicate with users in a more natural way, like how we did in the Employee Enroll bot.

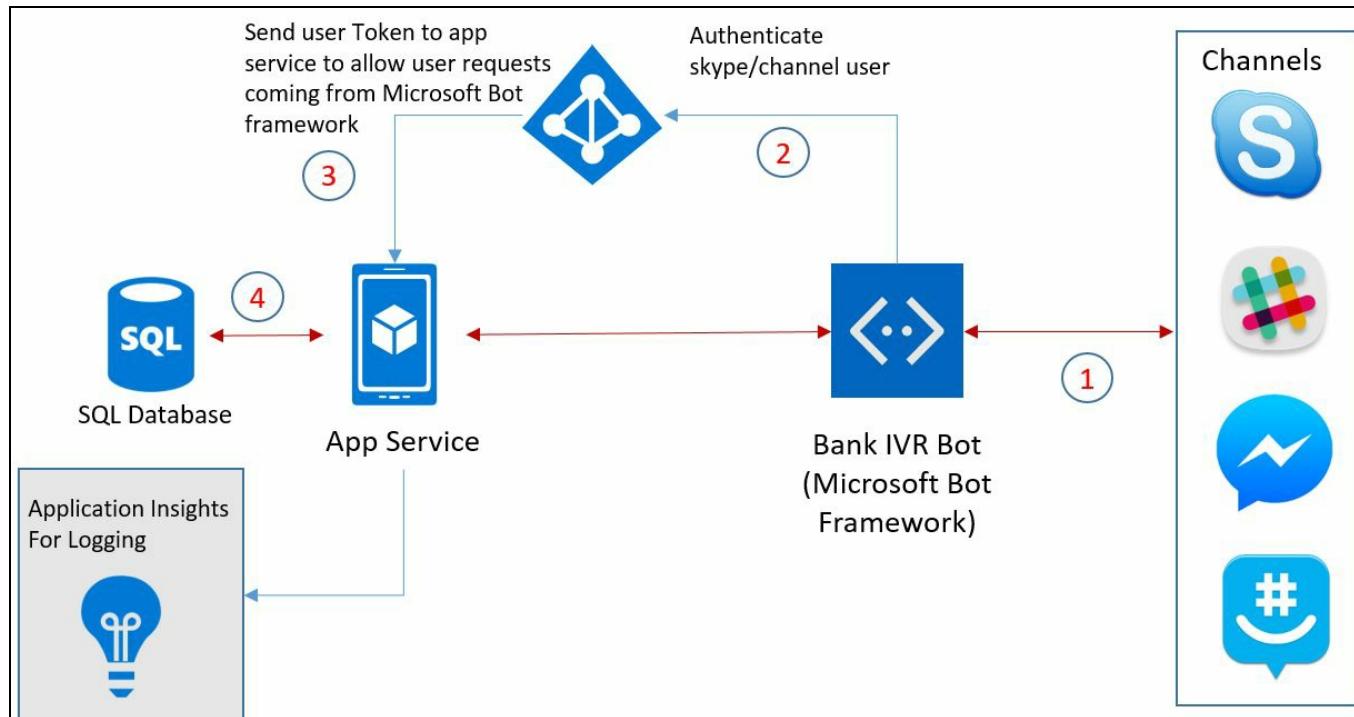
Developing an IVR Bot for a Bank Using Advanced Microsoft Bot Framework Technologies

The Bank **Interactive Voice Response (IVR)** bot is like phone banking you can do bank transactions from within the bot itself. This bot will have options such as create account, balance enquiry, credit card payment, and delete account. The Bank IVR bot can tell you the balance of your account. It can also pay your credit card bill as well, by just selecting a few options.

In this bot, we will mainly use the **Conversation Concept** using **FormFlow** and dialogs. For example, whenever a user enters some text, the bot will immediately send a response message and also remember the entire conversation. Unlike dialogs, FormFlow helps to handle guided conversations such as ordering a sandwich, booking a movie ticket, setting up an appointment with a doctor, and so on. These types of scenarios need lots of effort.

High-level architectural diagram

The following is the architecture diagram for the Bank IVR bot. These are the descriptions of the numbers:



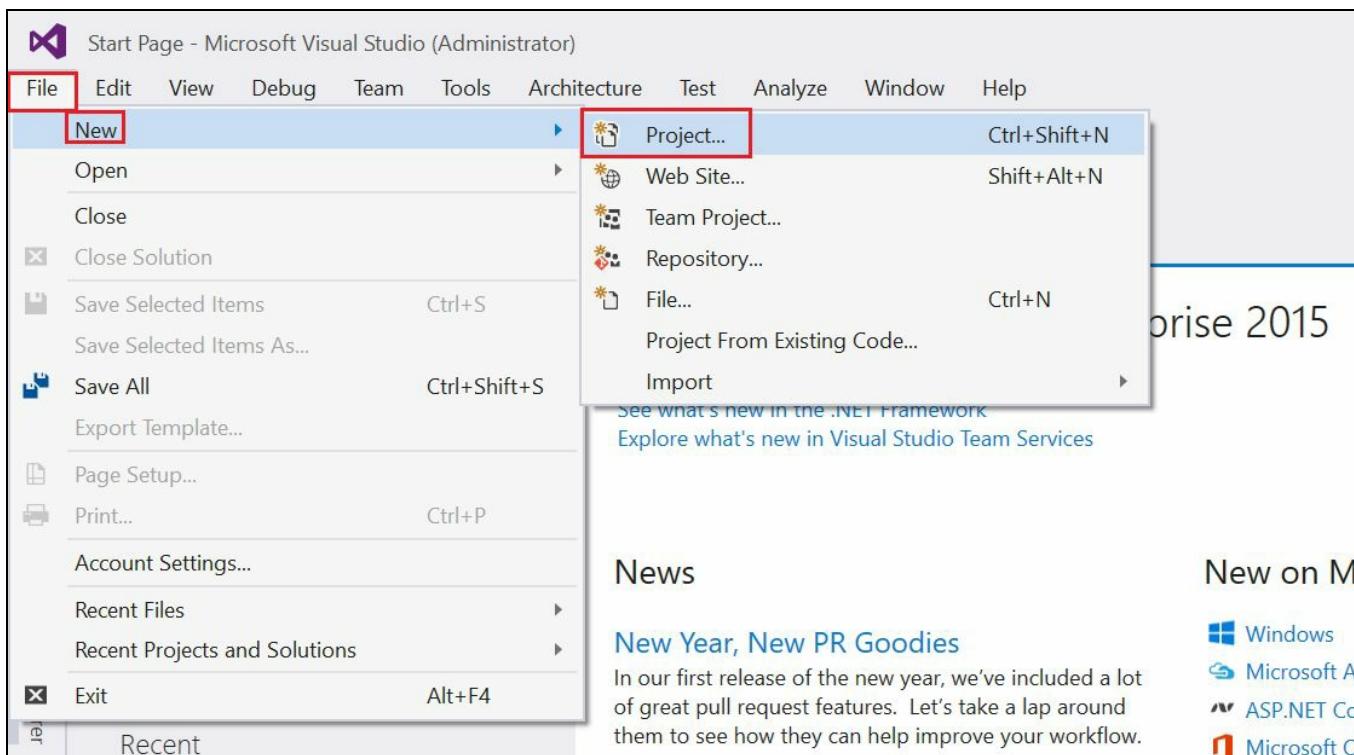
1. We have the Bank IVR bot registered with Microsoft Bot Framework and configured to channels.
2. We have an AAD authentication.
3. App service is where we publish our Bot--it requests a token to allow user requests coming from Microsoft Bot Framework (from channels).
4. We also have a SQL database connected to App service.
5. For logging/tracking user operations, we use Application Insights.

As mentioned in preceding architecture, you need to develop a Bot Application first. Perform the steps mentioned in the next section to develop a Bot Application using Visual Studio.

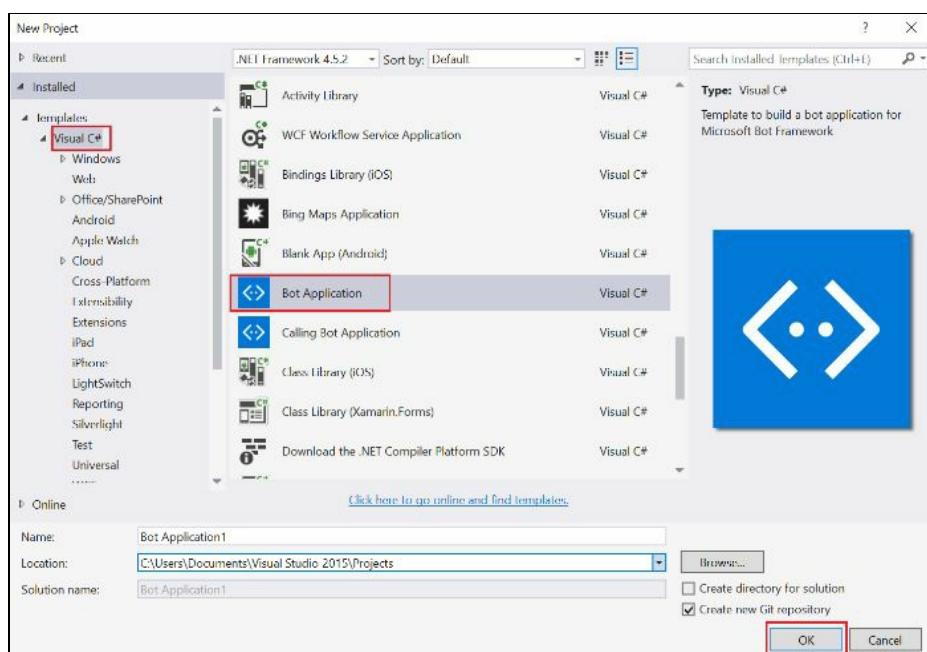
Let's start coding

Perform the following steps to create the bot application:

1. Create a new C# project using the new Bot Application template.
2. Navigate to New | Project... in Visual Studio 2015; it will open the following window:



3. Select the Bot Application template, give it a name, and click on OK:



Creating an account with the bot

Here, I will explain how to build a FormFlow to create an account with this bot. To start the FormFlow and create an account, you need to create a C# class to define the form you want the information to be completed.

Create an enum with all the options we are going to implement, as shown here:

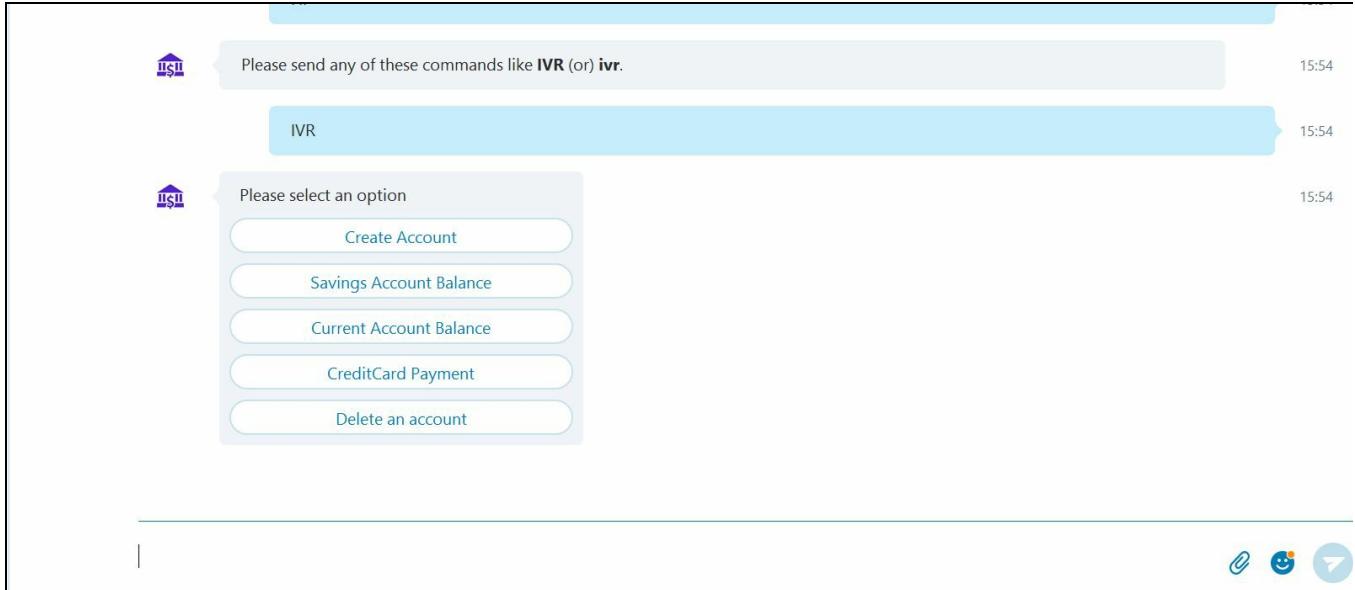
```
public enum Options
{
    CreateAccount,
    [Terms(new string[] { "savings balance", "Savings Account
Balance" })]
    [Describe("Savings Account Balance")]
    SavingsAccountBalance,
    [Terms(new string[] { "current balance", "Current Account
Balance" })]
    [Describe("Current Account Balance")]
    CurrentAccountBalance,
    [Terms(new string[] { "creditcard payment", "CreditCard
Payment" })]
    [Describe("CreditCard Payment")]
    CreditCardPayment,
    [Terms(new string[] { "delete", "delete an account" })]
    [Describe("Delete an account")]
    DeleteAccount,
};
```

If you observe in above enum, all the properties are decorated with [Terms(new string[] { ""}],

Create account options are the types of accounts the user wants to create. To do this, create an `enum` with the account types:

```
public enum CreateAccountOptions { SavingsAccount,
CurrentAccount };
```

Next, add a class called `Customer` and declare it as `Serializable`. This way, the bot will serialize the entire class object and preserve the data for the next step in the FormFlow. The FormFlow will start when a user sends any message. If it is a new conversation, it will prompt the user with options such as Create Account, Savings Account Balance, and so on, as shown in the following screenshot:



The following is the code for displaying the options shown in the preceding screenshot:

```
[Serializable]
class Customer
{
    //Create Account Template
    [Prompt("Please send any of these commands like **IVR** (or)
    **ivr**.")]
    public string StartingWord;
    public Options? Option;
    public CreateAccountOptions? AccountType;

    public static IForm<Customer> BuildForm()
    {
        OnCompletionAsyncDelegate<Customer> accountStatus = async
        (context, state) =>
        {
            await Task.Delay(TimeSpan.FromSeconds(5));
            await context.PostAsync("We are currently processing
            your account details. We will message you the
            status.");
        };
        var builder = new FormBuilder<Customer>();
        ActiveDelegate<Customer> isCreate = (customer) =>
        customer.Option == Options.CreateAccount;

        return builder.Field(nameof(Customer.StartingWord),
        validate: async (state, response) =>
        {
            var result = new ValidateResult { IsValid =
            true, Value = response };
            string str = (response as string);
            if ("ivr".Equals(str,
            StringComparison.InvariantCultureIgnoreCase
            ))
            {
                result.IsValid = true;
                return result;
            }
            else
            {
                result.Feedback = "I'm sorry. I didn't
                understand you.";
                result.IsValid = false;
            }
        });
    }
}
```

```

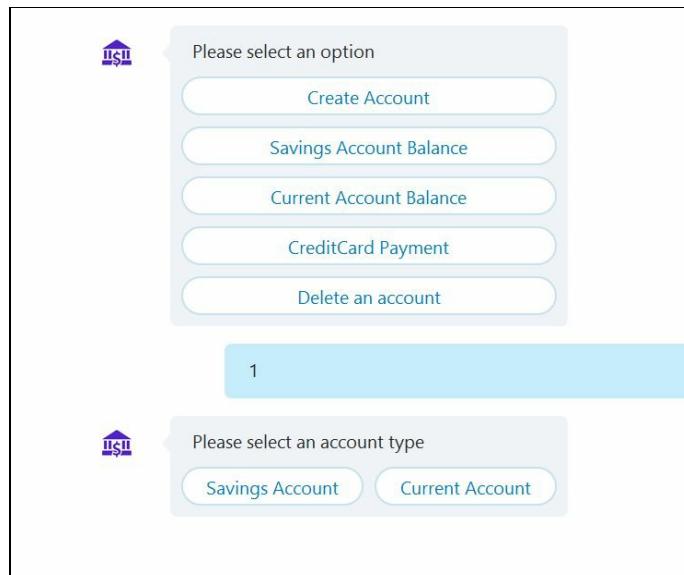
        return result;
    }
}

.Field(nameof(Customer.Option))
.OnCompletion(accountStatus)
.Build();
};

}
}

```

Let's say, for example, the user selected the Create Account option. The FormFlow will prompt the user for the type of account they want to create, as shown in the following screenshot:



To create the prompt as shown in the preceding screenshot, first we have to define an `enum` with the account type options and declare a public field in the `Customer` class:

```

public enum CreateAccountOptions {
    SavingsAccount,
    CurrentAccount
};

```

In the `Customer` class, define a public field as follows:

```
| public CreateAccountOptions? AccountType;
```

To identify that the user selected the Create Account option, we have to create `ActiveDelegate` for each option and save the value as `true` if the user selects that option, or `false` if the user does not select that option. `ActiveDelegate` helps to know the form state and which step is active.

To register `ActiveDelegate`, add the following lines of code:

```

ActiveDelegate<Customer> isCreate = (customer) => customer.Option == Options.CreateAccount;
ActiveDelegate<Customer> isBalance = (customer) =>
customer.Option == Options.SavingsAccountBalance;
ActiveDelegate<Customer> isCurrentBalance = (customer) =>

```

```

customer.Option == Options.CurrentAccountBalance;
ActiveDelegate<Customer> isCreditCardPayment = (customer)
=> customer.Option == Options.CreditCardPayment;
ActiveDelegate<Customer> isDelete = (customer) =>
customer.Option == Options.DeleteAccount;

```

When the user selects an option, then its respective `ActiveDelegate` value is immediately set to `true`--in our scenario, this is when the user selects Create Account. Now, the value of the `isCreate` delegate contains `true`. Using this value, we can manage the flow of the form builder.

Now that we know that the user selected `Create Account`, to prompt the type of account we have to append the `AccountType` field to the builder object, as shown here:

```
| Field(nameof(Customer.AccountType))
```

We will append the preceding line immediately after the IVR options:

```

return builder.Field(nameof(Customer.StartingWord), validate: async (state, response) =>
{
    var result = new ValidateResult { IsValid =
true, Value = response };
    string str = (response as string);
    if ("ivr".Equals(str,
 StringComparison.InvariantCultureIgnoreCase
))
    {
        result.IsValid = true;
        return result;
    }
    else
    {
        result.Feedback = "I'm sorry. I didn't
understand you.";
        result.IsValid = false;
        return result;
    }
})

.Field(nameof(Customer.Option))
.Field(nameof(Customer.AccountType))
.OnCompletion(accountStatus)
.Build();

```

Next, the user has to provide their details to create an account, for prompting the user for all the required fields, such as name, date of birth, social security number, permanent address, and so on. To do this, we need to define public fields in the `Customer` class.

For this example, we define the following fields:

```

[Prompt("Please enter your {&}")]
public string FullName;
[Prompt("Please enter your {&} like "+
"* CustomerType, DOB, Nationality, Mother's Name,
Applicant's Martial Status*")]
public string PersonalDetails;
[Prompt("Please enter your {&} like "+
"* LandMark, District, State, City, PIN, Mobile Number,

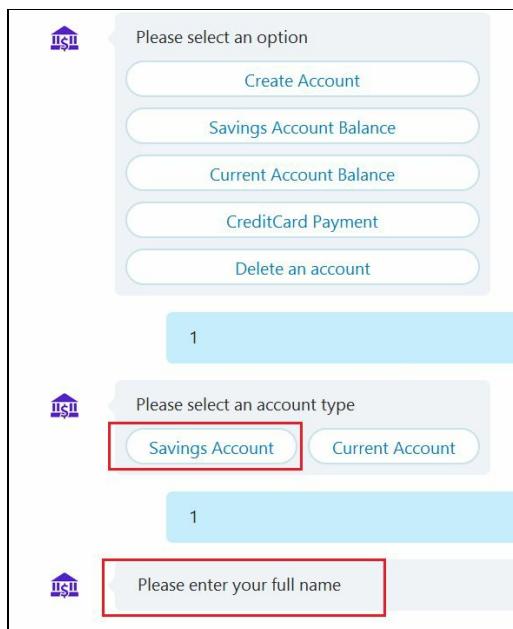
```

```

        Email Address*")]
public string CorrespondenceAddress;
[Prompt("Please enter your {&} like " +
    "* LandMark, District, State, City, PIN, Mobile Number,
        Email Address*")]
public string PermanentAddress;
public string SocialSecurityNumber;
[Prompt("Please enter your {&} like * Name, Account Number *
        ")"]
public string NomineeDetails;
[Prompt("Please enter the amount like how much do you want to
deposit in your account?")]
public string SavingsAmount;
[Prompt("Do you want to create account with the above
details?")]
public string confirmation;

```

Each field has a `Prompt` annotation. At runtime, the prompt message will be used by the form builder to ask the user for the value they need to enter. For example, when we select Create Account and type in Savings Account, the next step is to provide our details. However, if we don't know the details we have to enter at that time, the field prompt message will be sent to the user, as shown in the following screenshot:



In the preceding screenshot, the prompt text Please enter your full name came from the `FullName` field's prompt message. This way we can tell the user the value they need to enter. Similar to `FullName`, we will ask the user to enter all the required details.

To prompt the user as shown in the preceding screenshot, the following code needs to be appended to the builder object:

```

.Field(nameof(Customer.FullName))
.Field(nameof(Customer.PersonalDetails))
.Field(nameof(Customer.CorrespondenceAddress))
.Field(nameof(Customer.PermanentAddress))
.Field(nameof(Customer.SocialSecurityNumber))
.Field(nameof(Customer.NomineeDetails))
.Field(nameof(Customer.SavingsAmount))

```

The FormFlow includes some C# attributes you can add to control the dialog better; here are the attributes:

Attribute	Purpose
Describe	Changes how a field or a value is shown in the text.
Numeric	Provides limits on the values accepted in a numeric field.
Optional	Marks a field as optional, which means that one choice is to not supply a value.
Pattern	Defines a regular expression to validate a string field.
Prompt	Defines a prompt to use when asking for a field.
Template	Defines a template that is used to generate prompts or values in prompts.
Terms	Defines the input terms that match a field or value.

After the user has entered all the required fields, we will ask the user for confirmation using the `Message` method, as shown here:

```
| .Message("These are your account details: ** {AccountType} {FullName}
| .Field(nameof(Customer.confirmation))
```

If the user says yes, we will create an account; otherwise, we will have to ask the user which field they want to modify. Before creating an account, we should validate whether the user has entered the information correctly or not (for example, date of birth). To validate that the user has entered the data, we have the `validate` method, to check the validity of the entered data. If it is valid, we continue the FormFlow; otherwise, we will prompt the user to enter the correct value.

For example, the following code is validates the account creation confirmation:

```
| .Message("These are your account details: ** {AccountType} {FullName} {PersonalDetails} {C
```

```

        .Field(nameof(Customer.confirmation), //),
        validate: async (state, response) =>
    {
        var result = new ValidateResult {
            IsValid = true, Value = response };
        var userselection = (response as
            string).Trim();
        if
            (userselection.ToString()
            .ToLower() == "no")
        {
            result.Feedback = "I'm sorry. I
                didn't understand you.
                Please type **back**, if you can
                edit your details or type **yes**
                you can commit your details.";
            result.IsValid = false;
        }
        return result;
    })
    .OnCompletion(accountStatus)
    .Build();
}

```

Similarly, we will append the logic for all the other options to the builder, as we did for the account creation.

Now, we are ready with FormFlow. In order to connect your form to the Bot Framework, you need to add it to your controller as follows:

```

First add a method with return type of IDialog<Customer> in your controller class, in my case
internal static IDialog<Customer> MakeRootDialog()
{
    return Chain.From(() =>
        FormDialog.FromForm(Customer.BuildForm())
            .Do(async (context, order) =>
    {
        try
        {

            await context.PostAsync("Thanks for Choosing
                our Bank!");
        }
        catch (FormCanceledException<Customer> e)
        {
            string reply;
            if (e.InnerException == null)
            {
                reply = $"You quit on {e.Last}--maybe you
                    can finish next time!";
            }
            else
            {
                reply = "Sorry, I've had a short circuit.
                    Please try again.";
            }
            await context.PostAsync(reply);
        }
    });
}

```

Next, in the `Post` method, modify your code with the following code:

```

public async Task<Message> Post([FromBody]Message message)
{
}

```

```

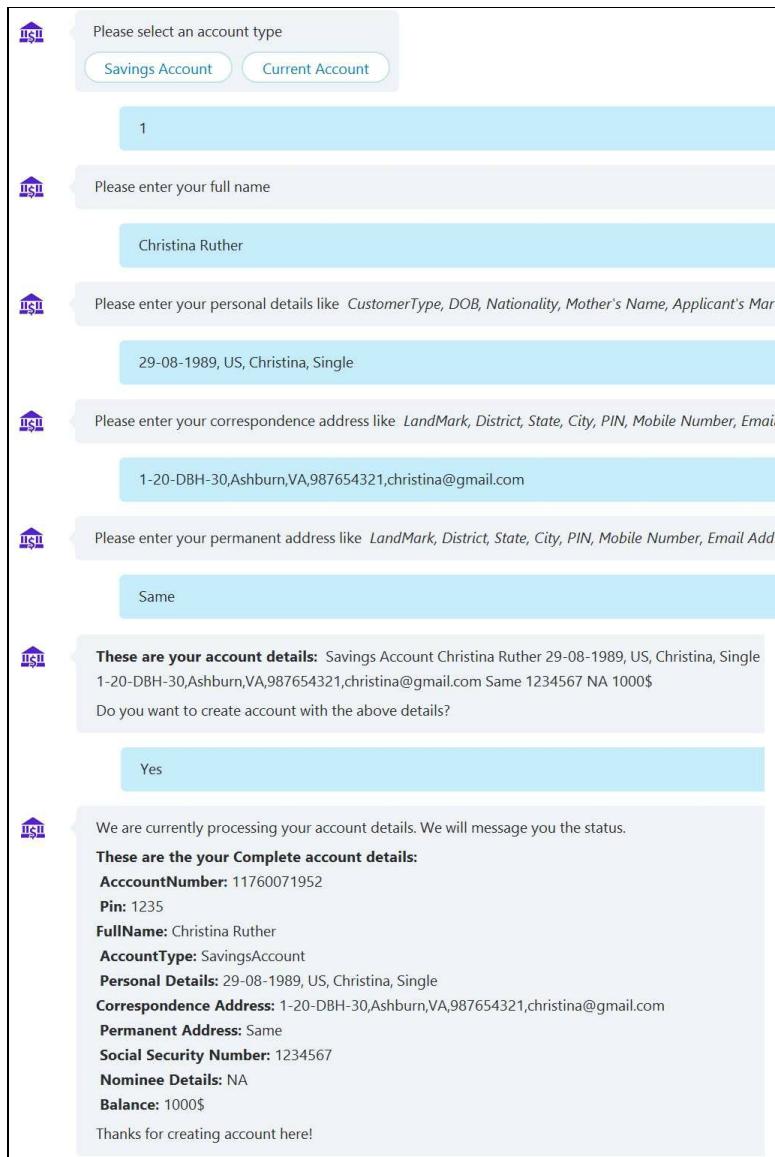
if (message.Type == "Message")
{
    return await Conversation.SendAsync(message,
    MakeRootDialog);
}
else
{
    return HandleSystemMessage(message);
}
}

```

The combination of your C# class and connecting it to the Bot Framework is enough to automatically create a conversation.

After adding the preceding lines of code, you are now ready to test your bot with the Bot Framework emulator.

The final flow for account creation will be as follows:



Storing the bot conversation (new account info) data in an Azure SQL database

We are maintaining the state or bot conversation of the user. For this, we will use an Azure SQL database. We save all the transactions that the user performs, such as registering a new user, credit card payments, checking their balance, and so on. These are the steps for storing the bot conversation in the Azure SQL database:

1. In the Azure portal, create a new Azure SQL database. To see how to create a new SQL database in Azure, follow the steps shown at <https://docs.microsoft.com/en-us/azure/sql-database/sql-database-create-databases>.
2. After the successful creation of a database in Azure, you have to create a table in it. For that, you have to open your SQL database in Visual Studio 2015.
3. Next, create a table using the following commands:

```
CREATE TABLE [dbo].[Accountant_Information] (
    [Id] NVARCHAR (128) DEFAULT (newid())
        NOT NULL,
    [AccountNumber] NVARCHAR (MAX) NOT NULL,
    [PinNo] INTNOT NULL,
    [AccountType] NVARCHAR (MAX) NULL,
    [FullName] NVARCHAR (MAX) NOT NULL,
    [Personal_Information] NVARCHAR (MAX) NOT NULL,
    [Correspondence_Address] NVARCHAR (MAX) NOT NULL,
    [Permanent_Address] NVARCHAR (MAX) NOT NULL,
    [SSN] NVARCHAR (MAX) NULL,
    [Nominee_Information] NVARCHAR (MAX) NOT NULL,
    [Saving_Balance] BIGINTNULL,
    [Current_Balance] BIGINTNULL,
    [Version] ROWVERSIONNOT NULL,
    [CreatedAt] DATETIMEOFFSET (7)
        DEFAULT (sysutcdatetime()) NOT NULL,
    [UpdatedAt] DATETIMEOFFSET (7) NULL,
    [Deleted] BITDEFAULT ((0)) NOT
        NULL,
    [Timestamp] DATETIMEDEFAULT ('1900-
        01-01T00:00:00.000') NOT NULL,
    CONSTRAINT [PK_dbo.Accountant_Information]
        PRIMARY KEY NONCLUSTERED ([Id] ASC)
);
```

4. Now, you have a database and a table. Next, replace the code of the `MakeRootDialog()` method with the following lines of code; these lines contain the logic for storing the entire conversation with this bot:

```
internal static IDialog<Customer> MakeRootDialog()
{
    return Chain.From(() =>
        FormDialog.FromForm(Customer.BuildForm())
            .Do(async (context, order) =>
    {
```

```

        try
        {
            var completed = await order;
            Random random = new Random();
            int randomno = random.Next(1025518043,
            2025518043);
            string accno = randomno + "2";
            Random rand = new Random();
            int randno = rand.Next(0, 9);
            int accpin = 1234+ randno;

            await context.PostAsync("These are the
            your Complete account details:\r \n " +
            "AcccountNumber:" + accno + "\r \n " +
            "Pin:" + accpin + "\r \n" + "FullName:" +
            completed.FullName + "\r \n " +
            "AccountType:" + completed.AccountType +
            "\r \n " + "Personal Details:" +
            completed.PersonalDetails + "\r \n"
            + "Correspondence Address:" +
            completed.CorrespondenceAddress +
            "\r \n " + "Permanent Address:" +
            completed.PermanentAddress + "\r \n " +
            "SSN:" + completed.SSN + "\r \n " +
            "Nominee Details:" +
            completed.NomineeDetails+"\r \n
            +"Balance:"+completed.SavingsAmount);
            //storing the entire bot conversation

            SQLDatabaseService.InsertAccountantInformation
            (completed,accno,accpin);
            await context.PostAsync("Thanks for
            Choosing SBI!");
        }
        catch (FormCanceledException<Customer> e)
        {
            string reply;
            if (e.InnerException == null)
            {
                reply = $"You quit on {e.Last}--maybe
                you can finish next time!";
            }
            else
            {
                reply = "Sorry, I've had a short
                circuit.
                Please try again.";
            }
            await context.PostAsync(reply);
        }
    });
}

```

5. Next, add a new class named `SQLDatabaseService`. After adding this class to your project, open it and add the following method to insert the account information into the database:

```

internal static void InsertAccountantInformation(Customer
completed, string accno, int accpin)
{
    try
    {
        SqlConnection connection = null;
        string query = null;
        DateTime datetime = DateTime.Now;
        connection = new SqlConnection("Data
        Source=k8bjlaohq3.database.windows.net;Initial
        Catalog=ivrbot_db;Integrated Security=False;User
        
```

```

ID=datareadserver;Password=Astrani@2016;Connect
Timeout=60;Encrypt=False;
TrustServerCertificate=True;
ApplicationIntent=ReadWrite;
MultiSubnetFailover=False");
connection.Open();
if (completed.AccountType.ToString() ==
"SavingsAccount")
{
    query = "INSERT INTO [dbo].
[Accountant_Information]
(AccountNumber,PinNo,FullName,AccountType,
Personal_Information,Correspondence_Address,
Permanent_Address,SSN,Nominee_Information,
Saving_Balance,Timestamp)" +
        "Values ('" + accno + "','" +
accpin + "','" + completed.FullName +
 "','" + completed.AccountType +
 "','" + completed.PersonalDetails +
 "','" +
completed.CorrespondenceAddress +
 "','" + completed.PermanentAddress +
 "','" + completed.SSN + "','" +
completed.NomineeDetails + "','" +
completed.SavingsAmount + "','" +
datetime + "')";

}
else
{
    query = "INSERT INTO [dbo].
[Accountant_Information]
(AccountNumber,PinNo,FullName,AccountType,
Personal_Information,Correspondence_Address,
Permanent_Address,SSN,Nominee_Information,
Current_Balance,Timestamp)" +
        "Values ('" + accno + "','" +
accpin + "','" +
completed.FullName + "','" +
completed.AccountType + "','" +
completed.PersonalDetails + "','" +
+ completed.CorrespondenceAddress +
 "','" +
completed.PermanentAddress + "','" +
+ completed.SSN + "','" +
completed.NomineeDetails + "','" +
completed.SavingsAmount + "','" +
datetime + "')";
}

using (SqlCommand cmd = new SqlCommand(query,
connection))
{
    cmd.ExecuteNonQuery();
    // connection.Close();
}
}
catch (Exception ex)
{
}

```

6. After adding the preceding lines of code, now start your bot application. It will run on your local machine.
 7. After successfully launching your application in the browser, you have to test your application in the Bot Framework emulator, as explained in previous chapters.

8. Now, select the Create Account option in IVR bot and complete all the preceding steps. After completion of the Create Account option, all details will be saved in your database.

Checking your savings account balance using the bot

In this section, I will explain about how to build a FormFlow to check your savings account balance.

To check your balance, we need an account number and PIN. For that, we will add a class called `Balance` with two fields: `AccountNumber` and `PIN`. Next, we will define a public property for the `Balance` class in the `Customer` class, and finally we will append the `Balance` field to the builder object:

```
[Serializable]
class Balance
{
    [Prompt("Please enter your account number")]
    public string AccountNumber;
    [Prompt("Please enter your pin")]
    public string PIN;
};
```

In the `Customer` class, define the `Savings_Balance` property:

```
//Savings Account Balance Template
public Balance Savings_Balance;
```

Append the `Savings_Balance` property to the builder object before the `OnCompletion` method:

```
builder.Field("Savings_Balance.AccountNumber", isBalance,
validate: async (state, response) =>
{
    var result = new ValidateResult { IsValid =
true, Value = response };
    string accountnumber = (response as
string);
    int accountnumberlength =
accountnumber.Length;
    if (accountnumberlength <11|| accountnumberlength >17)
    {
        result.Feedback = "Please enter your
valid savings account number";
        result.IsValid = false;
    }

    return result;
})
.Field("Savings_Balance.PIN", isBalance)
.Field(new FieldReflector<Customer>
("Savings_Balance.Availablebalance")
.SetType(null)
.SetActive((state) => state.Option ==
Options.SavingsAccountBalance)
.SetDefine(async (state, field) =>
{
    if (state.Savings_Balance != null)
```

```

        {
            if
                (state.Savings_Balance
                .AccountNumber != null &&
                state.Savings_Balance.PIN !=
                null)
            {
                string availableBalance =
                    SQLDatabaseService
                    .checkingAccountBalance
                    (state.Savings_Balance
                    .AccountNumber,
                    state.Savings_Balance.PIN);
                if (availableBalance != null
                && availableBalance != "")
                {
                    field.SetPrompt(new
                        PromptAttribute($"Total
                            available savings
                            account balance is
                            ${availableBalance:F2}")
                    );
                    return true;
                }
            }
            else
            {
                return false;
            }
        }
        else
        {
            field.SetPrompt(new
                PromptAttribute($"I'm sorry.
                    I didn't understand you."));
            return true;
        }
    }
    else
    {
        field.SetPrompt(new
            PromptAttribute($"I'm sorry. I
                didn't understand you."));
        return true;
    }
}
))

```

Also, add the following lines of code in the `SQLDatabaseService.cs` class to get the savings account balance from the database if the account number and pin match what you entered at account creation:

```

internal static string checkingAccountBalance(string accno, string pIN)
{
    if (accno == null&&pIN==null)
    {
        return null;
    }
    try
    {
        SqlConnection connection = null;
        string query = null;
        connection = new SqlConnection("Data
            Source=k8bjlaohq3.database.windows.net;Initial
            Catalog=ivrbott_db;Integrated Security=False;User
            ID=datareadserver;Password=Astrani@2016;Connect
            Timeout=60;Encrypt=False;TrustServerCertificate=True;
            ApplicationIntent=ReadWrite;
            MultiSubnetFailover=False");

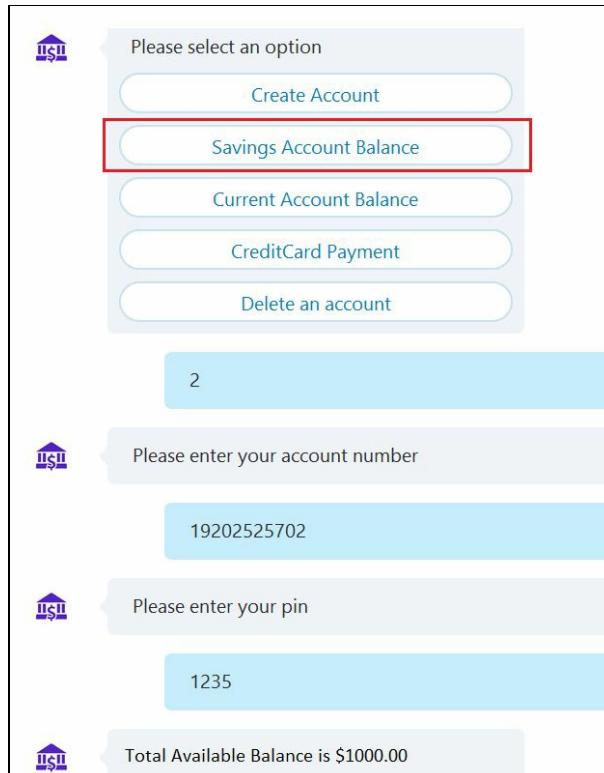
```

```

connection.Open();
MessagesController.accountnumlist = new
List<Accountant_Information>();
Accountant_Information accountantinf = new
Accountant_Information();
string selectquery = "Select Saving_Balance from [dbo].
[Accountant_Information] where
AccountNumber='"+accno+"'AND PinNo='"+pIN;// where
AccountType='"+accountType;
using (SqlCommand cmd = new SqlCommand())
{
    cmd.CommandText = selectquery;
    cmd.Connection = connection;
    SqlDataReader reader = cmd.ExecuteReader();
    if (reader.HasRows)
    {
        while (reader.Read())
        {
            accountantinf.Balance =
            reader["Saving_Balance"].ToString();
        }
    }
    //connection.Close();
}
return accountantinf.Balance;
}
catch (Exception ex)
{
}
return null;
}

```

After adding the preceding lines of code, now you are ready to test your bot:



Checking your current account balance using the bot

In this step, I will explain how to build a FormFlow for checking your current account balance. After the savings account balance logic, append the following code for the current account logic:

```
//Current Account Balance Template
public Currentbalance Current_Balance;

    .Field("Current_Balance.AccountNumber",
isCurrentBalance, validate: async (state,
response) =>
{
    var result = new ValidateResult {
        IsValid = true, Value = response };
    string accountnumber = (response as
string);
    int accountnumberlength =
accountnumber.Length;
    if (accountnumberlength < 11 ||

accountnumberlength > 17)
    {
        result.Feedback = "Please enter
your valid current account
number";
        result.IsValid = false;
    }
    return result;
})
.Field("Current_Balance.PIN", isCurrentBalance)
.Field(new FieldReflector<Customer>
("Current_Balance.CurrentAvailablebalance")
.SetType(null)
.SetActive((state) => state.Option ==
Options.CurrentAccountBalance)
.SetDefine(async (state, field) =>
{
    if (state.Current_Balance != null)
    {
        if (state.Current_Balance.AccountNumber
!= null && state.Current_Balance.PIN !=
null)
        {
            string availableBalance =
SQLiteDatabaseService
.checkingCurrentAccountBalance
(state.Current_Balance
AccountNumber,
state.Current_Balance.PIN);
            if (availableBalance != null &&
availableBalance != "")
            {
                field.SetPrompt(new
PromptAttribute($"Total
available current account
balance is
${availableBalance:F2}"));
                return true;
            }
            else
            {

```

```

                return false;
            }
        }
    }
}
else
{
    field.SetPrompt(new
    PromptAttribute($"I'm sorry. I
    didn't understand you."));
    return true;
}
}
else
{
    field.SetPrompt(new
    PromptAttribute($"I'm sorry. I didn't
    understand you."));
    return true;
}
}

)))

```

Also, add the following lines of code in the `SQLDatabaseService.cs` class; They contain the logic for getting the balance of the account whose account number and pin match the input details from the database:

```

internal static string checkingCurrentAccountBalance(string accountNumber, string pIN)
{
    if (accountNumber == null && pIN == null)
    {
        return null;
    }
    try
    {
        SqlConnection connection = null;
        string query = null;
        connection = new SqlConnection("Data
        Source=k8bjlaohq3.database.windows.net;Initial
        Catalog=ivrbot_db;Integrated Security=False;User
        ID=datareadserver;Password=Astrani@2016;Connect
        Timeout=60;Encrypt=False;
        TrustServerCertificate=True;
        ApplicationIntent=ReadWrite;
        MultiSubnetFailover=False");
        connection.Open();
        MessagesController.accountnumlist = new
        List<Accountant_Information>();
        Accountant_Information accountantinf = new
        Accountant_Information();
        string selectquery = "Select Current_Balance from
        [dbo].[Accountant_Information] where AccountNumber=" +
        accountNumber + "AND PinNo=" + pIN;// where
        AccountType=" + accountType;
        using (SqlCommand cmd = new SqlCommand())
        {
            cmd.CommandText = selectquery;
            cmd.Connection = connection;
            SqlDataReader reader = cmd.ExecuteReader();
            if (reader.HasRows)
            {
                while (reader.Read())
                {

                    accountantinf.Balance =
                    reader["Current_Balance"].ToString();
                }
            }
        }
    }
}

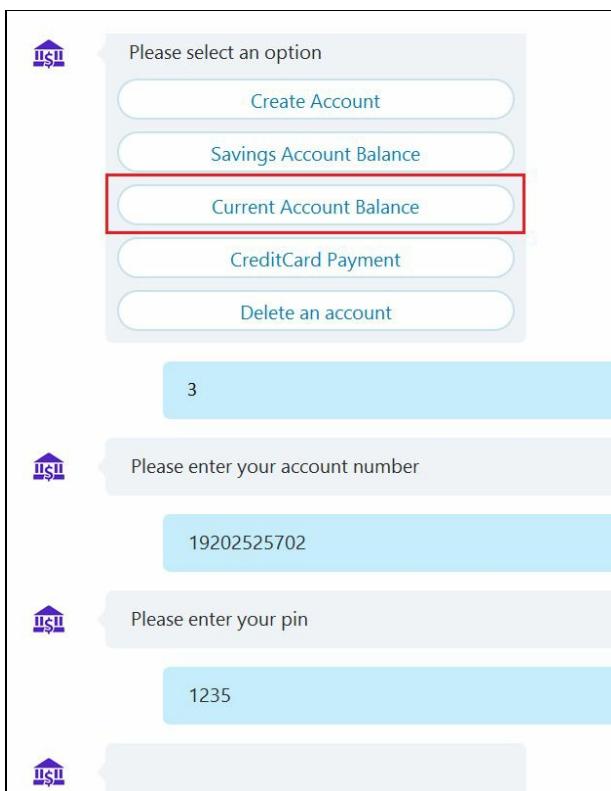
```

```
        //connection.Close();
    }

    return accountantinf.Balance;
}
catch (Exception ex)
{
}

return null;
}
```

After adding the preceding lines of code, now you are ready to test your Current Account Balance:



Next, type `quit` to exit the current conversation with this bot and start the next conversation from the initial step.

Paying your credit card bill using the bot

In this section, let's see how to build a FormFlow to pay a credit card bill using the bot. However, here we will not use a database; rather the bot will just contain static information.

Add the `CreditCardPayment` class:

```
[Serializable]
class CreditCardPayment
{
    [Prompt("Please enter your creditcard number")]
    public string CreditcardNumber;
    [Prompt("Please enter how much amount do you want to pay")]
    public string Pay;
    public string CreditCardPaymentSuccessMessage;
};
```

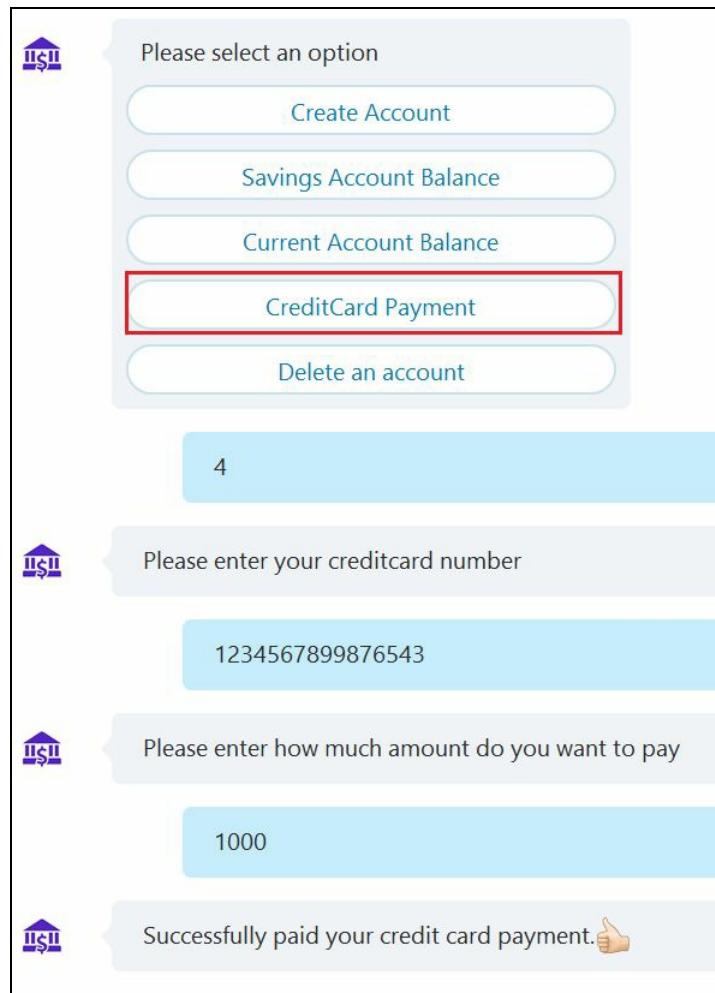
Next, in the `Customer` class, define the following public field/property:

```
| public CreditCardPayment CreditCard_Payment;
```

Append the following code to the builder object to perform the credit card payment; add it before `OnCompletion(accountStatus)`:

```
Field("CreditCard_Payment.Pay", isCreditCardPayment)
    .Field(new FieldReflector<Customer>
        ("CreditCard_Payment"
        .CreditCardPaymentSuccessMessage")
        .SetType(null)
        .SetActive(state) => state.Option ==
        Options.CreditCardPayment)
        .SetDefine(async (state, field) =>
    {
        field.SetPrompt(new
        PromptAttribute($"Successfully paid your
        credit card payment." + "(Yes)");
        return true;
    }));
});
```

After adding the preceding lines of code, now you are ready to test your bot:



Next, type `quit` to exit the current conversation with this bot and start the next conversation from the initial step.

Deleting an account using the bot

In this step, I will explain how to build a FormFlow to delete an account using this bot.

Add the following class to delete an account:

```
class DeleteAccount
{
    [Prompt("Are you sure want to delete your account?")]
    public string DeleteConfirmationMessage;
    public string DeleteSuccessMessage;
};
```

To delete an account, we need the account number. Define a field for the `DeleteAccount` class and one more field for the account number in the `Customer` class, as follows:

```
public DeleteAccount Delete;
[Template(TemplateUsage.EnumSelectOne, "Please select your {&}{|||}", ChoiceStyle = ChoiceStyleOptions.PerLine)]
public string AccountNumber;
```

Append the following code to the `builder` object before `OnCompletion(accountStatus)`:

```
.Field(new FieldReflector<Customer>
    (nameof(Customer.AccountNumber))
        .SetType(null)
        .SetActive((state) => state.Option ==
            Options.DeleteAccount)
        .SetDefine(async (state, field) =>
    {
        if (state.AccountType != null)
        {
            MessagesController.accountnumlist
            = SQLDatabaseService
            .getAccountNumbers
            (state.AccountType);

            if (MessagesController.accountnumlist
                != null &&
                MessagesController.accountnumlist
                .Count() > 0)
            {
                foreach (var account in
                    MessagesController.accountnumlist)
                {

                    field.AddDescription(account.
                        AccountNumber.ToString(),
                        account.AccountNumber.ToString());

                    .AddTerms(account.AccountNumber.ToString(),
                        account.AccountNumber.ToString(),
                        account.AccountNumber.ToString());
                }
            }
            return true;
        }
        else
    {
```

```

        field.SetPrompt(new PromptAttribute
        ("$I'm sorry. I didn't understand you."));
        return false;
    }
}
else
{
// field.SetPrompt(new PromptAttribute
// ("$I'm sorry. I didn't understand you."));
return true;
}
})
.Field("Delete.DeleteConfirmationMessage",
isDelete)
.Field(new FieldReflector<Customer>("Delete")
.SetType(null)
.SetActive((state) => state.Option ==
Options.DeleteAccount)
.SetDefine(async (state, field) =>
{
if (state.Delete != null)
{
if (state.AccountNumber != null &&
state.Delete.DeleteConfirmationMessage
.ToLower() == "yes")
{
bool result = SQLDatabaseService.
DeleteAccountNumber(state.
AccountNumber);
if (result == true)
{
field.SetPrompt(new
PromptAttribute($"Successfully
deleted your account."));
return true;
}
else
{
return false;
}
}
else
{
field.SetPrompt(new
PromptAttribute($"I'm sorry.
I didn't understand you."));
return true;
}
}
else
{
return true;
}
})
.OnCompletionAsync(accountStatus)
.Build();
}
};
}

```

Next, add the following lines of code in the `SQLDatabaseService` class. These lines contain the logic to delete the selected account from the Azure SQL database:

```
internal static bool DeleteAccountNumber(string accountNumber)
{
    bool result = false;
    if (accountNumber == null)
```

```

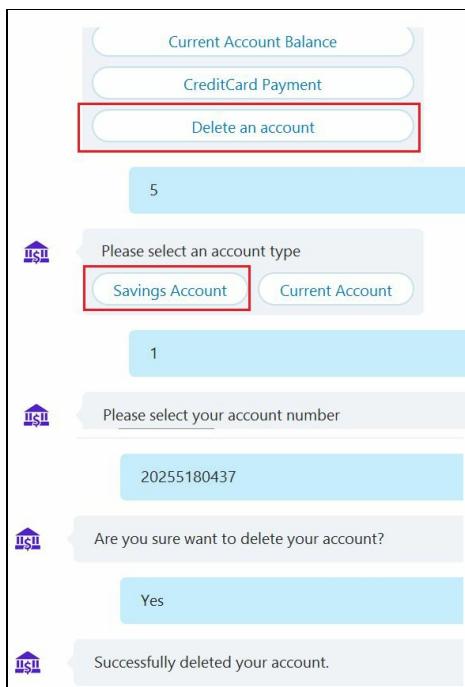
    {
        return false;
    }
    try
    {
        SqlConnection connection = null;
        string query = null;
        connection = new SqlConnection("Data
Source=k8bjlaohq3.database.windows.net;Initial
Catalog=ivrbott_db;Integrated Security=False;User
ID=datareadserver;Password=Astrani@2016;Connect
Timeout=60;Encrypt=False;TrustServerCertificate=True;
ApplicationIntent=ReadWrite;MultiSubnetFailover=False"
);
        connection.Open();

        string deletequery = "Delete from [dbo].
[Accountant_Information] where AccountNumber="
+ accountNumber;
        using (SqlCommand cmd = new SqlCommand())
        {
            cmd.CommandText = deletequery;
            cmd.Connection = connection;
            cmd.ExecuteNonQuery();
            result = true;
            // connection.Close();
            return result;
        }
    }
    catch (Exception ex)
    {

    }
    return result;
}

```

After adding the preceding lines of code, now you are ready to test your bot:



Summary

In this chapter, we have learned about FormFlow. With the help of the FormFlow, we can build bots that depend on guided conversations, such as ordering a sandwich, booking a movie ticket, setting up an appointment with a doctor, and so on. These types of scenario can be built with less effort using FormFlow.

Intelligent Bots with Microsoft Bot Framework and Service Fabric

In this chapter, we will learn how **Service Fabric** helps to develop intelligent bots using stateless and stateful microservices.

Azure Service Fabric is an Azure service offered by Microsoft to develop and publish microservice-based applications and perform life cycle management. Developers have the ability to select which architecture they want to use, such as stateless or stateful services. This allows developers to develop an architectural approach where complex applications are involved and composed of small, independently versioned services to scale in the cloud with Azure Service Fabric.

The name **stateless microservices** itself tells that they will not maintain state. Protocol gateways and web proxies do not maintain a mutable state outside a request and its response from the service. The best examples of stateless microservice architecture are Azure Cloud Services worker roles.

Stateful microservices will maintain a mutable state beyond a request and its response. Databases, devices, shopping carts, and queues maintain a mutable state.

The following are the reasons why we need stateful microservices as well as stateless microservices:

- Stateful microservices will help you to build services with high throughput and low latency and also provide failure-tolerant **Online Transaction Processing (OLTP)** services. This can be achieved by keeping code and data together on the same machine.
- This also helps to simplify application design. This will remove the need for additional queues and caches, which are required in case of a stateless application. Stateful services naturally have high availability and low latency.

We can make use of microservices to publish our intelligent bots, allow continuous integration and development practices, and also accelerate delivery of new bot features to the application. This also has out-of-the-box support in Visual Studio tooling, as well as command-line support, so developers can quickly and easily build, test, debug, deploy, and update their bot applications on single-box, test, and production deployments.

In previous chapters, we developed and deployed our bot applications in Microsoft

Azure App Service. Azure app service is also a great offering by Microsoft, but only when the following scenarios are met:

- Developing large-scale bots that respond to interactions as quickly as possible
- Managing the state of bots that will help us track what the customers said, and potentially use those conversations to learn what our customer's likes and dislikes are
- To apply a granular programming model, which will help us improve our bot without affecting its availability

If you take these scenarios into consideration, the only way to achieve it is with the help of Service Fabric. Service Fabric is a great platform for developing and hosting bots using Microsoft Bot Framework, mainly for the following reasons:

- Service Fabric has an **actor programming model**, which fits nicely into a bot scenario, as potentially each conversation could become an active conversation.
- To store bot state, we can use stateful actors or stateful services for all conversations.
- We don't need to bother about the availability of your bot service; Service Fabric will handle it for us. It also allows us to develop and publish multiple versions of a bot without affecting the previous version and its availability.

If we use stateful microservices, we will accomplish all of these scenarios. However, in this chapter, we mainly focus on getting started with Service Fabric and making the concept simple to understand for beginners. Because of that, we are going with stateless microservices, which will also be a great option to choose for bots.

Getting started using stateless microservices

First, we will learn how to develop a bot and publish/host in Service Fabric using stateless microservices.

Setting up your development environment for Service Fabric

To build and run Azure Service Fabric applications on your development machine, install the runtime, SDK, and tools. It's also necessary to enable execution of the Windows PowerShell scripts that are included in the SDK.

Prerequisites

The following operating system versions are supported for development:

- Windows 7
- Windows 8/Windows 8.1
- Windows Server 2012 R2
- Windows Server 2016
- Windows 10

Installing the SDK and tools

In Visual Studio 2015, Service Fabric tools are installed together with the SDK; if you cannot find the Service Fabric templates or tools, then you can install them with the help of **Web Platform Installer** or go through <http://www.microsoft.com/web/handlers/webpi.ashx?command=getinstallerredirect&appid=MicrosoftAzure-ServiceFabric-VS2015> to download the Service Fabric SDK and tools.

Enabling PowerShell script execution

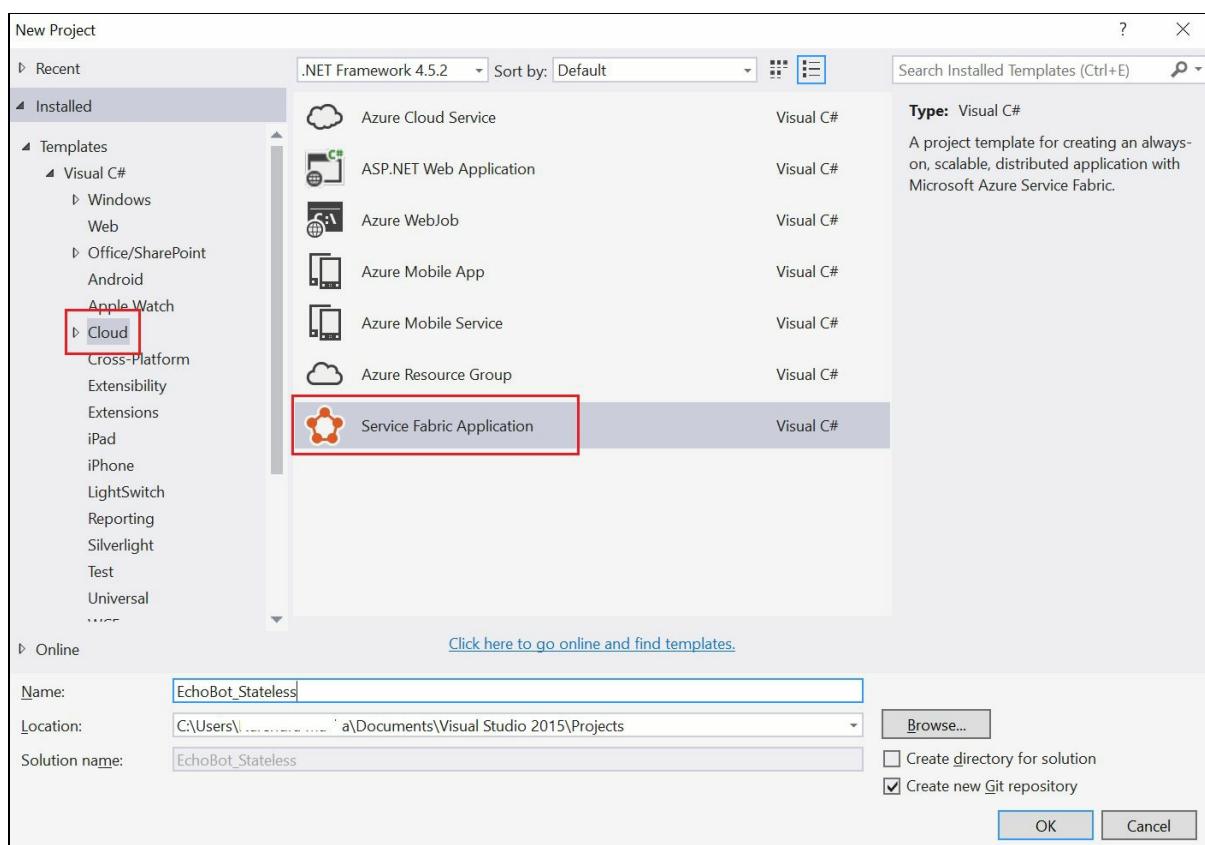
Service Fabric uses Windows PowerShell scripts to create a local development cluster and to deploy applications from Visual Studio. By default, these scripts are prevented from running by Windows. To enable them, you are required to modify the PowerShell execution policy. Enter the following command after opening PowerShell as an administrator:

```
| Set-ExecutionPolicy -ExecutionPolicy Unrestricted -Force -Scope  
| CurrentUser
```

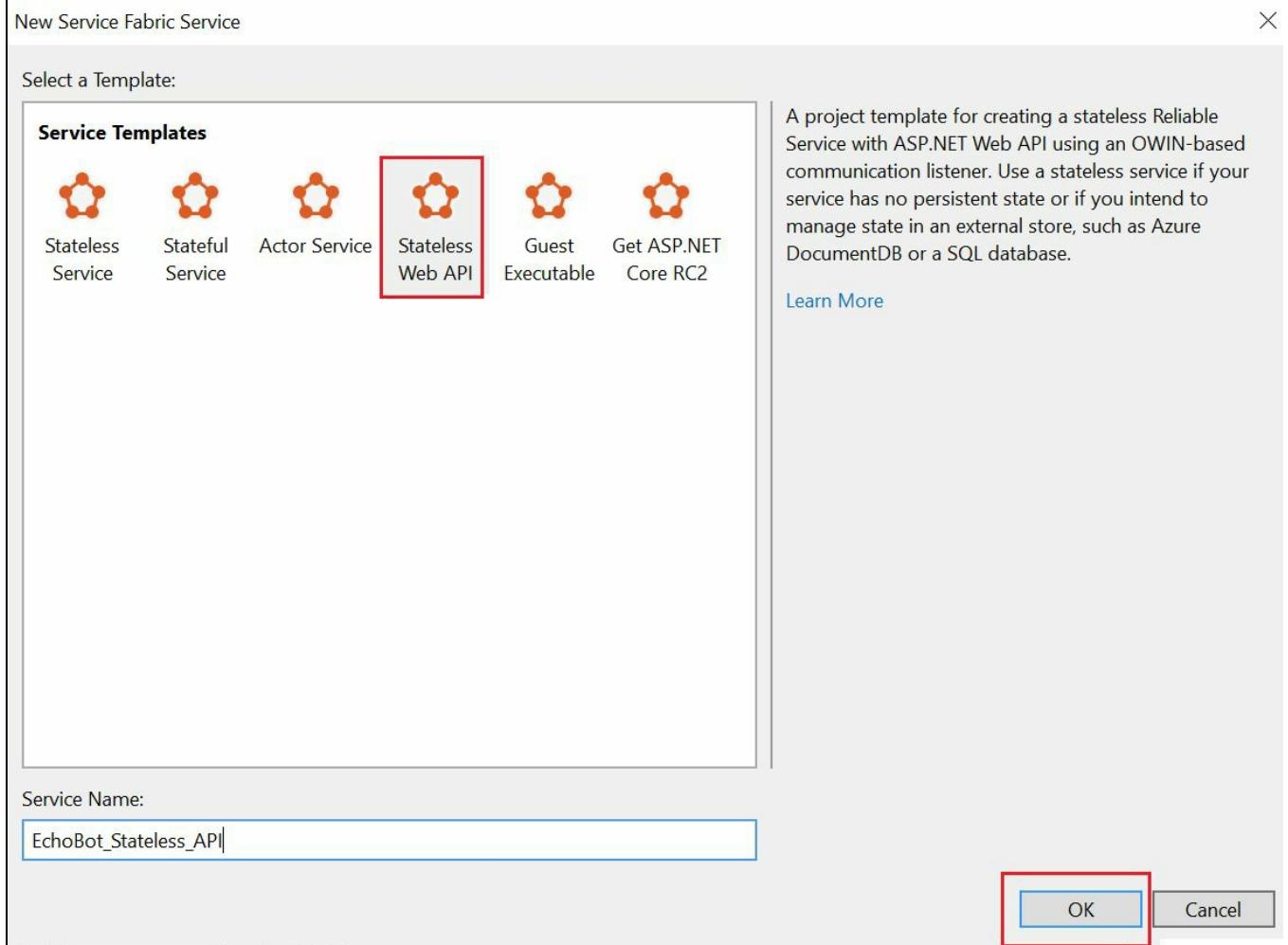

Creating a stateless Service Fabric web API

A Service Fabric application can contain one or more services; every application can have a specific role or specific functionality to deliver what the consumers need. VS2015 will create an application, along with your first service project, if you use the New Project wizard. The steps for creating a stateless service fabric web API are as follows:

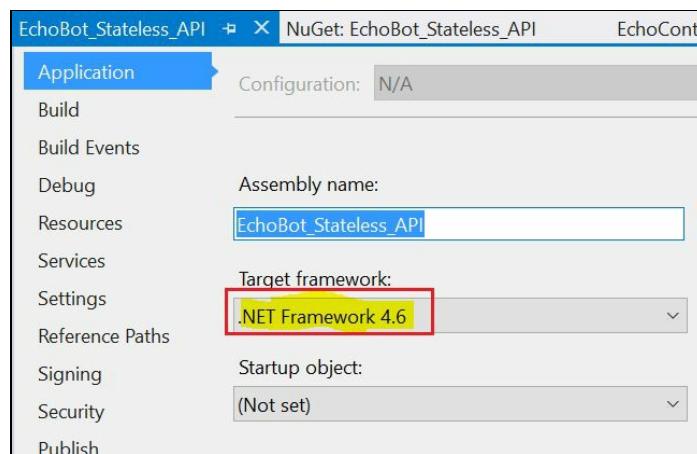
1. Launch Visual Studio as an administrator.
2. Click on File | New Project | Cloud | Service Fabric Application.
3. Name the application and click on OK:



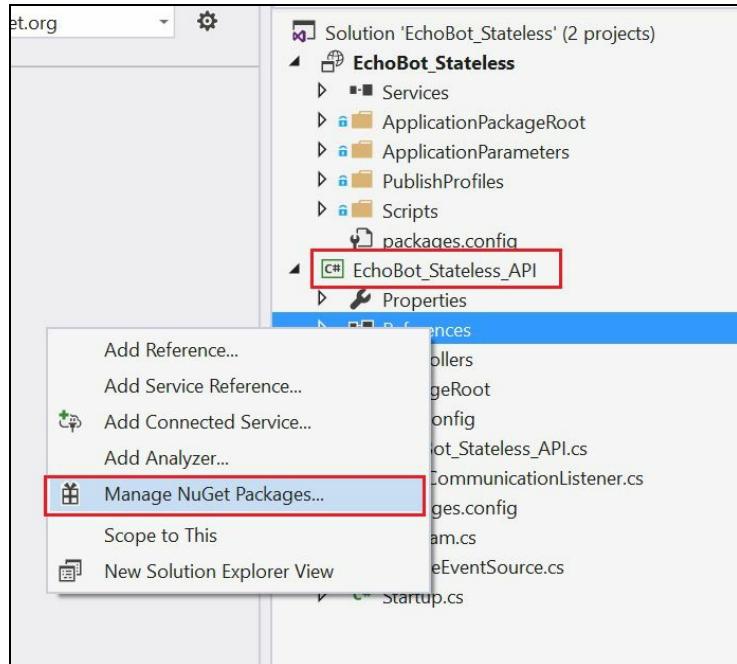
4. On the next page, select Stateless Web API as the first service type. Name it and click on OK:



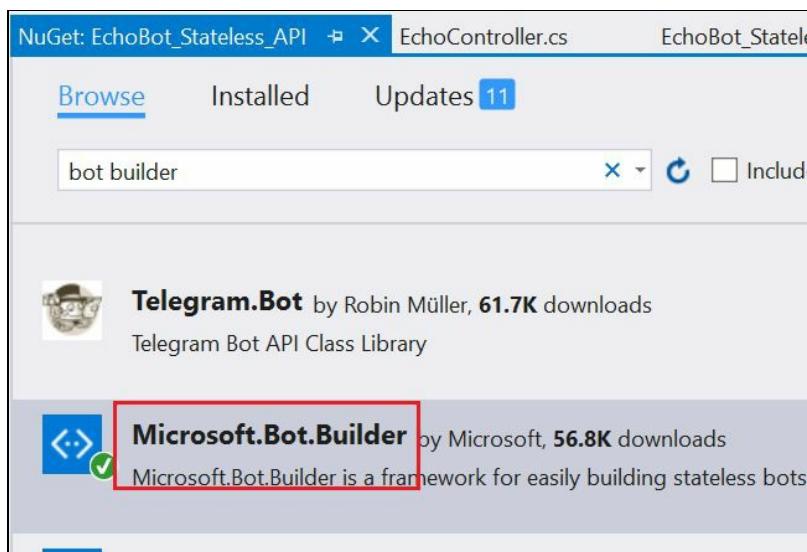
5. Install the `Microsoft.Bot.Builder` NuGet package. Before installing, change your API project target to .NET Framework 4.6 under Target framework:



6. Open the Manage NuGet Packages... window:



7. Search for Microsoft.Bot.Builder, and install the latest version:



8. Now, modify your API controller. In this section, we are developing an **echo bot**. So, update the code for the echo bot, which will simply reply with an echo of the user's message.
9. The `Post` method accepts messages from the user as an activity, which contains all conversation information between a user and our bot. Using this, we can see what kind of information the user wants to get from the bot.
10. Update the `Post` method with the following code, which is similar to the `Post` method generated by the Bot Application template in previous chapters:

```
[BotAuthentication(MicrosoftAppId ="", MicrosoftAppPassword = "")]
public class EchoController : ApiController
{
    public async Task<HttpResponseMessage>
    Post([FromBody]Activity message)
```

Here, we defined a sample bot, which will reply to our user with what the user said.

11. Bot Framework provides many features, including how to identify the type of incoming message, and based on that, your bot can respond to the user.
To identify that, we have the activity types `enum`, which will provide information about the conversation.
12. To identify and apply business logic to the message sent by the user, we will write the following code in the `Post` method:

```
| if (message.Type.ToLower() == "message")
| {
| }
```

13. If the user is sending a message, it means that they are asking the bot something. So, we will receive the message, process it, apply some business logic, and reply to the user.
To reply to the user, we need a `ConnectorClient` object, which provides connector REST API services to forward messages from the bot to the user:

```
| if (message.Type.ToLower() == "message"
| {
|     var connector = new ConnectorClient(new
|         Uri(message.ServiceUrl));
|     var reply = message.CreateReply($"Service Fabric knows you said
|         : {message.Text}");
|     await connector.Conversations.ReplyToActivityAsync(reply);
| }
| else
| {
|     HandleSystemMessage(message);
| }
```

14. The following is the code for handling activity types other than the Message type Activity:

```
private Activity HandleSystemMessage(Activity message)
{
    if (message.Type == "Ping")
    {
        //Message reply = message.CreateReplyMessage();
        //reply.Type = "Ping";
        //return reply;
    }
    else if (message.Type == "DeleteUserData")
    {
        // Implement user deletion here
        // If we handle user deletion, return a real message
    }
    else if (message.Type == "BotAddedToConversation")
    {
    }
    else if (message.Type == "BotRemovedFromConversation")
    {
    }
    else if (message.Type == "UserAddedToConversation")
    {
```

```

    }
    else if (message.Type == "UserRemovedFromConversation")
    {
    }
    else if (message.Type == "EndOfConversation")
    {
    }
    return null;
}

```

We can reply to the user from the bot based on the Activity done by the user with the help of the preceding code.

15. The `Post` method accepts an input as an Activity type, which will hold all the information related to the conversation between the bot and the user. The `Activity` class is very important and is responsible for all chats /conversations between the bot and user; the bot knows from which user it got the message because of the activity object. It holds complete information about the user, message information, previous conversations, and more.
16. When a user sends a message to the bot, the `Post` method receives that message along with all other information and saves it as an activity object. The following is the information our activity object will have at the time of the `Post` request.
17. Here is the complete code example:

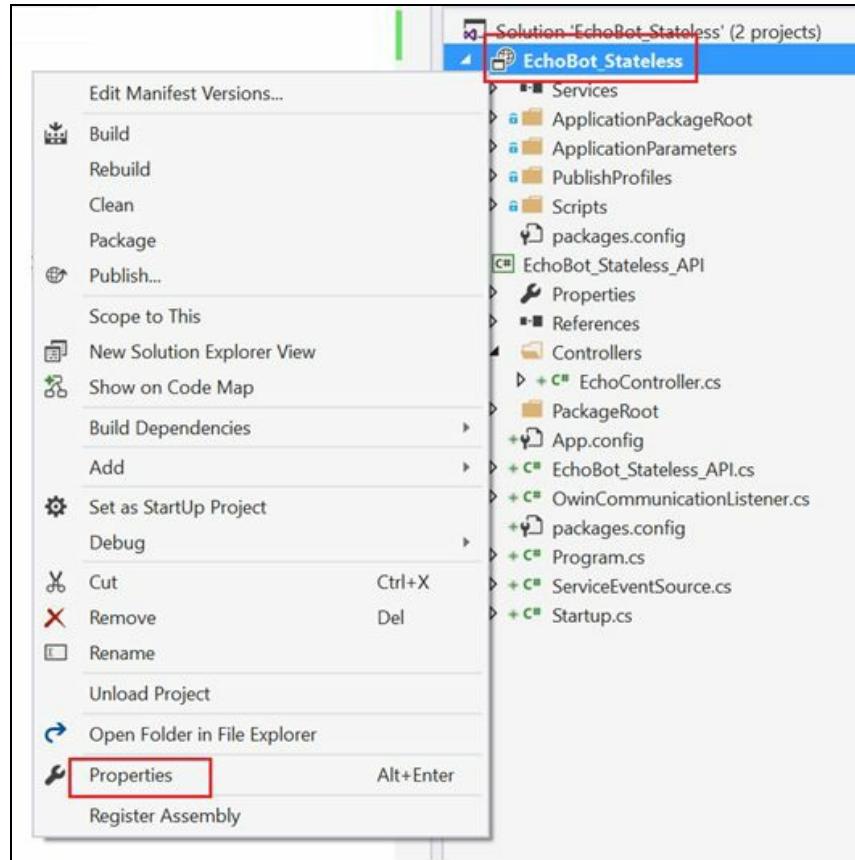
```

public async Task<HttpResponseMessage>
Post([FromBody]Activity message)
{
    if (message.Type.ToLower() == "message")
    {
        var connector = new ConnectorClient(new Uri(message.ServiceUrl));
        var reply = message.CreateReply($"Service Fabric knows you said :
{message.Text}");
        await connector.Conversations.ReplyToActivityAsync(reply);
    }
    else
    {
        HandleSystemMessage(message);
    }
    return new
    HttpResponseMessage(System.Net.HttpStatusCode.Accepted);
}
private Activity HandleSystemMessage(Activity message)
{
    if (message.Type == "Ping")
    {
        //Message reply = message.CreateReplyMessage();
        //reply.Type = "Ping";
        //return reply;
    }
    else if (message.Type == "DeleteUserData")
    {
        // Implement user deletion here
        // If we handle user deletion, return a real message
    }
    else if (message.Type == "BotAddedToConversation")
    {
    }
    else if (message.Type == "BotRemovedFromConversation")
    {
    }
    else if (message.Type == "UserAddedToConversation")
    {
    }
}

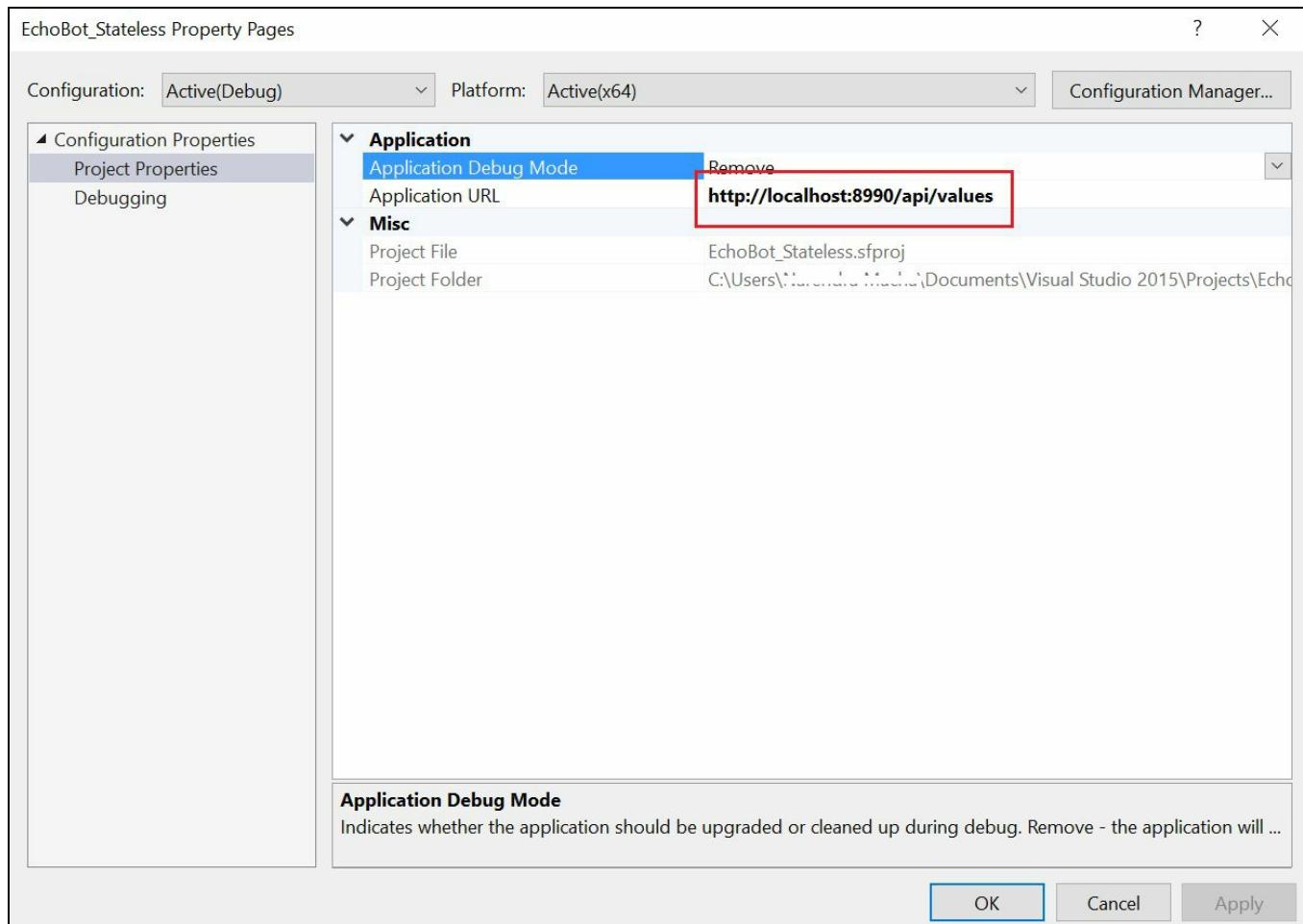
```

```
{  
}  
}  
else if (message.Type == "UserRemovedFromConversation")  
{  
}  
}  
else if (message.Type == "EndOfConversation")  
{  
}  
}  
return null;  
}
```

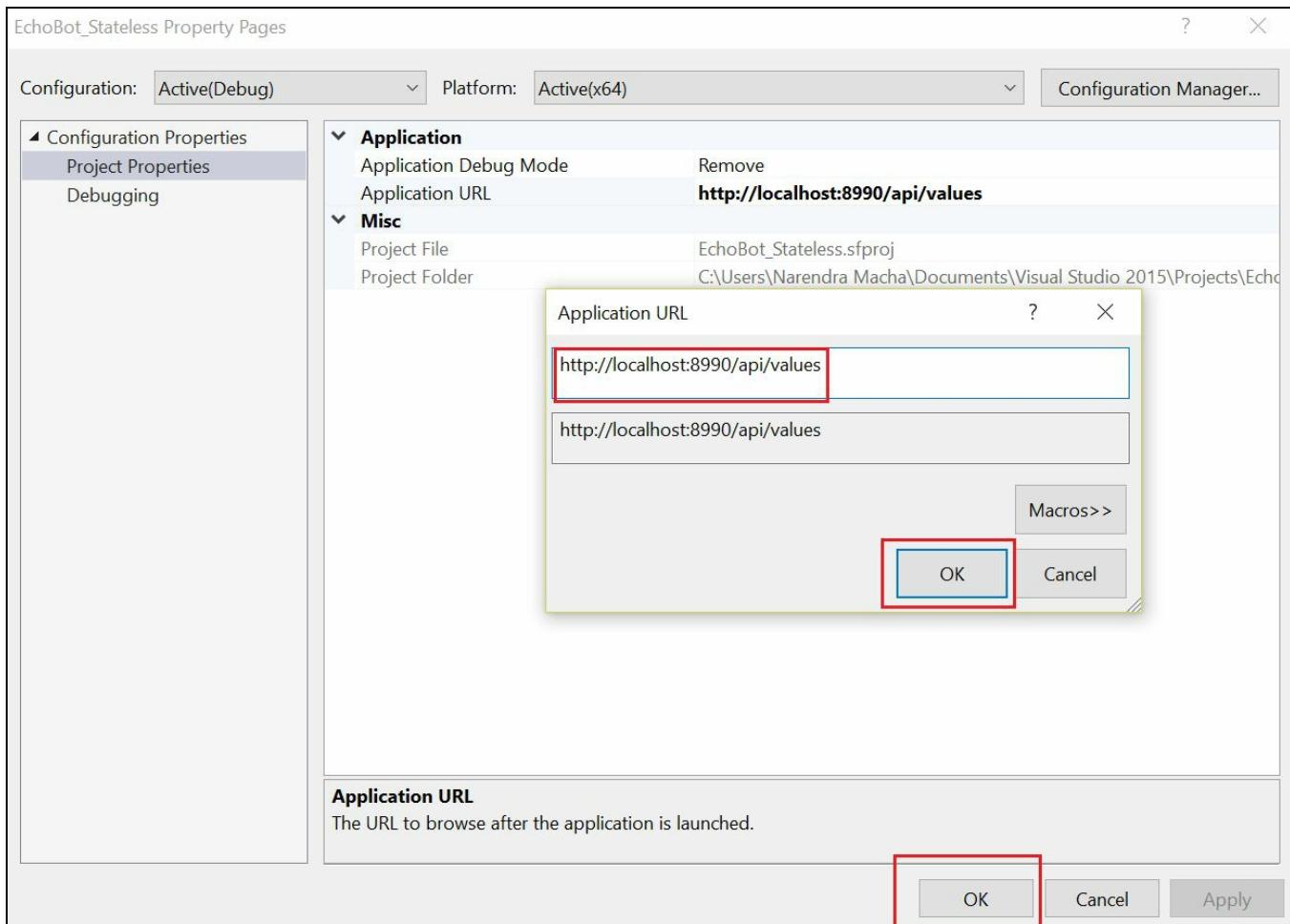
18. The `Post` method receives this in JSON format from the user as an Activity. It contains the Activity Type, Service URL (which is a bot published URL), Channel ID (Facebook, Slack, Skype, and so on), from whom we received message from the sender, conversation information, and text means message typed by user; if it has any attachments, it will be under attachments section. Based on this information, the bot will respond to the user.
19. Before debugging your application, make sure that no other application on your PC is using the port that is going to be used by Service Fabric stateless microservice, since the port numbers are automatically assigned by Visual Studio at the time of project creation. You can modify it if any other application is already using it in your dev machine. The following step explains how to change/modify it.
20. You can check which port your microservice is configured on. Follow these steps to check which port is being used and how to change the URL if you want:
 1. Right-click on your Service Fabric project and select Properties, as shown in the following screenshot:



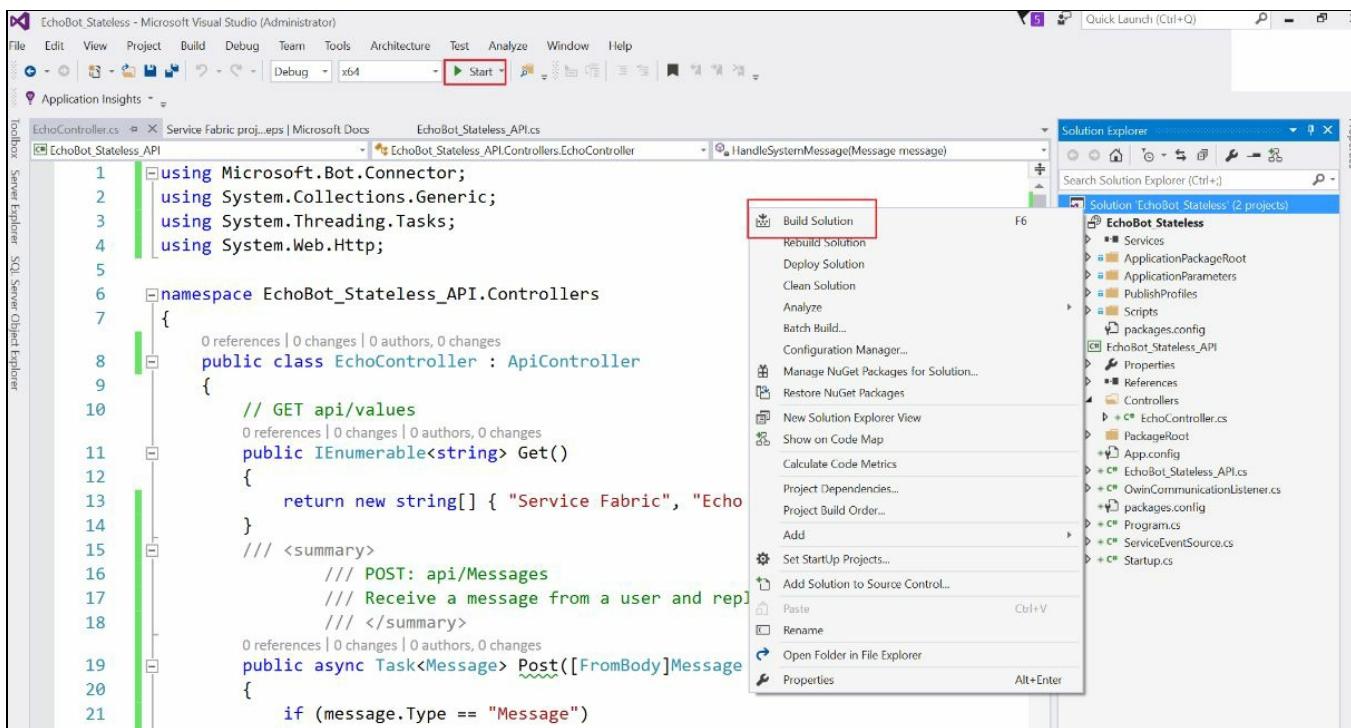
2. After choosing Properties, the next window will open, as shown in the following screenshot:



3. Just check the Application URL, choose the edit option from the drop-down list, and then modify your URL if you want as shown in the following screenshot:



21. Next, you have to build your project without any errors, and then click on the Start button to start debugging your project, as follows:



22. After clicking on the Start button, your application will be deployed to the local

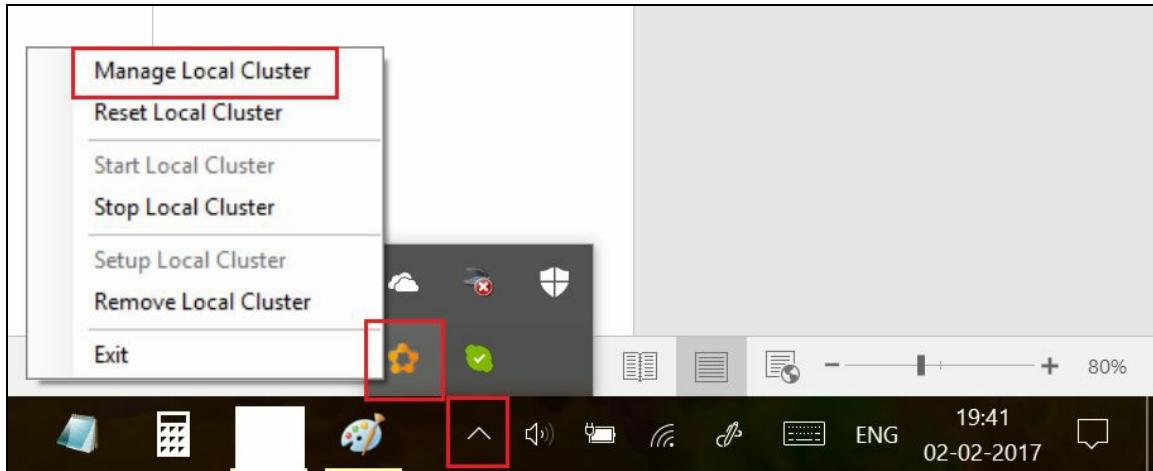
cluster, as follows:

The screenshot shows the Microsoft Visual Studio interface with the following details:

- Diagnostic Events Window:** Shows logs for the EchoBot_Stateless application. A red box highlights the following log entries:
 - 19:35:08.924 StatelessRunAsyncCompletion RunAsync has successfully completed for a stateless service instance. Application Type Name: EchoBot_StatelessType
 - 19:35:08.919 StatelessRunAsyncInvocation RunAsync has been invoked for a stateless service instance. Application Type Name: EchoBot_StatelessType, ApplicationId: d372cc97-4254-4a84-a492-3d5cc...
 - 19:35:08.885 ServiceMessage Listening on http://localhost:8990/
 - 19:35:07.517 ServiceMessage Starting web server on http://+:8990/
 - 19:35:05.728 ServiceTypeRegistered Service host process 19852 registered service type EchoBot_Stateless_API
 - 19:34:57.453 PLB Completed the Creation phase and issued the action -- Add, on Service -- fabric:/EchoBot_Stateless/EchoBot_Stateless API
 - 19:34:56.195 CM Application created: Application fabric:/EchoBot_Stateless Created: ApplicationType = EchoBot_StatelessType ApplicationId: d372cc97-4254-4a84-a492-3d5cc...
 - 19:34:56.070 FM Service Created: Service fabric:/EchoBot_Stateless/EchoBot_Stateless_API partition d372cc97-4254-4a84-a492-3d5cc...
- Output Window:** Shows deployment logs:
 - ApplicationName : fabric:/EchoBot_Stateless
 - ApplicationTypeName : EchoBot_StatelessType
 - ApplicationTypeVersion : 1.0.0
 - ApplicationParameters : { "_WFDebugParams_" = "[{"ServiceManifestName": "EchoBot_Stateless_APIPkg", "CodePackageName": "Code", "EntryPointType": "Main", "DebugExePath": "C:\Program Files (x86)\Microsoft Visual Studio 14.0\Common7\Packages\Debugger\VsdDebugLaunchNotify.exe", "DebugArguments": "[3c15e6e3-83d6-4ce7-93a4-66c05dc0a77d] -p [ProcessId] -tid [ThreadId]", "EnvironmentBlock": "_NO_DEBUG_HEAP=1\u0000"}]"; "EchoBot_Stateless_API_InstanceCount" = "1" }

A red box highlights the message: "Create application succeeded."

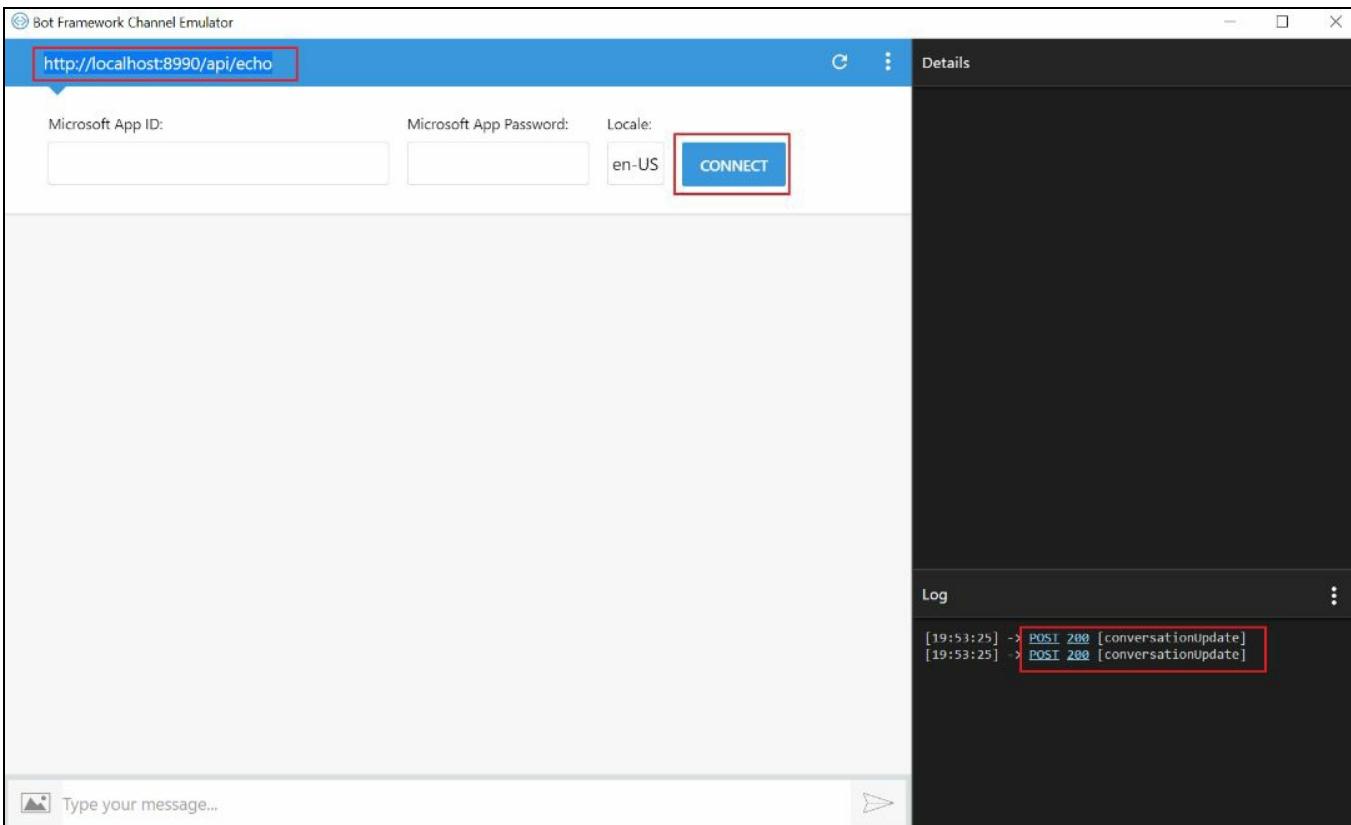
23. After successfully deploying your application to the local cluster (which is automatically installed as part of the Service Fabric SDK), open your **Service Fabric Explorer** by clicking on Manage Local Cluster. You can find this inside settings, as shown in the following image:



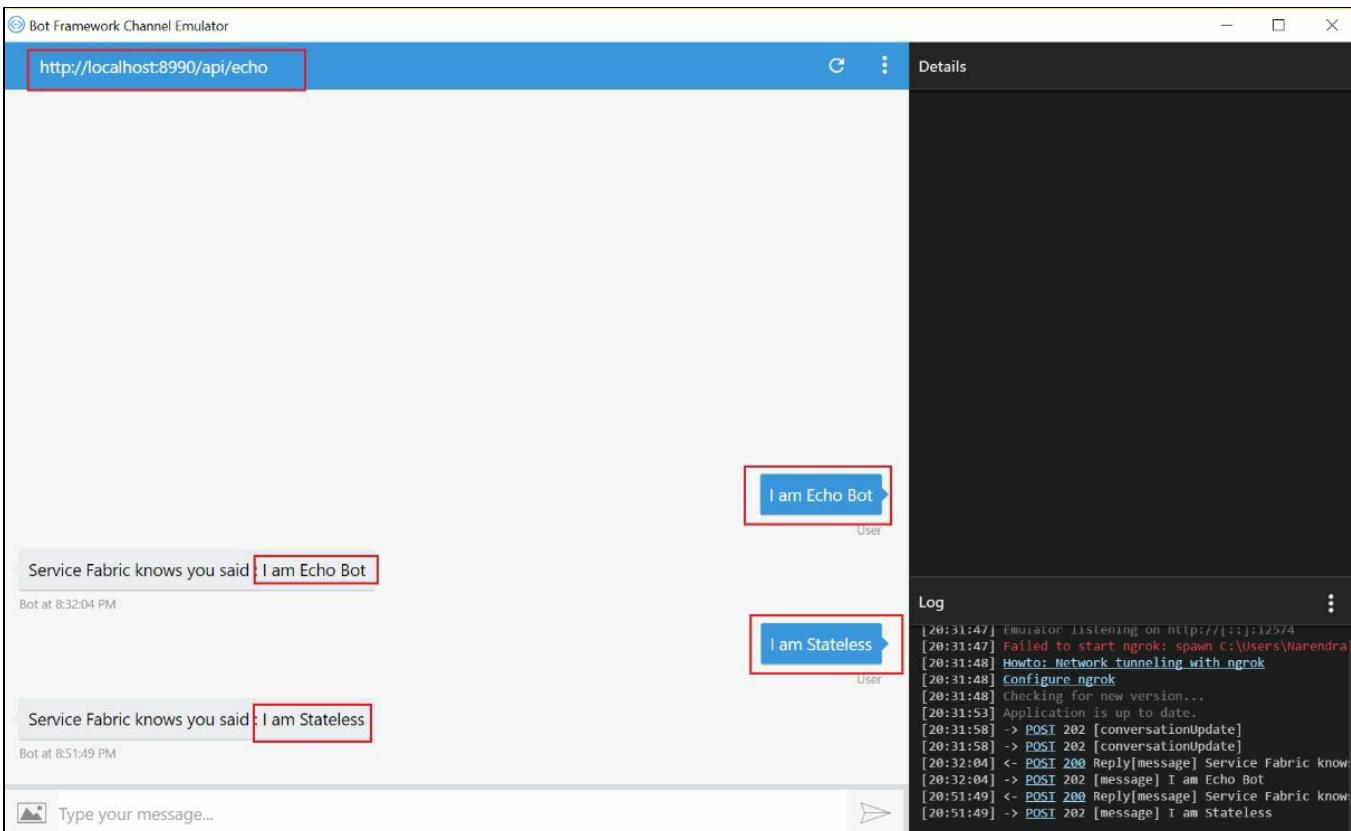
24. After selecting the Manage Local Cluster option, the following window will open:

The screenshot shows the Microsoft Azure Service Fabric Explorer interface. On the left, there's a navigation pane with sections for Applications (EchoBot_StatelessType) and Nodes (.Node_0, .Node_1, .Node_2, .Node_3, .Node_4, System). The main area is titled 'Cluster http://localhost'. It has tabs for ESSENTIALS, DETAILS, CLUSTER MAP, and MANIFEST. Under ESSENTIALS, it shows Cluster Health State (Error), System Application Health State (Error), and Healthy Seed Nodes (3 (100%)). It also displays Upgrade Domains (5) and Fault Domains (5). The DASHBOARD section features three large circular progress indicators: one for APPLICATIONS (1 healthy, 0 warning, 0 error), one for NODES (5 healthy, 0 warning, 0 error), and one for UPGRADE (0).

25. Now, Open the bot emulator. Then, you just have to start the emulator and change the URL to <http://localhost:8990/api/echo>, which is where we are publishing the stateless web API:



26. Type your message and then the bot should politely repeat what you said, as shown here:



We have now developed, built, and tested on the local Service Fabric cluster, but if you want to access it in Skype or Slack through Bot Framework, you must publish the

Service Fabric cluster in Azure. Next, we will see how to publish the Service Fabric project in Azure.

Publishing a Service Fabric project in Azure

It is important that we need to create a secure cluster in Azure. For that, we need to set up a **Key Vault** to manage keys and certificates. For more information on the Azure Key Vault and certificates, follow this link, <https://docs.microsoft.com/en-us/azure/key-vault/key-vault-get-started>

Create Key Vault

Create a **Key Vault** in the new resource group. The Key Vault must be enabled for deployment to allow the Service Fabric resource provider to get certificates from it and install on cluster nodes. The following is the PowerShell script:

```
| New-AzureRmKeyVault -VaultName 'myvault' -ResourceGroupName  
| 'mycluster-keyvault' -Location 'East US' -EnabledForDeployment
```


Adding certificates to the Key Vault

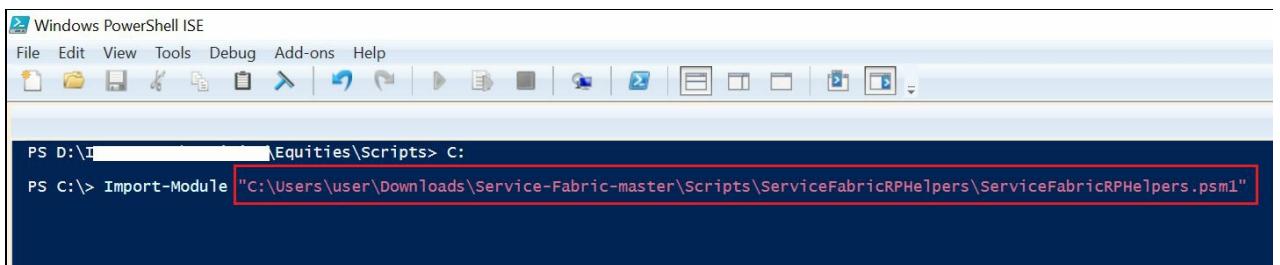
This certificate is required to secure a cluster and prevent unauthorized access to it. To make this process easier, a PowerShell module is available on GitHub (<https://github.com/kishoreismac/Service-Fabric/tree/master/Scripts/ServiceFabricRPHelpers>).

The `ServiceFabricRPHelpers.psm1` module provides helper methods for adding certificates to the Key Vault for use in the Service Fabric cluster. Follow these steps to use the module:

1. Go to the module directory.
2. Import the module:

```
| Import-Module .\ServiceFabricRPHelpers.psm1
```

3. The following screenshot explains the preceding code:



4. The command name is as follows:

```
Invoke-AddCertToKeyVault
```

The following is the syntax:

```
Invoke-AddCertToKeyVault -SubscriptionId {Enter your Subscription ID} -ResourceGroupName BotFabric -Location "East US" -VaultName Bot-key-vault -CertificateName botscert -Password "password" -CreateSelfSignedCertificate -OutputPath "C:\Certs" -DnsName https://yourclustername.centralus.cloudapp.azure.com:8080
```

5. The DNS URL will be the URL of your cluster. Before using it, check whether the URL is available to you. The following is the example I generated using PowerShell:

```
PS C:\> Import-Module "C:\Users\N...a\Downloads\Service-Fabric-master\Scripts\ServiceFabricRPHelpers\ServiceFabricRPHelpers.psm1"
PS C:\> Login-AzureRmAccount

Environment      : AzureCloud
Account         : kishoreismac@outlook.com
TenantId        : [REDACTED]
SubscriptionId  : [REDACTED] 1add-cc6d-4a0c-94e0-[REDACTED]
SubscriptionName : Visual Studio Enterprise
CurrentStorageAccount : 

PS C:\> Invoke-AddCertToKeyVault -SubscriptionId [REDACTED] -ResourceGroupName BotFabricVault -Location "East US" -VaultName Bot-key-vault -Cert
Switching context to SubscriptionId [REDACTED]
Ensuring ResourceGroup BotFabricVault in East US
Creating new vault Bot-key-vault in East US
Creating new self signed certificate at C:\Certs\botscert.pfx
Reading pfx file from C:\Certs\botscert.pfx
Writing secret to botscert in vault Bot-key-vault

Name : CertificateThumbprint
Value : [REDACTED]

Name : SourceVault
Value : /subscriptions/[REDACTED]/resourceGroups/BotFabricVault/providers/Microsoft.KeyVault/vaults/Bot-key-vault

Name : CertificateURL
Value : https://bot-key-vault.vault.azure.net:443/secrets/botscert-[REDACTED]

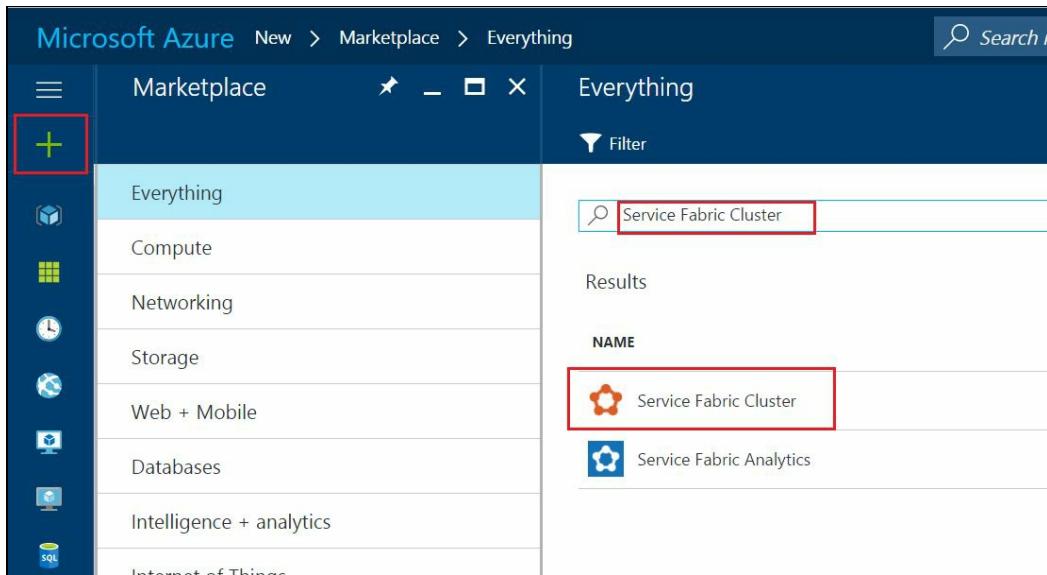
PS C:\>
```

6. Copy the CertificateThumbprint, SourceVault, and CertificateURL.

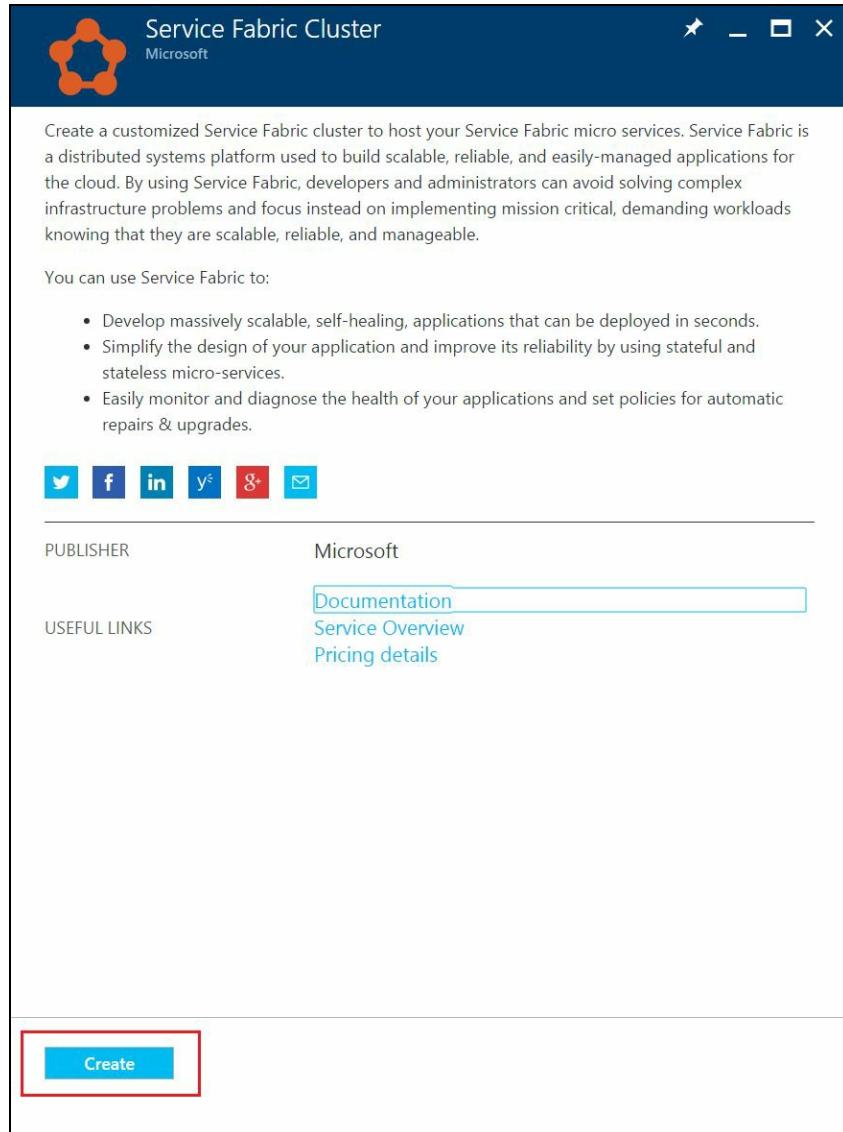
Creating a cluster in the Azure portal

Follow these steps to create the cluster in the Azure portal:

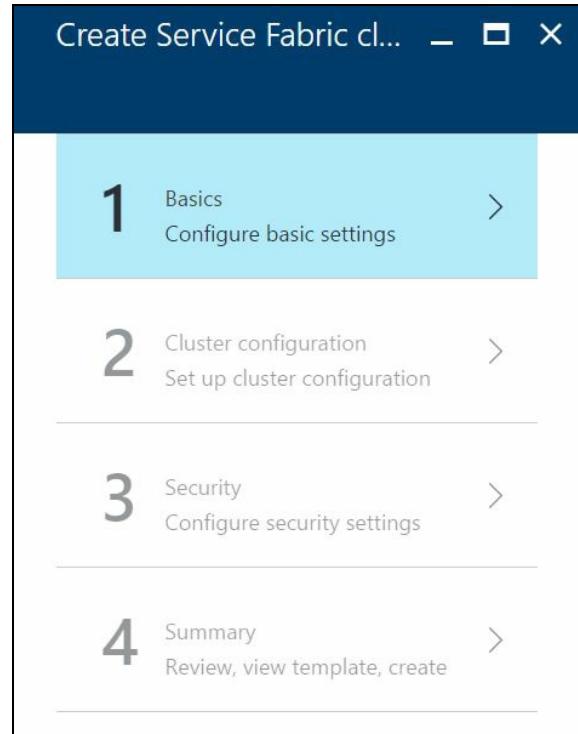
1. Sign in to the [Azure portal](#).
2. Click on New, then search for Service Fabric Cluster under Everything.
3. Select Service Fabric Cluster:



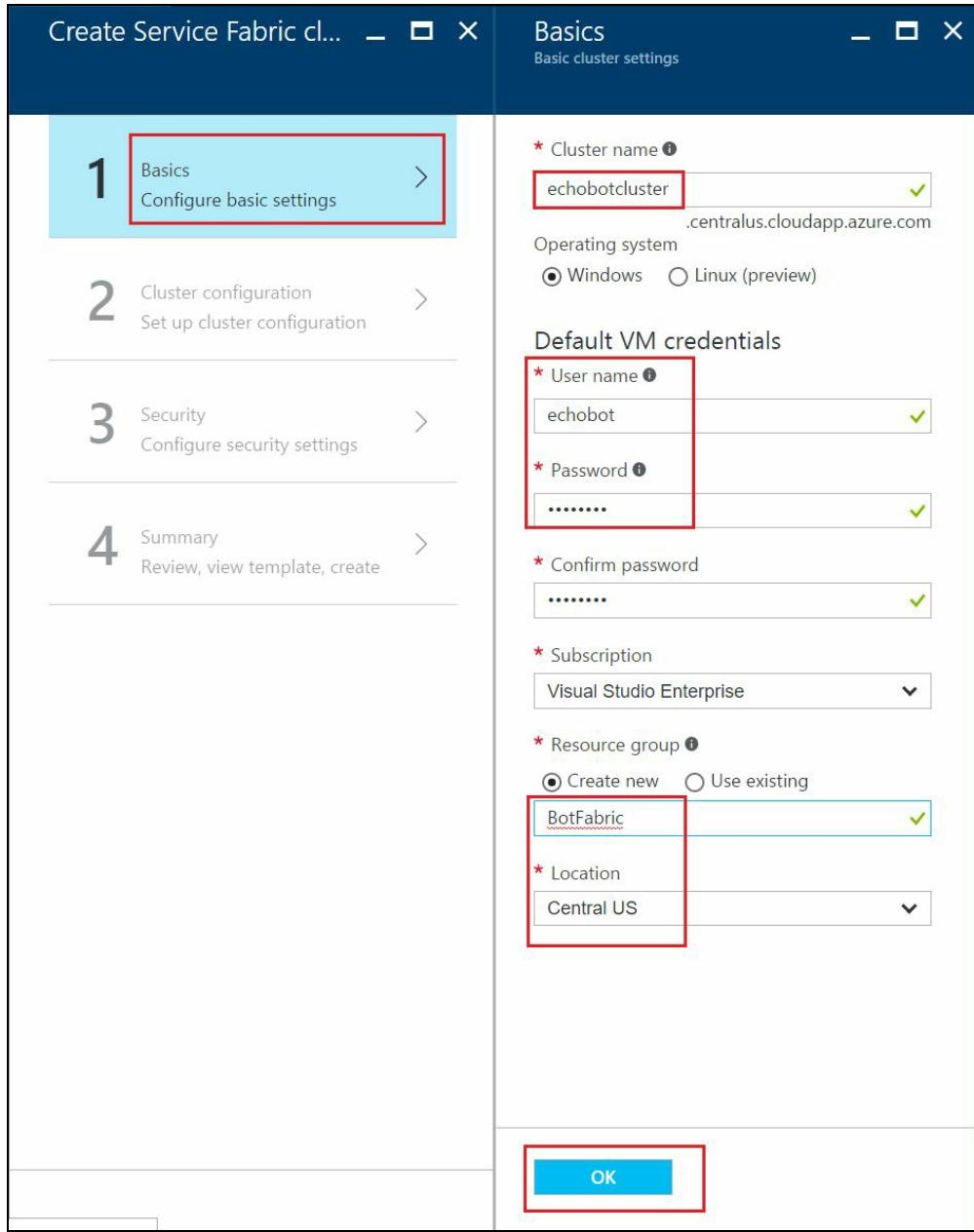
4. It navigates to the Service Fabric Cluster blade like shown in the following screenshot; click on Create:



5. The following four steps are shown in the Create Service Fabric cluster window:



6. You are required to provide the basic details of your cluster in the Basics tab:



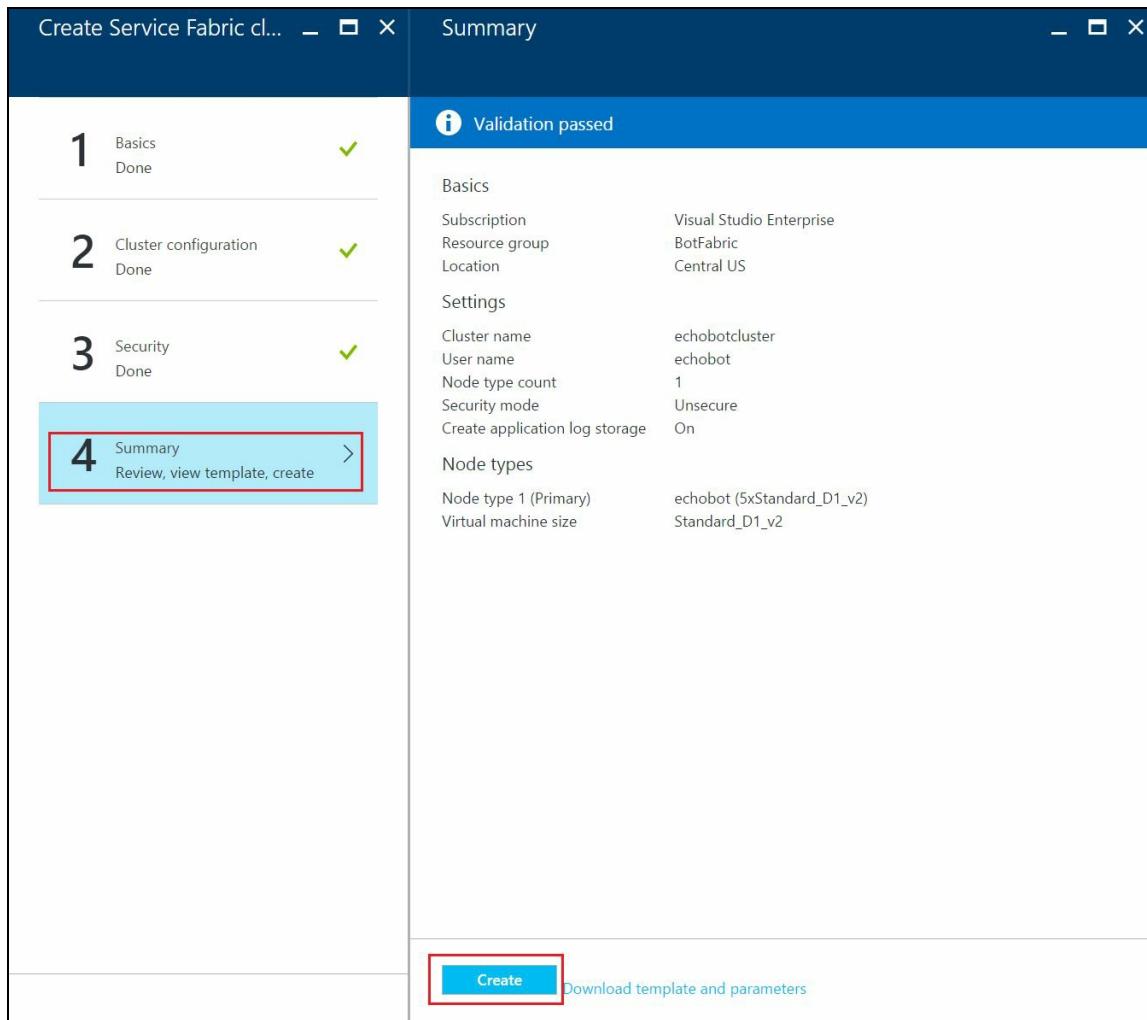
7. In Cluster Configuration, configure your cluster nodes. Node types define the VM sizes, the number of VMs, and properties. The cluster can have more than one node type, but it is necessary that the primary node type (the first one that was defined in the portal) must have at least five VMs, as this is the node type where the Service Fabric system services are placed. Placement properties, because a default placement property of Node type name is automatically added. Enter all required fields and leave the remaining fields as default:

The screenshot shows two adjacent windows. The left window is titled 'Cluster configuration' and contains sections for 'Node type count' (set to 1), 'Configure each node type' (highlighted in blue with 'Node type 1 (Primary) Configure required settings'), 'Diagnostics' (with 'On' selected), 'Custom fabric settings' (with 'Enter fabric setting properties' link), 'Fabric version' (with 'Automatic' selected), and 'Fabric upgrade mode' (radio buttons for 'Automatic' and 'Manual'). The right window is titled 'Node type configuration' for 'Node type 1 (Primary)' and includes fields for 'Node type name' (echobot), 'Durability tier' (Bronze), 'Virtual machine size' (Standard_D1_v2), 'Reliability tier' (Silver), 'Initial VM scale set capacity' (set to 5), 'Custom endpoints' (empty), and a checkbox for 'Configure advanced settings'.

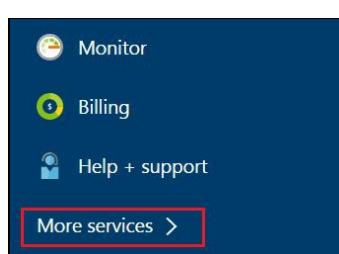
- In the Security tab, you must select Secure and enter the details that you copied in the Key Vault creation step:

The screenshot shows the 'Create Service Fabric cl...' wizard at step 3: 'Security'. Step 1 ('Basics') is completed. Step 2 ('Cluster configuration') is completed. Step 3 ('Security') is highlighted with a red box. Step 4 ('Summary') is shown below. The security configuration includes 'Security mode' (Secure selected, Unsecure available), 'Primary certificate' (Source key vault: /subscriptions/55c8b769-eb89-41a0-86c7-b...), 'Certificate URL' (https://bot-key-vault.vault.azure.net:443/s...), 'Certificate thumbprint' (5D3DDA8512F5CAB045F35FBE19523CE960A...), and a 'Configure advanced settings' checkbox.

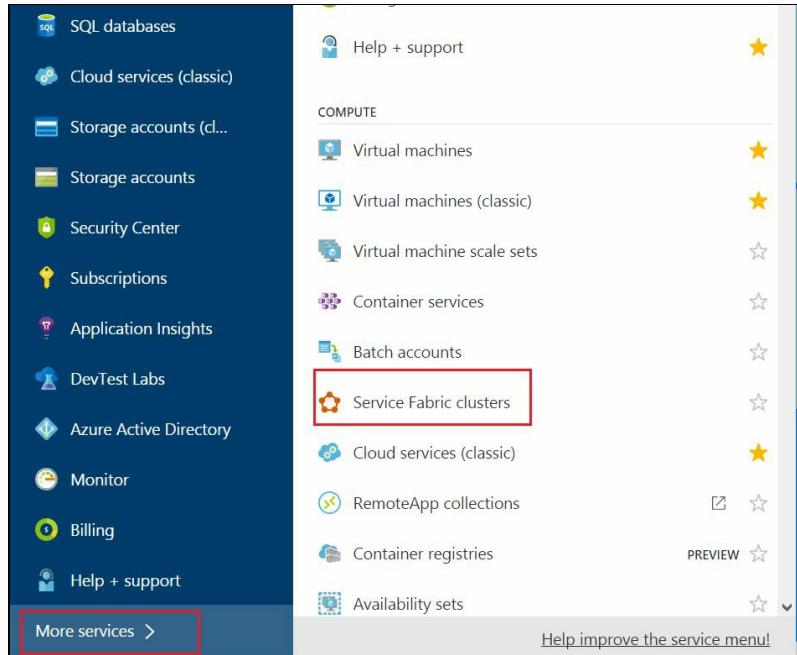
- The final step is Summary; once validation is successful, you can click on the Create option on the Summary window:



10. It takes several minutes to deploy a cluster; after the successful creation of the cluster, verify it by opening it.
11. Click on More services:



12. Select Service Fabric clusters:



13. You can now see your list of clusters; click on your recently created cluster:

A screenshot of the 'Service Fabric clusters' list page. The title bar shows 'Service Fabric clusters' and 'kishoreismacoutlook (Default Directory)'. It includes 'Add', 'Columns', and 'Refresh' buttons. The main area displays a table with one item: 'Subscriptions: Visual Studio Enterprise'. A filter input field contains 'Filter by name...'. The table has a single row with '1 items' and a column header 'NAME'. The entry in the table is 'echobotcluster', accompanied by its icon.

14. Now, click on Explorer to open Service Fabric Explorer:

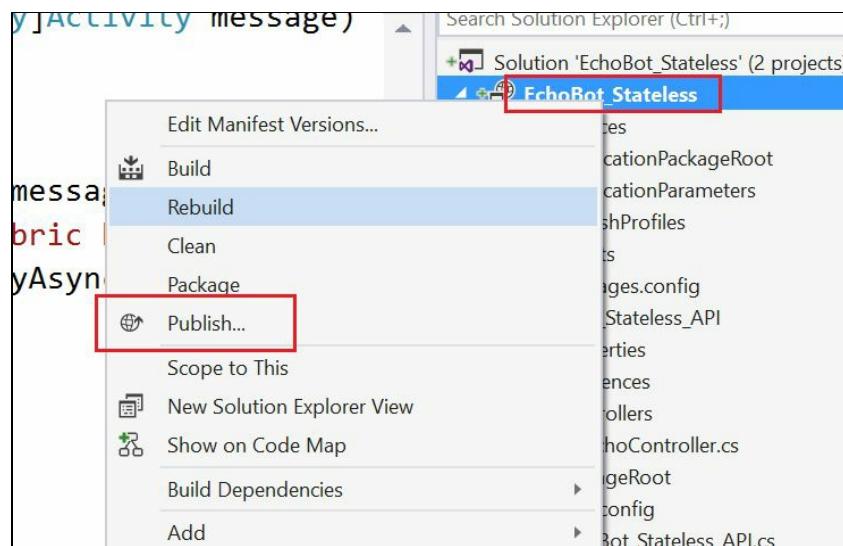
The screenshot shows the Azure portal interface for a Service Fabric cluster named 'echobotcluster'. The left sidebar contains navigation links for Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, Node types, Nodes, Applications, Security, Custom fabric settings, Fabric upgrades, and Properties. The main content area has tabs for Explorer (which is selected) and Delete. Under the Explorer tab, there's a section titled 'Essentials' with details about the resource group (BotFabric), Service Fabric version (5.4.164.9494), client connection endpoint, node count (5), application count (0), and Service Fabric Explorer URL. Below this is a table titled '5 nodes' showing five nodes named _echobot_0 through _echobot_4, all in OK health state and Up status, belonging to fault domains fd:/0 through fd:/4.

NAME	NODE TYPE	HEALTH STATE	STATUS	UPGRADE DO...	FAULT DOMAIN
_echobot_0	echobot	OK	Up	0	fd:/0
_echobot_1	echobot	OK	Up	1	fd:/1
_echobot_2	echobot	OK	Up	2	fd:/2
_echobot_3	echobot	OK	Up	3	fd:/3
_echobot_4	echobot	OK	Up	4	fd:/4

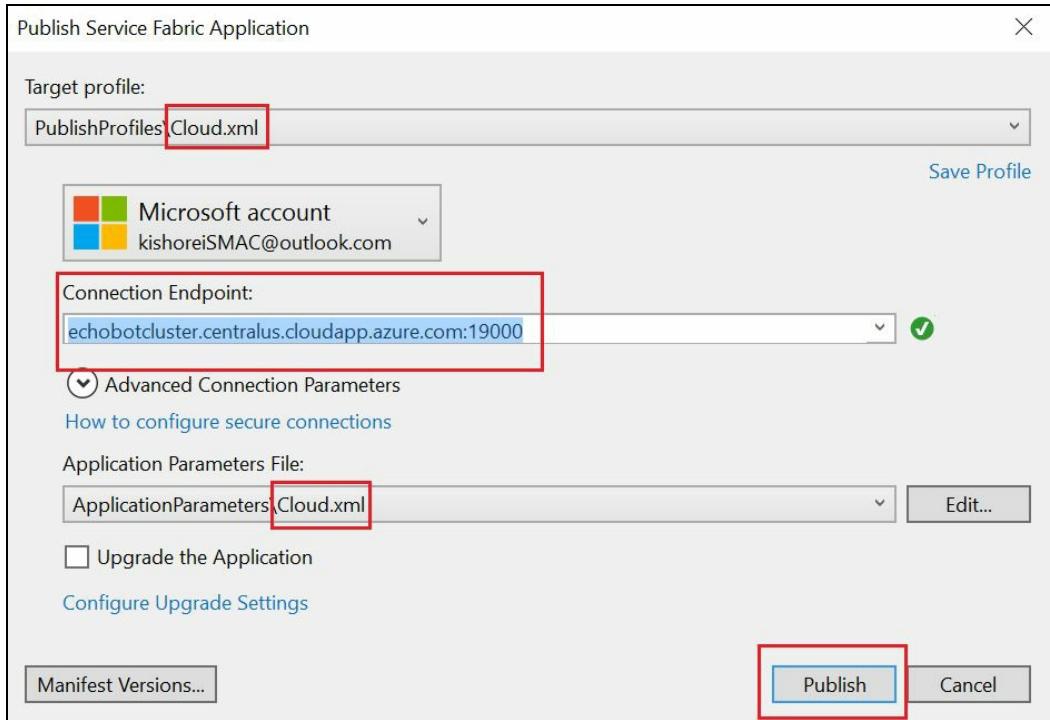
15. In Service Fabric Explorer, you can see details of the services, health logs, and more.

The screenshot shows the Microsoft Azure Service Fabric Explorer interface. The left sidebar has a 'Cluster' section expanded, showing 'Applications', 'Nodes', and 'System'. The main area displays the 'ESSENTIALS' tab for a cluster at <http://echobotcluster.centralus.cloudapp.azure.com>. It shows a green 'OK' status for Cluster Health State and System Application Health State, both at 100% healthy. There are 5 Upgrade Domains and 5 Fault Domains. The 'DASHBOARD' section shows 0 applications, 5 nodes (all healthy), and 0 upgrade instances.

16. Now, go back to Visual Studio, where our echo bot stateless service project is being developed. Right-click on the Service Fabric project and click on Publish.



17. In the Publish Service Fabric Application window, select your Azure account and select the cluster endpoint, then click on Publish.



18. Once it has been published, go to Azure echobot cluster Service Fabric explorer; you will see the recently published cluster and its services, as shown in the following screenshot:

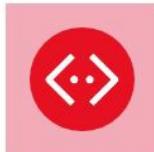
19. Now, copy the client endpoint that will be used as the bot message endpoint:

The screenshot shows the Azure portal interface for a Service Fabric cluster named 'demobot'. The left sidebar has a search bar and links for Overview, Activity log, Access control (IAM), Tags, and Diagnose and solve problems. Below these are 'SETTINGS' and other options. The main pane is titled 'Essentials' and displays cluster details: Resource group (BotFabric), Service Fabric version (5.4.164.9494), Status (Baseline upgrade), Location (Central US), Subscription name (Visual Studio Enterprise), Subscription ID (55c8b769-eb89-41a0-86c7-ba2ae87ffcd), Node count (5), Application count (1), and Service Fabric Explorer URL (<http://demobot.centralus.cloudapp.azure.com:19000>). A red box highlights the 'Client connection endpoint' field, which contains the value 'demobot.centralus.cloudapp.azure.com:19000'.

20. Now, register a new bot in dev.botframework.com (refer to [Chapter 9, Publishing a Bot to Skype, Slack, Facebook, and the GroupMe Channel](#) the [Registering your Bot with Microsoft Bot Framework](#) section), enter the message endpoint as your Service Fabric endpoint, and append `/api/echo` to it in the bot's settings, as shown in the following screenshot:

Edit EchoBot

Bot profile



Icon

[Upload custom icon](#)

30K max, png only

Name: * ?

EchoBot

Bot handle: * ?

echobot123456

Description: * ?

echobot

Configuration

Messaging endpoint:

<https://demcbot.centralus.cloudapp.azure.com:8080/api/echo>

Register your bot with Microsoft to generate a new App ID and password

[Manage Microsoft App ID and password](#)

21. The port number 8080 mentioned in the endpoint will be the same as mentioned in the stateless API microservice project, under `ServiceManifest.xml`:

```

<!-- Config package is the contents of the Config directory under PackageRoot that
     independently-updatable and versioned set of custom configuration settings + -->
<ConfigPackage Name="Config" Version="1.0.0" />

<Resources>
  <Endpoints>
    <!-- This endpoint is used by the communication listener to obtain the port or
         listen. Please note that if your service is partitioned, this port is shared
         replicas of different partitions that are placed in your code. -->
    <Endpoint Protocol="http" Name="ServiceEndpoint" Type="Input" Port="8080" />
  </Endpoints>
</Resources>
</ServiceManifest>

```

22. Now, copy the `MicrosoftAppId` and `MicrosoftAppPassword` of the bot and update them in the `EchoController` class, as shown in the following screenshot:

```

namespace EchoBot.Stateless_API.Controllers
{
  [BotAuthentication(MicrosoftAppId = "e0011002-2010-474c-b000-100000000000",
    MicrosoftAppPassword = "f00RgC0t2EjBz1nDcJrCwV7")]
  public class EchoController : ApiController
  {
    // GET api/values
  }
}

```

23. Now, add your bot to Skype and Slack; refer to [Chapter 9, Publishing a Bot to Skype, Slack, Facebook, and the GroupMe Channel](#) the *Configuring channels* section.

Summary

In this chapter, we introduced Service Fabric and stateless and stateful microservices, and how these help in the development of bots using Microsoft Bot Framework. Also, we saw how to set up a development environment, the prerequisites for Service Fabric, and the tools needed for programming. This chapter is based on helping developers quickly and easily build, test, debug, deploy, and update their bot applications for single-box, test, and production deployments. It also shows how Service Fabric helps our bots to scale and be managed easily with a Service Fabric cluster.

In the coming chapters, we will see how bots can help us with the **Internet of Things (IoT)**.

Developing Intelligent Facial Expression Identification Bot for IoT Using Azure and Power BI

In previous chapters, we have gone through the concepts of Bot Framework and Cognitive Services, such as LUIS, the linguistic service, and so on that are involved in developing and publishing bot applications. In this chapter, we will mainly focus on integrating IoT, the bot, and Power BI and see how can we leverage the power of bots and Cognitive Services in IoT. Here, we will develop an IoT application that will capture photos from a USB camera connected to the Raspberry Pi, then process it using the Face API and Emotion API of Cognitive Services to identify facial expressions. Once it completes the processing and identifies the face and emotional expression, the IoT application then sends it to the Facial Expression and Identification bot and also to Power BI to show reports.

Before getting started

I assume that you have some knowledge of the following topics. If you don't go through the following topics and links:

1. Bot Framework.
2. Raspberry Pi: In this chapter, we will not cover how to configure the Raspberry Pi, so check out the following link on how to set up the device for development:
<https://developer.microsoft.com/en-us/windows/iot/getstarted>
3. Windows 10 IoT Core: In this chapter, we will use Windows 10 IoT Core as our operating system on the Raspberry Pi. For how to install set it up on the Raspberry Pi, check out the following link:
<https://developer.microsoft.com/en-us/windows/iot/getstarted>
4. UWP app development: The project we are developing for the Raspberry Pi is a UWP app, so you must have some basic knowledge of UWP app development:
<https://docs.microsoft.com/en-in/windows/uwp/get-started/whats-a-uwp>
5. Microsoft Azure IoT Hub: We need Microsoft Azure IoT Hub to easily and securely connect your IoT devices (Raspberry Pi2). Use device-to-cloud telemetry data to understand the state of your devices and assets, and be ready to take action when a device needs your attention:
<https://docs.microsoft.com/en-us/azure/iot-hub>
6. Storage account, and blobs: As part of facial analysis, we will save captured pictures in Azure blob storage:
<https://docs.microsoft.com/en-in/azure/storage/storage-dotnet-how-to-use-blobs>
7. Stream analytics: The stream analytics job will take IoT Hub telemetry data and send it to Power BI to show reports:
<https://docs.microsoft.com/en-us/azure/stream-analytics>
8. Power BI: It will generate reports, charts, and analysis of the facial analysis data:
<https://powerbi.microsoft.com/en-us/learning>

Configuring Raspberry Pi and sensors

In this project, we will use the Raspberry Pi 2 and Adafruit kit components to use a PIR (Pyroelectric/Passive Infrared Sensor) motion sensor to detect the motion of an object, which triggers a USB webcam to snap a photo and send it to the bot.

Prerequisites

Before getting started with the project, let's take a look at the hardware and software requirements.

Hardware

The following list details are the hardware required for the project:

- Raspberry Pi2 Model B
- Breadboard
- Logitech USB camera (this component is not there in Adafruit kit)
- PIR motion sensor
- LED
- Resistor
- Adafruit female to male jumper wires (only five wires needed)

Software

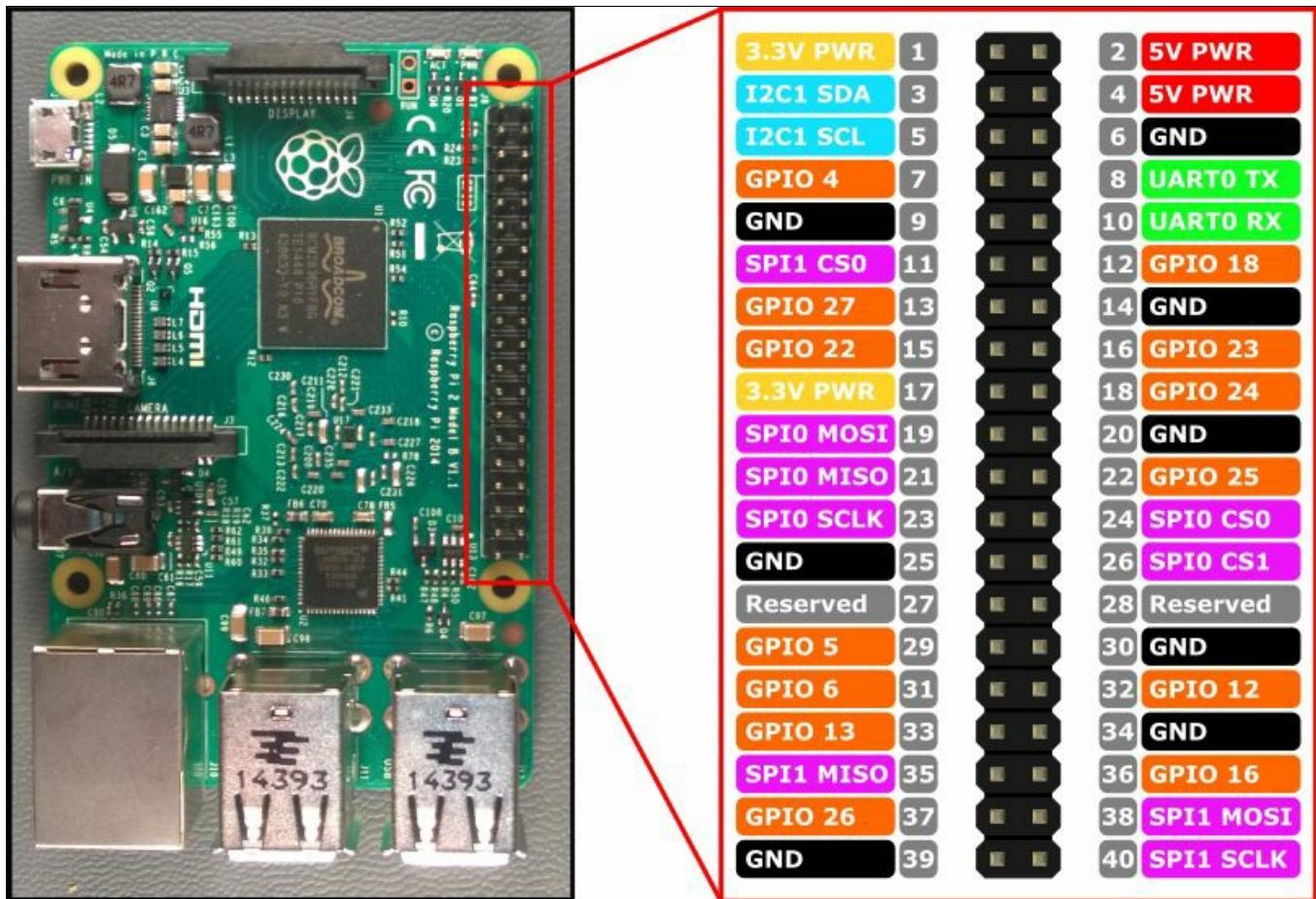
Now, let's take a look at the software required for the project:

- Windows 10 PC
- Visual Studio 2015 Community Edition or Enterprise Edition
- Azure subscription
- Azure App Service (API App)
- Azure IoT Hub

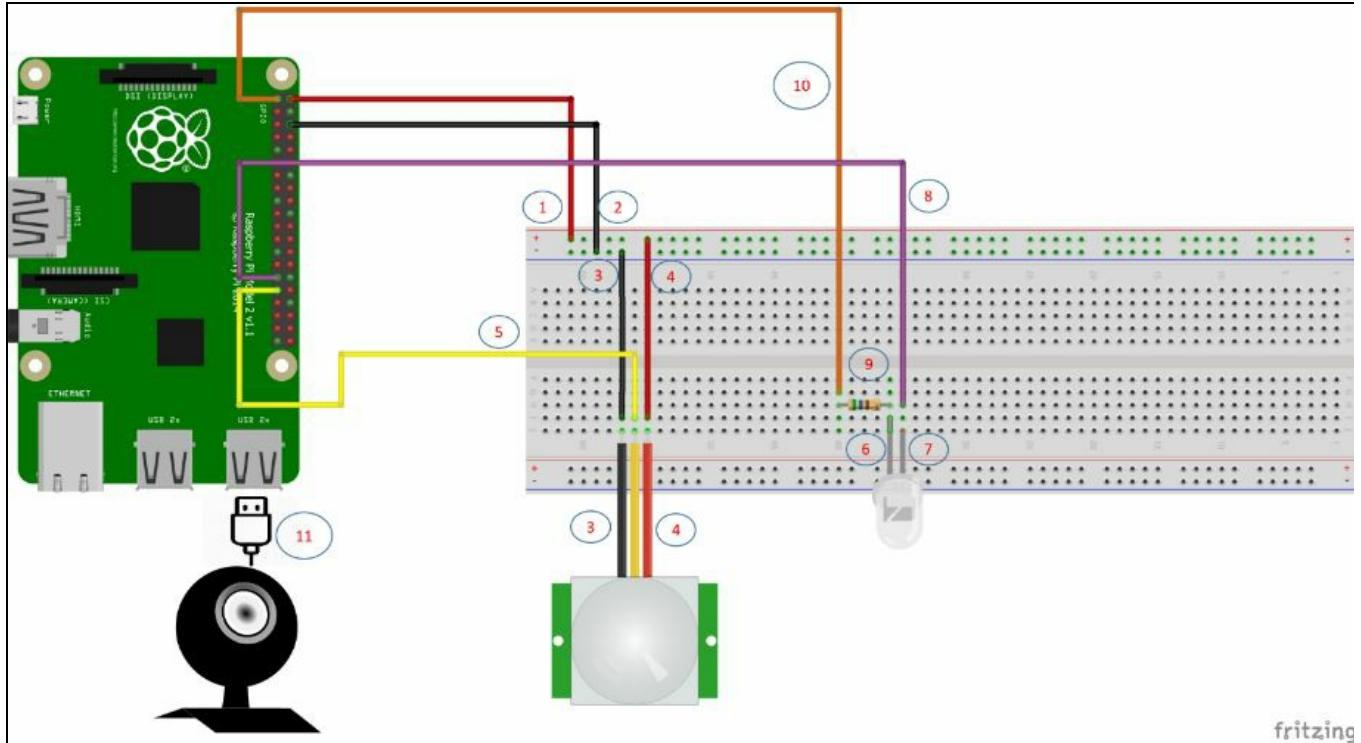
Now that we are equipped with all the hardware and software required for this project, let's get started with configuring the Raspberry Pi and sensors.

Setting up sensors

Before setting up the sensors, you need to know about the Raspberry Pi's GPIO pins. In the following diagram, you can see the pins and their specifications. In later sections, we will mention these names as part of the development process.



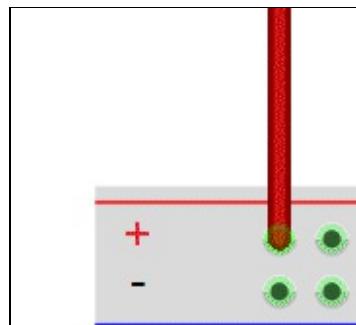
Take a look at the circuit diagram for our project, drawn using the Fritzing application, which is freely available to enthusiasts. For more information, check out <http://fritzing.org/home/>:



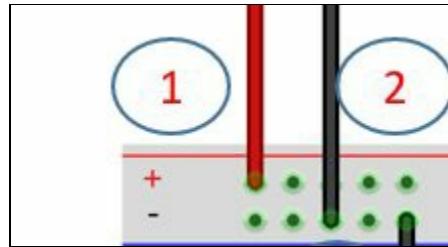
fritzing

Now that we are familiar with the circuit diagram, let's take look at the following steps to understand it:

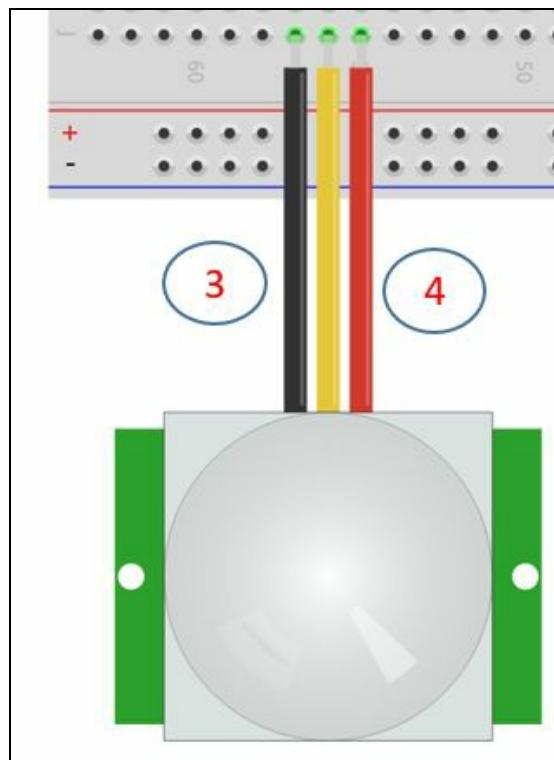
- 1. Providing a 5V power supply to the breadboard:** In the first step, you have to provide a 5V power supply to the breadboard from the Raspberry Pi. For that, take a female to male jumper wire, connect the female end to the Raspberry Pi 5V pin, which is next to the positive line on the breadboard, as shown in the following diagram:



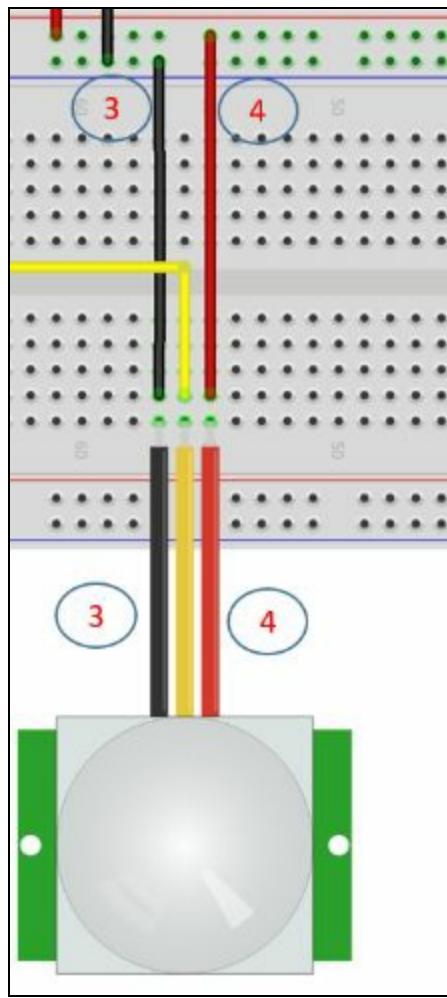
- 2. Connect Ground to breadboard:** In this step, you have to connect Ground to the breadboard. For that, take a female to male jumper wire, connect the female end to the Raspberry Pi ground pin, which is the sixth GND pin shown in the preceding GPIO pin reference diagram. Now, connect the male end to the negative line on the breadboard, as shown in the following diagram:



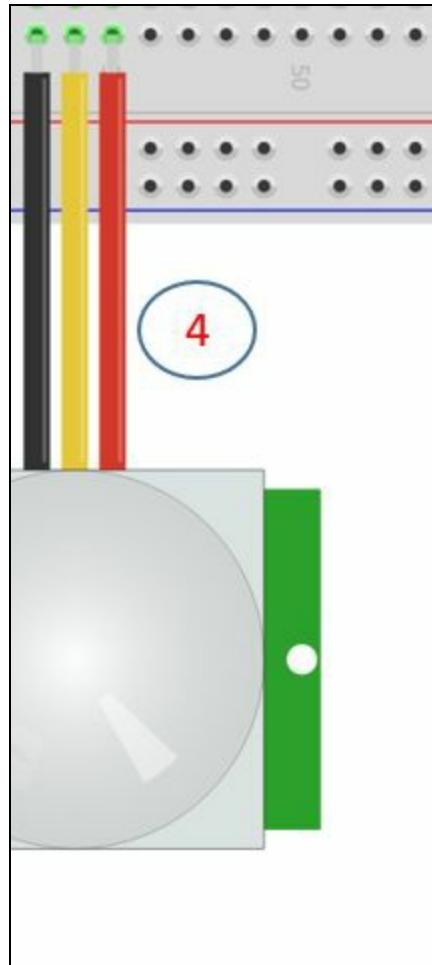
3. Now Connect Ground/Negative/Black line of PIR sensor: The breadboard PIR sensor has three pins--GND, OUT, and 5V; connect the GND pin to the breadboard, as shown in the following diagram:



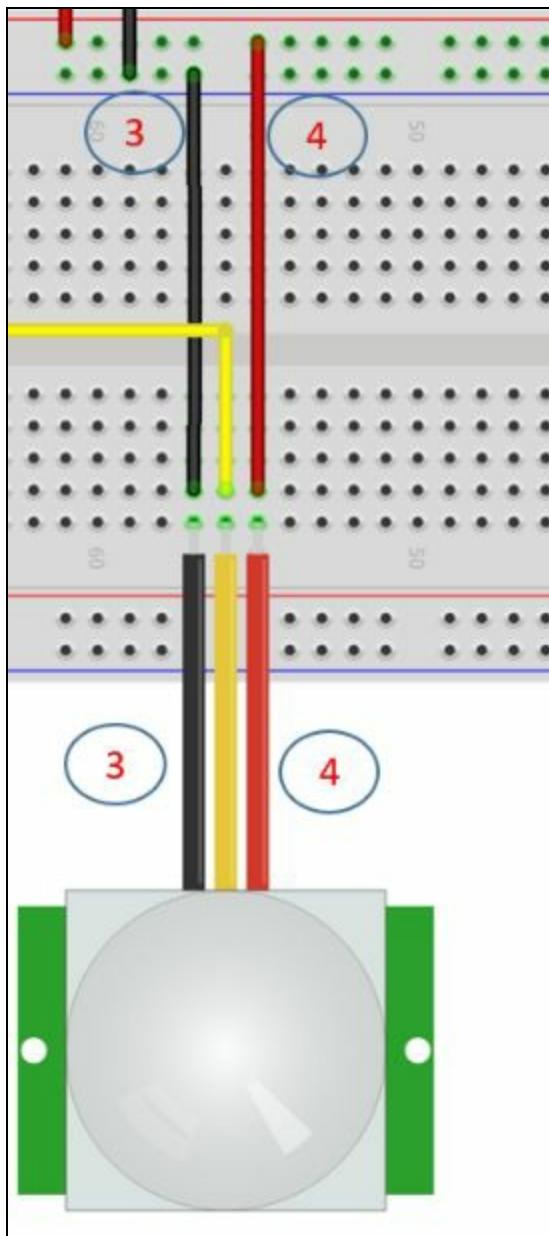
Now, take the male to male jumper wire and connect one end to the PIR sensor's GND pin, and the other end to the breadboard ground, as shown in the following figure:



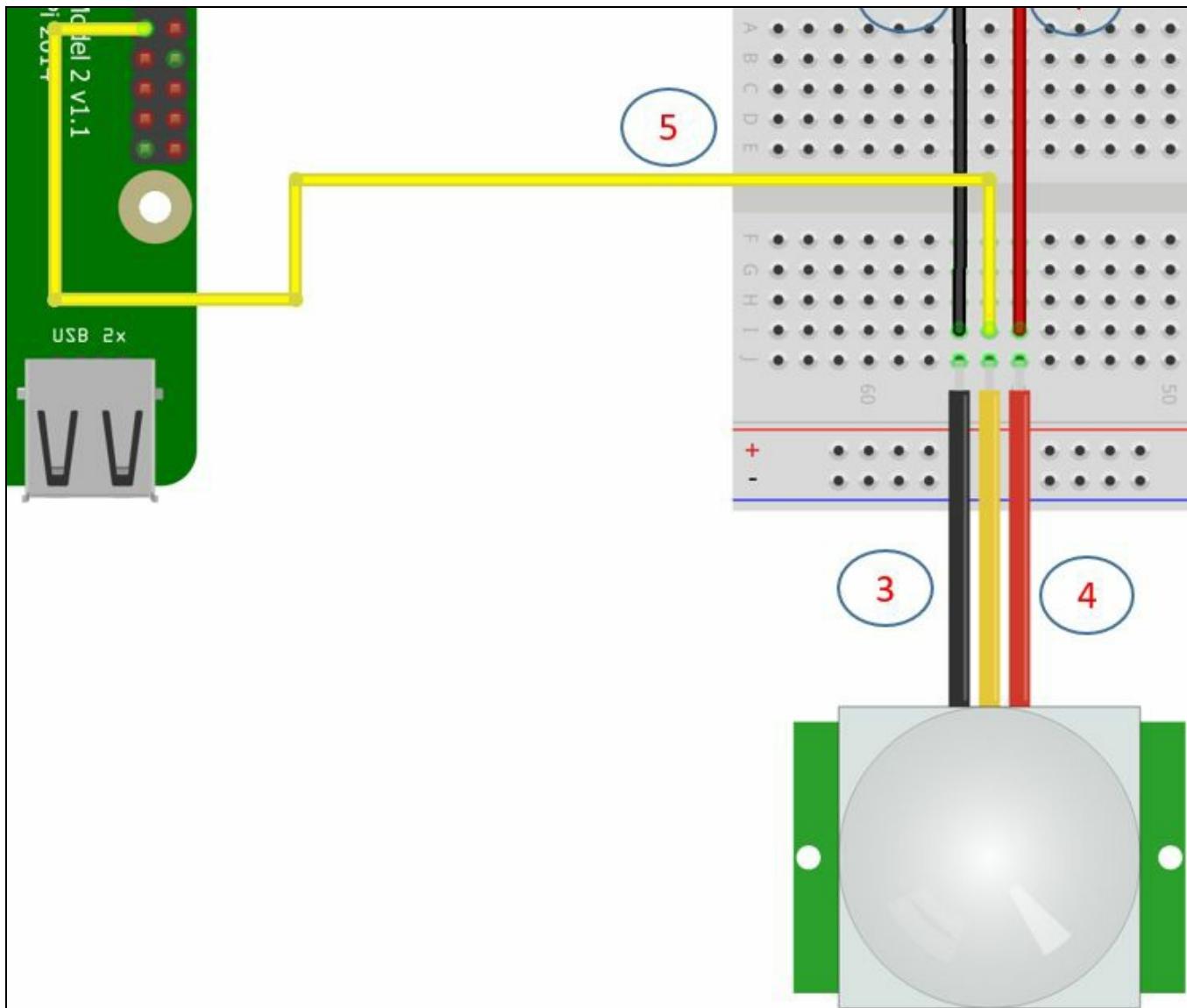
4. Similarly, as in the preceding step, now connect the 5V power supply/red line from the PIR sensor to the breadboard:



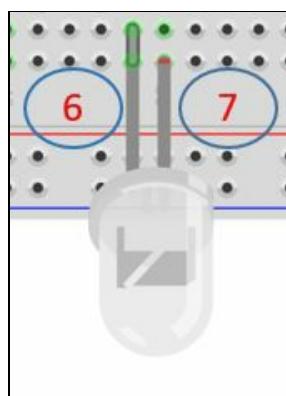
Now, take a male to male jumper wire and connect one end to the PIR sensor power supply pin, and the other end to the breadboard 5V power supply, as shown in the following figure:



5. **Connect the OUT pin of the PIR sensor to the breadboard, and the other end to the Raspberry Pi's GPIO6 which is pin 31:** Now, connect the OUT pin of the PIR sensor to the breadboard as shown in the preceding step. From breadboard, take a male to female jumper wire and connect it to the Raspberry Pi:

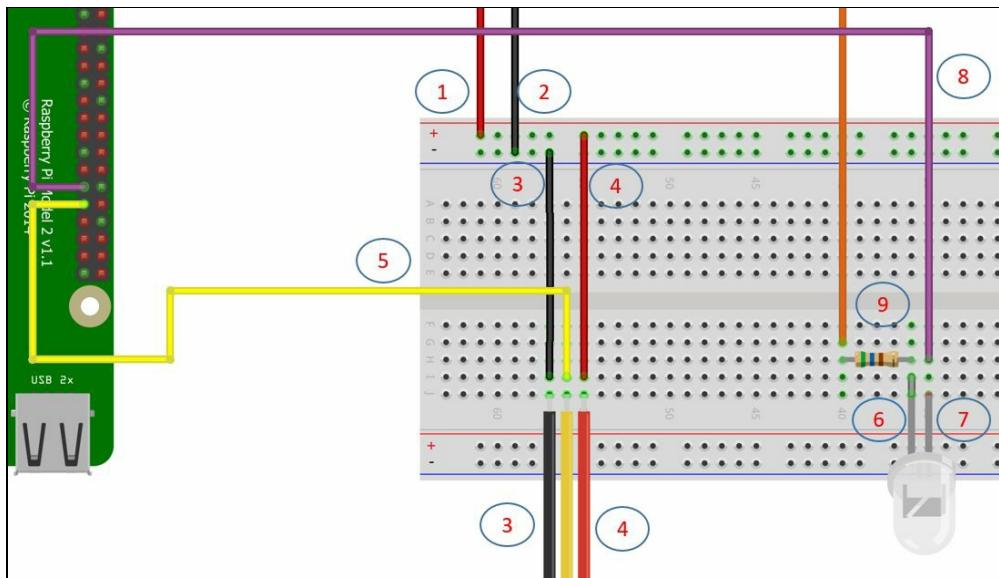


6. **In step 6 and 7, take an LED and connect it to the breadboard:** Now, connect the LED to the breadboard; remember that the long edge is the anode (+) and the short edge is the cathode (-), as shown in the following diagram:

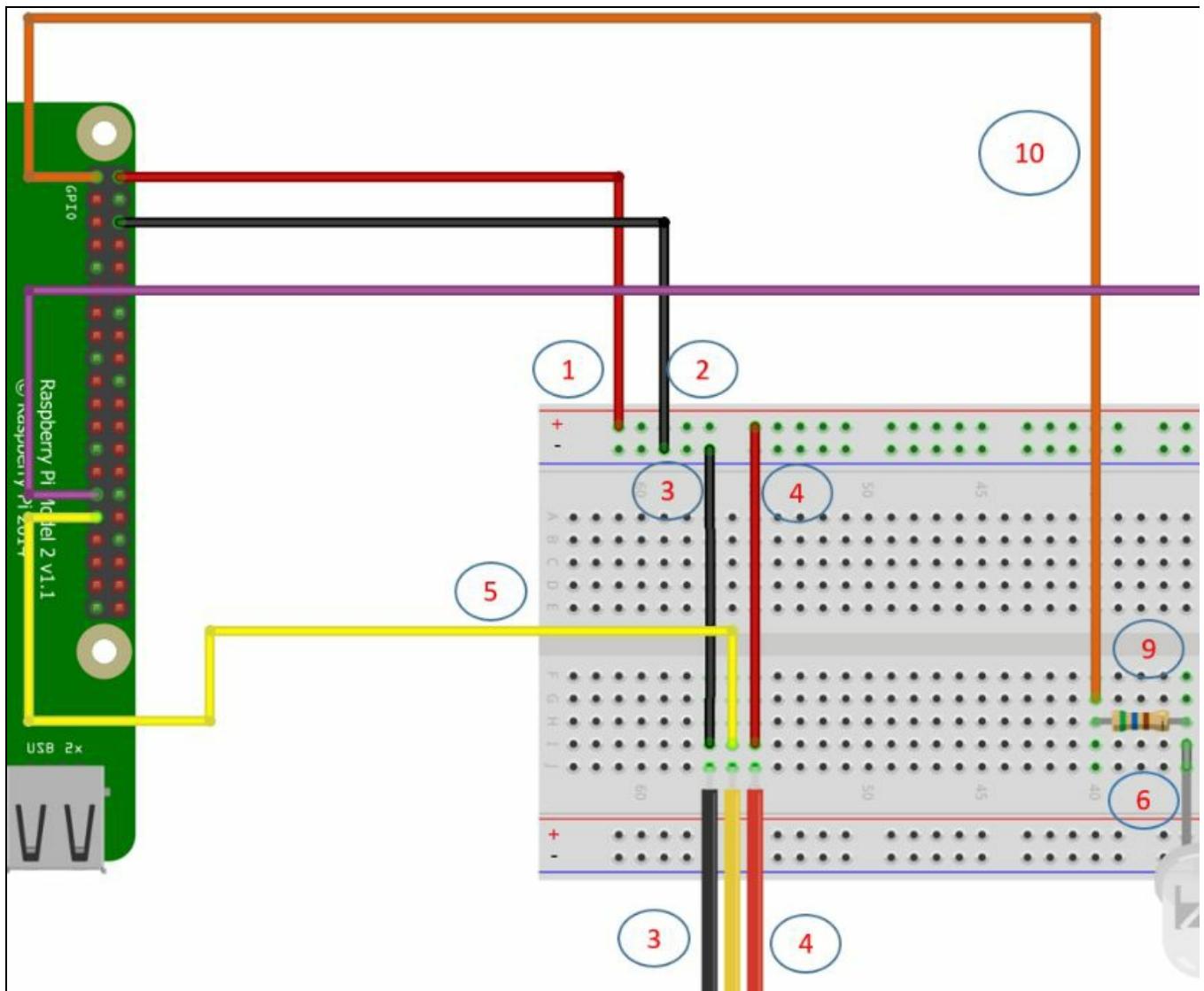


You should not place anode and cathode points in the same vertical hole on the breadboard. They can be in the same horizontal hole but not in the same vertical hole.

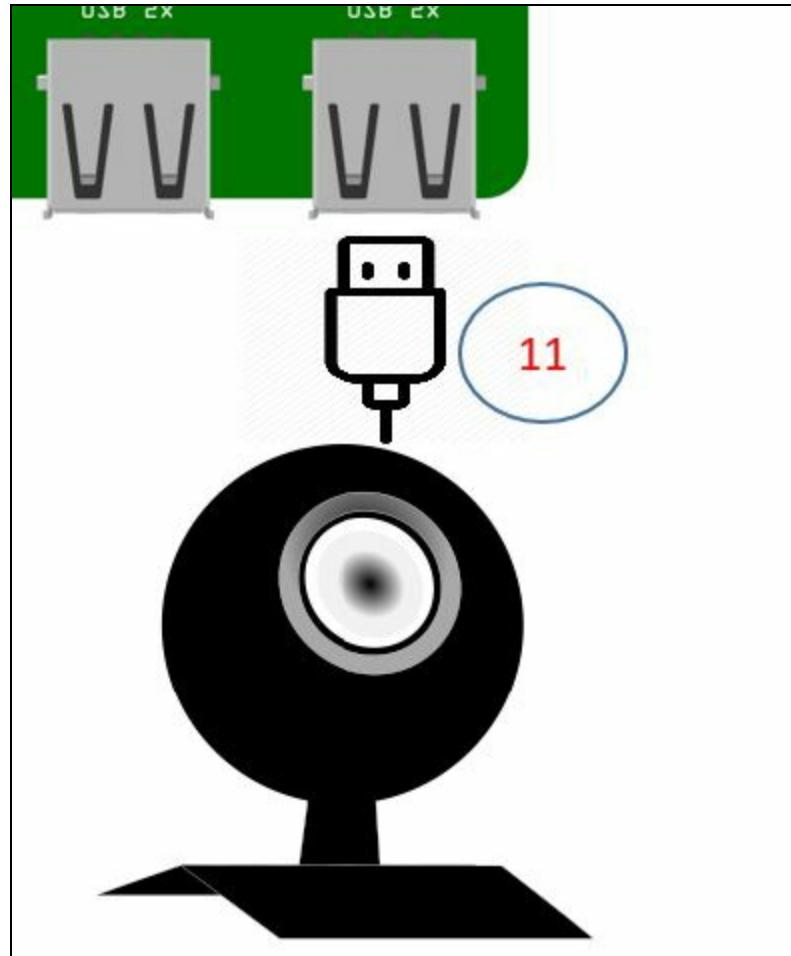
7. Now connect the cathode point of the LED to GPIO pin 5 which is pin 29 on the Raspberry Pi: Take a look at the eighth step in the following diagram-- the purple line that connects the LED cathode to the Raspberry Pi GPIO pin 5.



8. In this steps we connect the 560-ohm resistor to the breadboard: Take a 560-ohm resistor and connect the gold side to the anode side of LED and the green side of the resistor to 3.3V power supply pin of the Raspberry Pi; refer to the orange line marked as 10 in the following diagram:

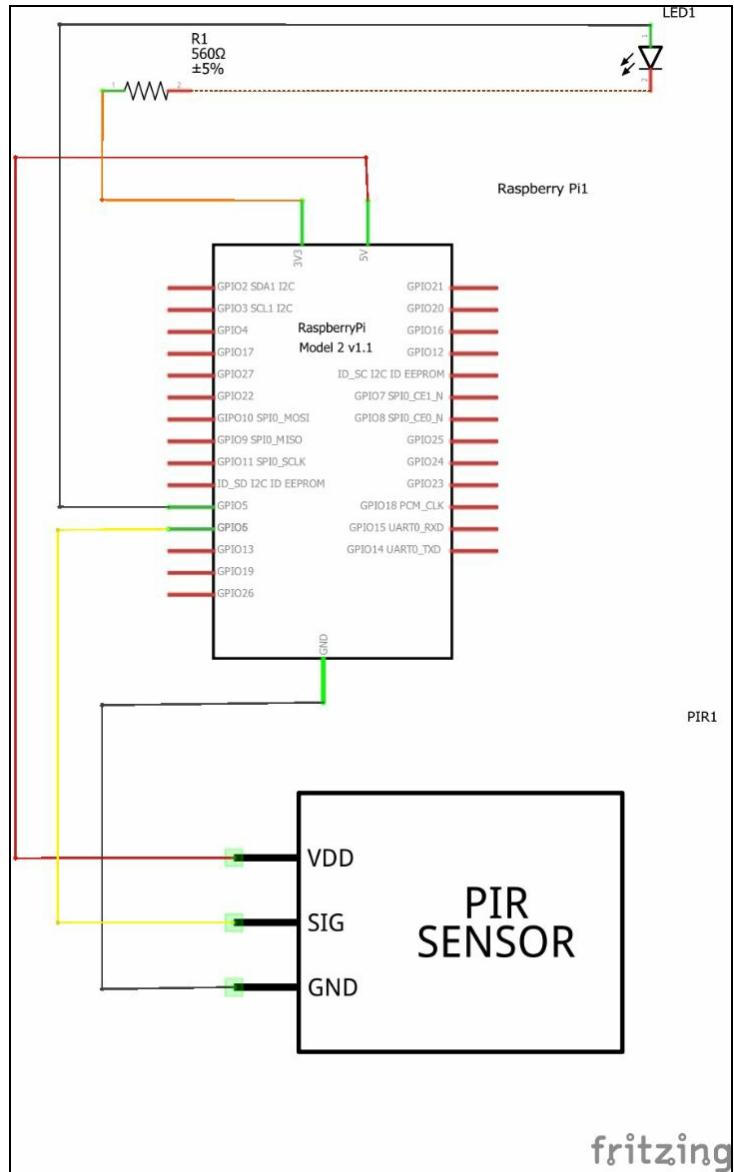


9. In this step we connect the camera to the Raspberry Pi: Now, connect the camera to the Raspberry Pi using the USB/on breadboard; in this project, we used the USB camera as shown in the following diagram:



Schematic diagram

Now that we have configured the sensors, let's take a look at the schematic diagram of our project:



So far, you have configured the IoT device (the Raspberry Pi2). The next step is to register your Raspberry Pi2 with Azure IoT Hub. This enables your IoT device to send sensor data to your Azure IoT Hub; from there, we can redirect it to Power BI.

Device identity and registry with IoT Hub

The main purpose of device identity registration is to allow access to the device-facing endpoints. For each device, it creates resources in Azure IoT Hub, which enables device-to-cloud messages and also cloud-to-device messages, if needed.

You can do this in different ways. Here, I will explain a technique using Device Explorer.

Using Device Explorer

You can use this tool to manage devices connected to your IoT Hub. For example, you can register a device with your IoT hub, monitor messages from your devices, and send messages to your devices. Device Explorer runs on your local machine and connects to your IoT hub in Azure. Following are the steps for using Device Explorer:

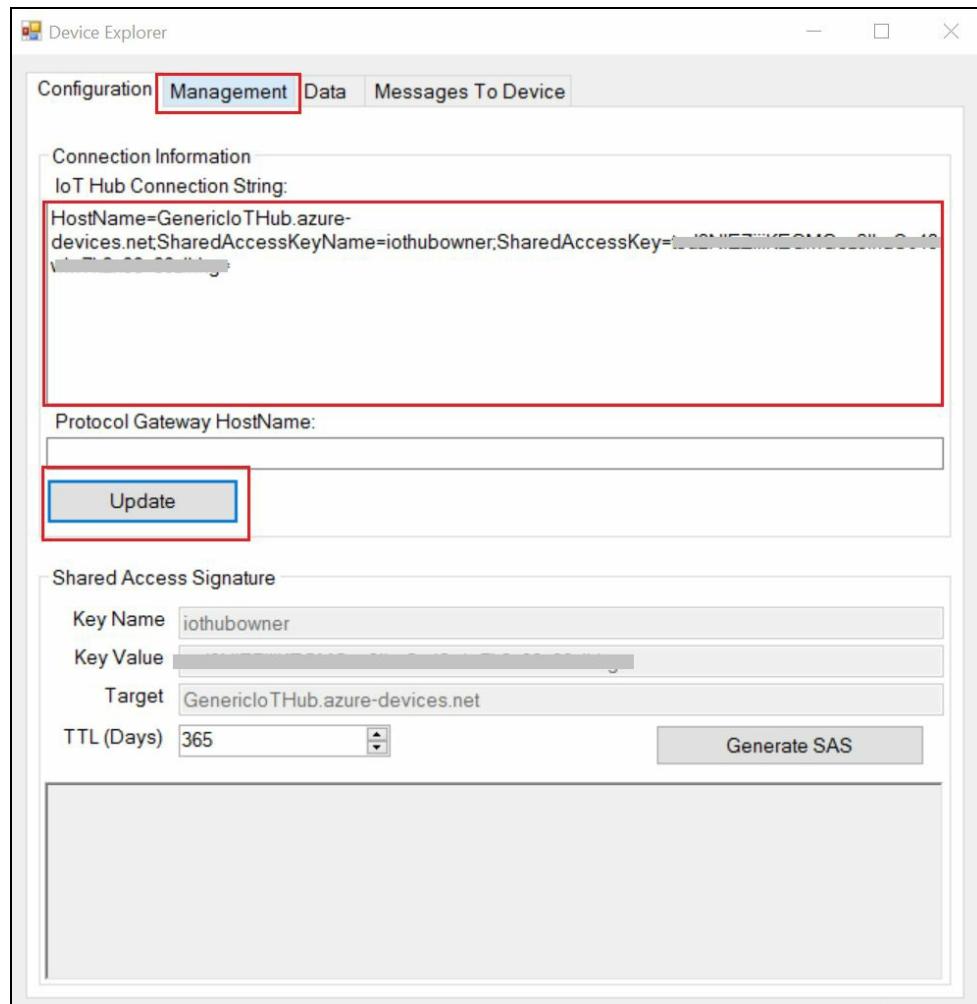
1. Download and install **Device Explorer** from https://github.com/Azure/azure-iot-sdks/release_s.
2. Assuming that you already have IoT Hub in Azure--if not, check out the getting started link mentioned at the start of this chapter--you need an IoT Hub connection string, to get it, log in to your Azure Portal, open your IoT Hub, and under Shared access policies | Iothubowner, copy the Connection string--primary key.

The screenshot shows the Azure IoT Hub Shared access policies page. On the left, there's a sidebar with various settings like Overview, Activity log, Access control (IAM), Properties, Locks, Automation script, Messaging, File upload, Pricing and scale, Operations monitoring, Diagnostics, and New support request. The 'Shared access policies' section is highlighted with a red box. The main area displays a table of policies and their permissions:

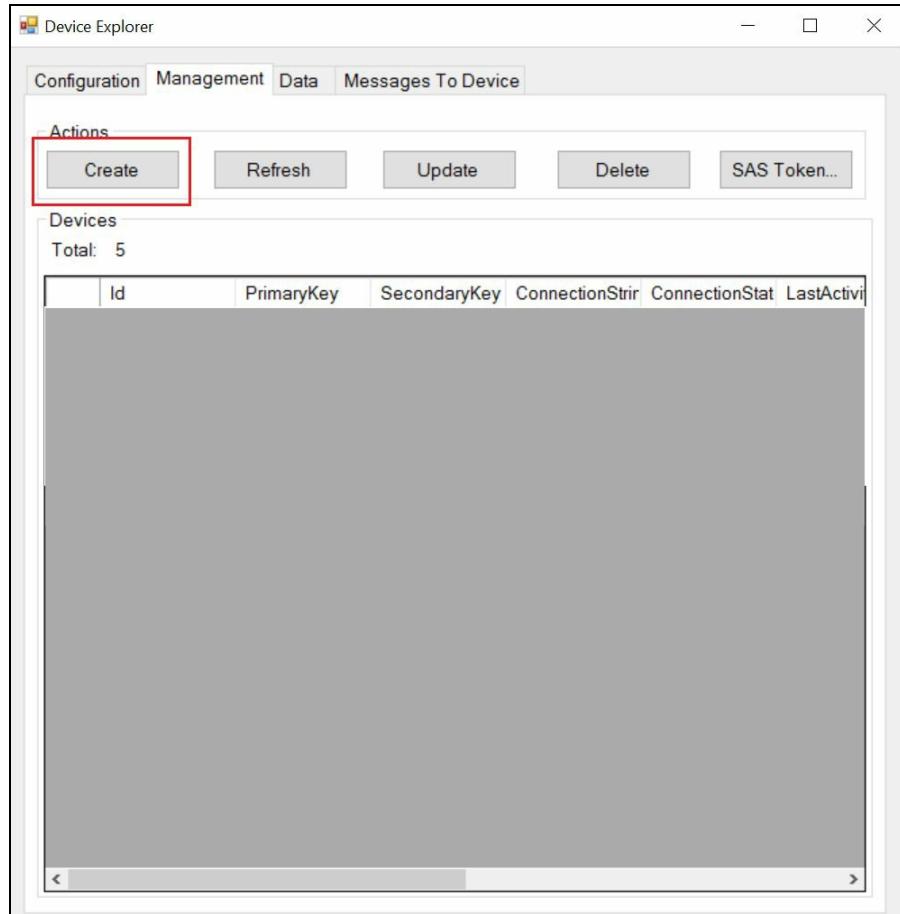
POLICY	PERMISSIONS
iothubowner	registry write, service connect, device connect
service	service connect
device	device connect
registryRead	registry read
registryReadWrite	registry write

On the right, a modal window titled 'iothubowner' shows the details for the selected policy. It includes fields for 'Access policy name' (set to 'iothubowner'), 'Permissions' (checkboxes for Registry read, Registry write, Service connect, and Device connect, all checked), 'Shared access keys' (Primary key and Secondary key fields, both blurred), and 'Connection string—primary key' (containing 'HostName=GenericHub.azure-devices.net').

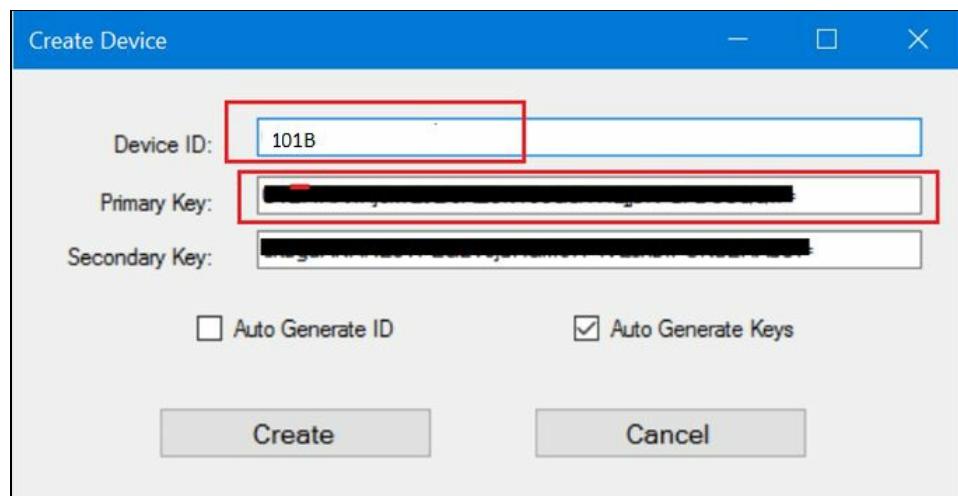
3. Open Device Explorer, which you installed in step 1, enter your IoT Hub connection string, and click on Update.



4. Now, go to the Management tab and click on the Create button to create a device.



- Finally, save the Device ID and Primary Key values in another database or a safe place; these will be used to send data from your Raspberry Pi to IoT hub. This way, we can register your Raspberry Pi2 with IoT hub to send data.



Next, let's develop the facial identification bot, for which we will implement face and emotion analysis code. This bot will receive images from the IoT device and then process them using the Face and Emotion APIs to identify the facial expressions in them. Before jumping into the code, let's take a look at what the Face API and Emotion API are.

Face API

The **Face API** will detect human faces; tag them as people; save people into groups based on similarity between images, such as images of the same person; and also identify the previously tagged people in images. The Face API can do face detection, identification, verification, similar face search, and face grouping. The Face API takes an image as an input, processes it to detect one or more human faces in that image, and returns face rectangles for all the faces in the image. It also returns face attributes, which contain features. The face features are age, gender, pose, smile, and facial hair, along with 27 landmarks for each face in the image. These predictions are based on the application of machine learning algorithms to facial features. For more information, refer to <https://www.microsoft.com/cognitive-services/en-us/face-api/documentation/overview>.

Emotion API

The **Emotion API** analyzes faces to identify the emotions of a person. This API takes facial expression from an image as input and returns feelings/expressions for that face. If a user has already called the Face API on a particular image, they can submit the face rectangle from that image as an optional input. The emotions detected by the Emotion API are anger, contempt, disgust, fear, happiness, neutral, sadness, and surprise. For more information, refer to <https://www.microsoft.com/cognitive-services/en-us/emotion-api/documentation>.

Both the Face and Emotion APIs can also detect face attributes and emotions from a video. For a video, the Emotion API will detect the facial expressions of people in the video and return a summary of their emotions. In real-time scenarios, you can use these APIs to find out how a crowd responds to your speech or content.

Sign Up Microsoft Cognitive Services

These two APIs are part of the services offered in **Microsoft Cognitive Services** provided by Microsoft. It is currently free; to use these APIs, you first need to sign up for Microsoft Cognitive Services. Follow the sign-up process explained in [Chapter 4, Natural Speech and Intent Processing Bot Using Microsoft Cognitive Services](#) in the *Signing up for Microsoft Cognitive Services* section.

Once you complete the signup process, perform the following steps to get Face and Emotion API keys:

1. On the free trials page, navigate down to the Emotion API section and copy Key 1 to a safe place; we will need it in later steps.

The screenshot shows the Microsoft Cognitive Services free trials page. It displays three sections: Emotion - Preview, Computer Vision - Preview, and Face - Preview. The Emotion section is active, showing a green icon of an eye, a quota of 30,000 transactions per month (20 per minute), and a state of 'active'. It lists two API keys: Key 1 and Key 2, both represented by long strings of X's. Below the keys are 'Regenerate | Show | Copy' and 'Regenerate | Show | Copy' links. A 'Buy On Azure' button and a 'Cancel' button are also present. The other sections (Computer Vision and Face) are partially visible below.

State: active

Key 1:XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Key 2:XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Regenerate | Show | Copy
Regenerate | Show | Copy

Show Quota

Buy On Azure ▾ Cancel

Emotion - Preview

30,000 transactions per month, 20 per minute.

State: active

Key 1: [REDACTED]
Key 2:XXXXXXXXXXXXXXXXXXXXXXXXXXXX

Regenerate | Hide Copy
Regenerate | Show | Copy

Show Quota

Buy On Azure ▾ Cancel

Computer Vision - Preview

5,000 transactions per month, 20 per minute.

State: active

2. Similarly, copy the Face API key 1 to a safe place.



Face - Preview

30,000 transactions per month, 20 per minute.

State: active

Key 1:XXXXXXXXXXXXXXXXXXXXXX

Regenerate | Show

Copy

Key 2:XXXXXXXXXXXXXXXXXXXXXX

Regenerate | Show

Copy

[Show Quota](#)

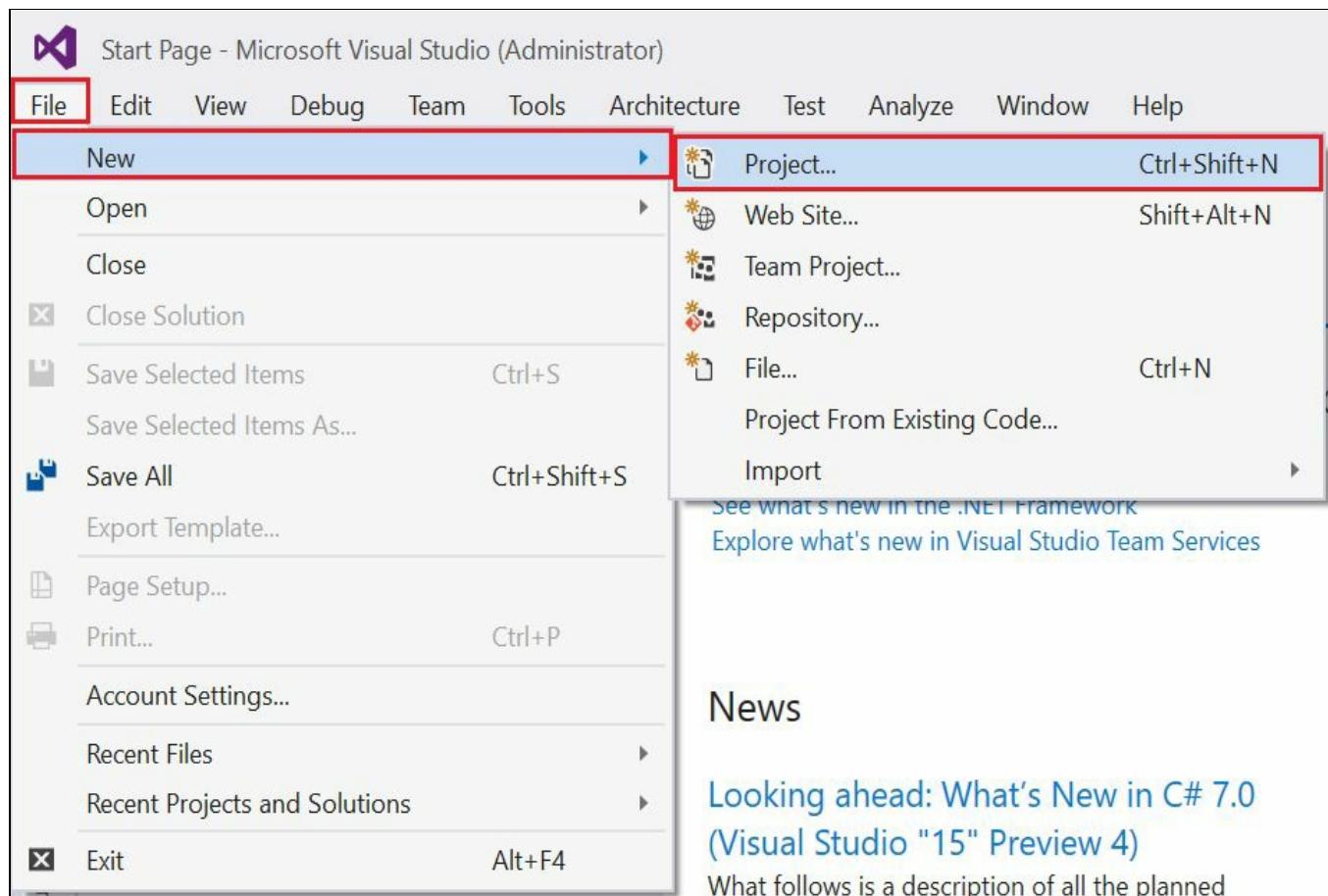
[Buy On Azure](#)

Cancel

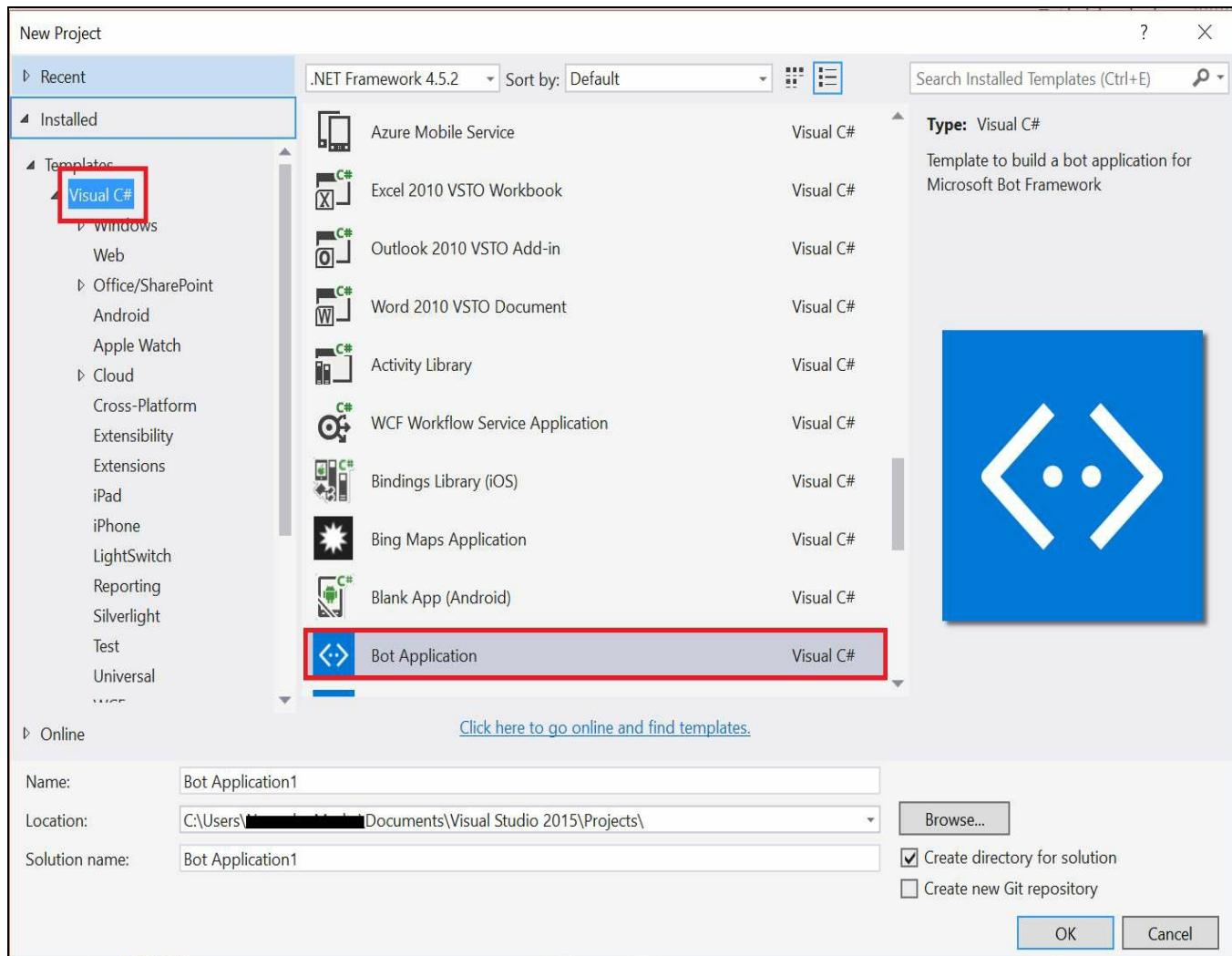
Development of facial expressions identification bot

Now, we are ready to build a bot application. Go to Visual Studio and create a new bot project using the Bot Application template, as follows:

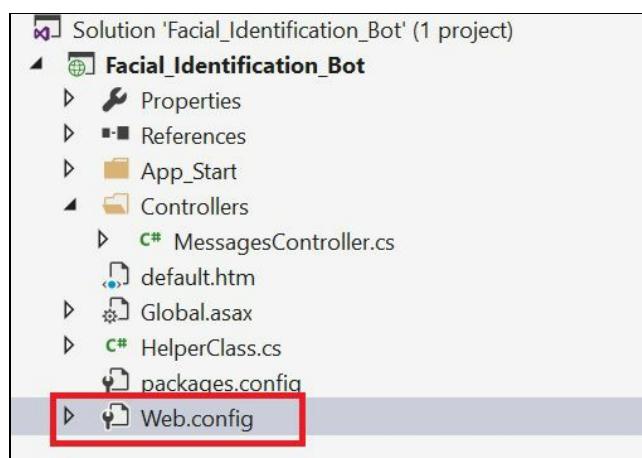
1. Open Visual Studio, click on New | Project, and select Visual C# from the left-hand side template category. Then, in the templates section, you will see the Bot Application template.



2. Select the Bot Application template, name the project, and then click on OK.



- After the successful creation of your project, go to solution explorer and open the `Web.config` file, as shown in the following screenshot:



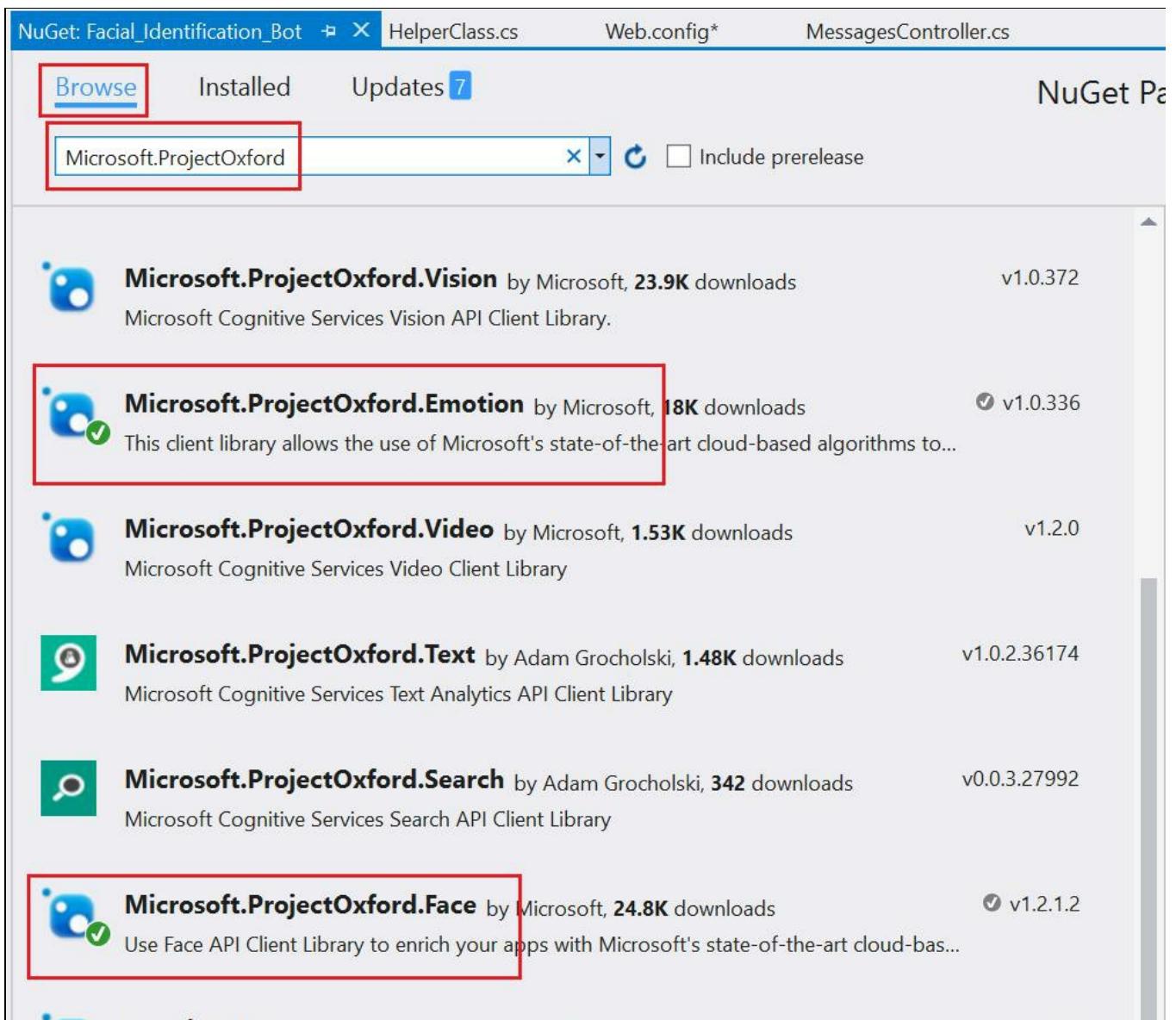
- Under app Settings, add the Face API key and the Emotion API key, which you copied in earlier steps, as follows:

```

<configuration>
  <appSettings>
    <!-- update these with your BotId, Microsoft App Id and your Microso
    <add key="BotId" value="" />
    <add key="MicrosoftAppId" value="" />
    <add key="MicrosoftAppPassword" value="" />
    <add key="FaceKey" value="C...2ca4a503d4a5e042a00127a040" />
    <add key="EmotionKey" value="C...071c7114a0001...0000000000000000" />
  </appSettings>

```

5. Next, you have to add the references to the Face API and the Emotion API to the project. For that, go to *NuGet Package Manager*, search for Microsoft.ProjectOxford, and install the Face and Emotion packages, as follows:



6. Now, add a new class named `HelperClass.cs` to the project, then import the following references:

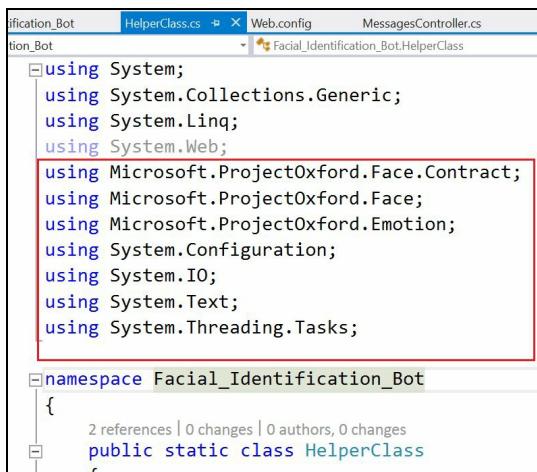
```

using Microsoft.ProjectOxford.Face.Contract;
using Microsoft.ProjectOxford.Face;
using Microsoft.ProjectOxford.Emotion;

```

```
|     using System.Configuration;
```

The following screenshot explains the preceding code:



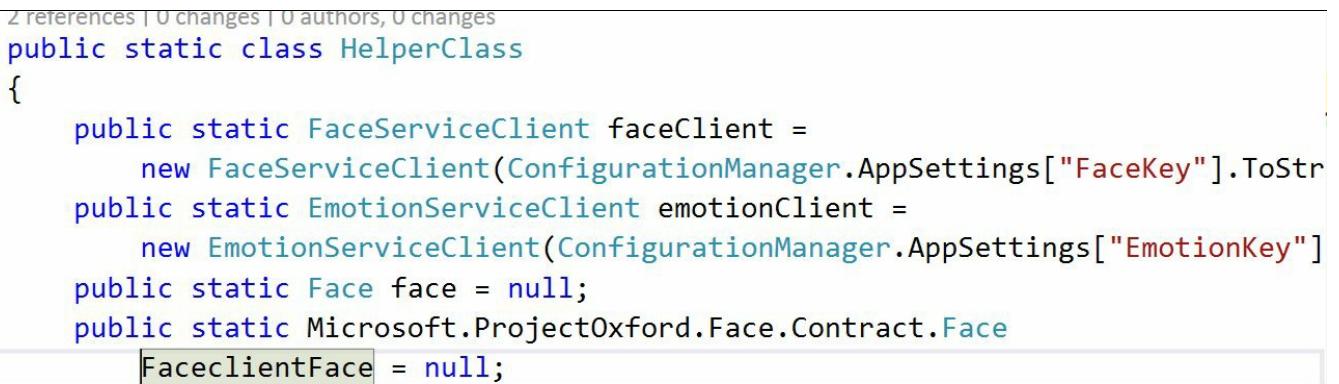
```
Facial_Identification_Bot HelperClass.cs + Web.config MessagesController.cs
Facial_Identification_Bot
using System;
using System.Collections.Generic;
using System.Linq;
using System.Web;
using Microsoft.ProjectOxford.Face.Contract;
using Microsoft.ProjectOxford.Face;
using Microsoft.ProjectOxford.Emotion;
using System.Configuration;
using System.IO;
using System.Text;
using System.Threading.Tasks;

namespace Facial_Identification_Bot
{
    2 references | 0 changes | 0 authors, 0 changes
    public static class HelperClass
    {
}
```

7. Next, to call the Face and Emotion APIs, we have two `ServiceClient` classes called `FaceServiceClient` and `EmotionServiceClient`. Initialize both Face and Emotion API keys, and also add some other variables at the class level, which will be used in following steps:

```
public static FaceServiceClient faceClient = new
FaceServiceClient(ConfigurationManager.AppSettings
["FaceKey"].ToString());
public static EmotionServiceClient emotionClient = new
EmotionServiceClient(ConfigurationManager.AppSettings
["EmotionKey"].ToString());
public static Face face = null;
public static Microsoft.ProjectOxford.Face.Contract.Face
FaceclientFace = null;
```

The following screenshot explains the preceding code:



```
2 references | 0 changes | 0 authors, 0 changes
public static class HelperClass
{
    public static FaceServiceClient faceClient =
        new FaceServiceClient(ConfigurationManager.AppSettings["FaceKey"].ToString());
    public static EmotionServiceClient emotionClient =
        new EmotionServiceClient(ConfigurationManager.AppSettings["EmotionKey"]);
    public static Face face = null;
    public static Microsoft.ProjectOxford.Face.Contract.Face
        FaceclientFace = null;
```

8. Now, write code to perform facial analysis on an image received from a user. To do that, define a method called `faceAPIAnalysis` in `HelperClass`, which takes an image in stream format as input.
9. We will pass that stream to the Face API client to analyze the facial attributes. The `FaceServiceClient` class has the `DetectAsync` method, which will take the image

stream and whatever attributes you want to track as input:

```
Microsoft.ProjectOxford.Face.Contract.Face[]
{
    faceDetectionResult = await
    faceClient.DetectAsync(
        attachmentData,
        true, true, new FaceAttributeType[]
    {
        FaceAttributeType.Age,
        FaceAttributeType.FacialHair,
        FaceAttributeType.Gender,
        FaceAttributeType.HeadPose,
        FaceAttributeType.Smile,
        FaceAttributeType.Glasses
    });
}
```

10. The `DetectAsync` method returns the attributes for the face identified in the given image stream. From the face detection results, you will get all the attribute values shown in the following code:

```
var firstResult = faceDetectionResult.FirstOrDefault();
if (firstResult != null)
{
    var attributes = firstResult.FaceAttributes;
    var beard1 = LabelFromConfidenceValue(
        "beard", attributes.FacialHair.Beard);
    var moustache = LabelFromConfidenceValue(
        "moustache", attributes.FacialHair.Moustache);
    var sideburns = LabelFromConfidenceValue(
        "sideburns", attributes.FacialHair.Sideburns);
    var smile = LabelFromConfidenceValue(
        "smile", attributes.Smile);
    return "Age: " + attributes.Age + "\r \n " +
        "Gender: " + attributes.Gender + "\r \n " +
        "HeadPose: " + attributes.HeadPose + "\r \n " +
        +beard1+ "\r \n " + moustache + "\r \n " +
        sideburns+ "\r \n " + smile+ "\r \n " +
        + attributes.Glasses;
}
```


Let's code to know the emotions

Now, we will write code to find out the emotions of faces in the image that we received as input. We will perform the following steps to do so:

1. We will define another method called `emotionAPIAnalysis` in `HelperClass.cs`, which takes an image in stream format as input, similar to the `faceAPIAnalysis` method. We will pass that stream to the Emotion API to analyze the facial expressions. The `EmotionServiceClient` class has the `RecognizeAsync` method, which will take an image stream as its input. The following is the code to send the stream to the Emotion API:

```
public static async Task<string> emotionAPIAnalysis(Stream attachemntData)
{
    string emotionList = "";
    var emotionresults = await
        emotionClient.RecognizeAsync(attachemntData);
}
```

2. The `RecognizeAsync` method returns all the emotions found in the face identified in the given image stream. Parse the resulting emotions and save them in a string using the `StringBuilder` class. The following code is used to parse the results of the facial expression analysis:

```
var legend = new StringBuilder();
foreach (var person in emotionresults)
{
    var emotionScores = person.Scores.ToRankedList();
    var labelledScores =
        emotionScores
            .OrderByDescending(entry => entry.Value)
            .Select(
                entry => new KeyValuePair<string, string>(
                    entry.Key,
                    LabelFromConfidenceValue(entry.Key, entry.Value)));
    var listOfScores = string.Join(
        "\r\n",
        labelledScores.Select(entry => entry.Value));
    legend.AppendLine(listOfScores);
    emotionList = legend.ToString();
}
if (emotionList != "")
    return emotionList;
else
    return "Unable to process the given image";
```

3. The emotion results will return all emotions detected with a confidence level. For example, if the face is a smiling face, then the confidence that the face displays happiness will be greater than `0.5`; if the face doesn't show anger, then the anger confidence value will be less than `0.3`, and there will be a confidence value for all other emotions. To understand these values, we created a `helper`

method, which will return the emotion if the confidence value is greater than 0.5; otherwise, no emotion will be returned. This method takes the *emotion type* and *confidence* value as its input. The following is the `helper` method code:

```
static string LabelFromConfidenceValue(string label, double  
confidence){  
var returnLabel = label;  
if (confidence < 0.3)  
{  
returnLabel = $"No {label}";  
}  
return (returnLabel);  
}
```

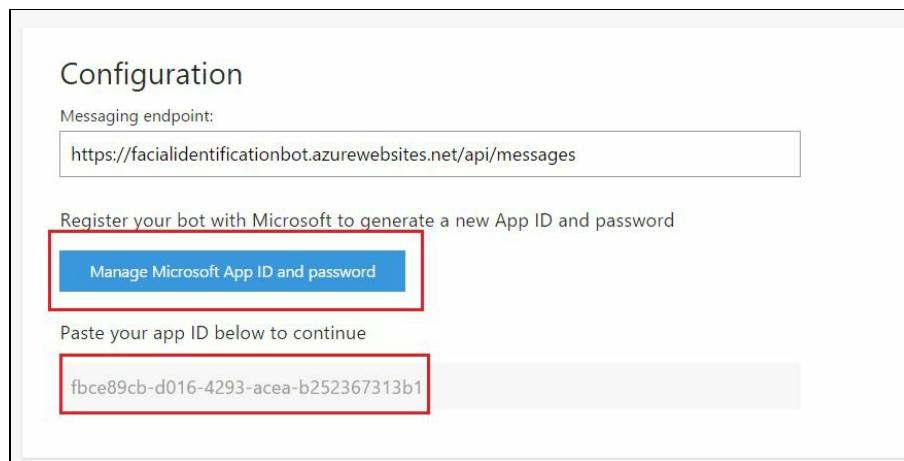
4. Add the following class to hold the face attribute details returned by the Face API in `HelperClass`:

```
public class Face  
{  
public FaceAttributes FaceAttributes { get; set; }  
public Guid FaceId { get; set; }  
public FaceLandmarks FaceLandmarks { get; set; }  
public FaceRectangle FaceRectangle { get; set; }  
}
```


Registering your Bot in Bot Framework

Next, you need to register your bot with Bot Framework so that you can integrate your bot with channels such as Slack, Skype, Facebook, and many more. In [Chapter 9, Publishing a Bot to Skype, Slack, Facebook, and the GroupMe Channel](#), section *Registering your Bot with Microsoft Bot Framework*, we explained how to register your bot with [dev.botframework](#), and refer to it to find out how to register your bot with Bot Framework. Following are the steps to register a bot:

1. Once you are done registering your bot, copy the *Microsoft App ID* and *Password*, which you generated when you registered your bot. You can also get these values from your existing bot--edit settings page under Configuration section--as shown in the following screenshot:



2. Now, go to bot project and open the `web.config` file. Under `appSettings`, update the `MicrosoftAppID`, `MicrosoftAppPassword`, and the `BotId`. The `BotId` is nothing but *bot handle* name of your bot:

```
<configuration>
  <appSettings>
    <!-- update these with your BotId, Microsoft App Id and your Microsoft App
    <add key="BotId" value="FacialIdentificationBot" />
    <add key="MicrosoftAppId" value="fbce89cb-d016-4293-acea-b252367313b1" />
    <add key="MicrosoftAppPassword" value="KwJgJc7QnGZLGBXNfJmE" />
    <add key="FaceKey" value="C72ca4d301b4a5e3e42aa00127a040" />
    <add key="EmotionKey" value="C7110716751111000201110201111100" />
  </appSettings>
```

3. Next, go to the `MessageController.cs` file, `Post` method. We need to update the `Post` method to receive and support attachments/images from the user. Your bot should accept an image from the user and send it to the Face and Emotion APIs. Basically, the bot receives the image as an attachment in `Activity object`. Here,

we have a problem, because we cannot directly access the attachment's data. Since we received the attachment as a URL instead of direct image/data, which is stored securely somewhere by Bot Framework, the bot needs to send a get request with the help of the URL to get the real content in the attachment. This will be secure because only your bot can request the attachment/image, so in the HTTP get request you need to send the *Microsoft App Id* and *Password* as authentication headers. This way only your bot can request the real content from Bot Framework.

4. First, you need to check whether the user sent the attachment/image, with the help of the following code:

```
|     var attachment = activity.Attachments?.FirstOrDefault();
```

5. In the attachment, you will find a content URL property in which the user-uploaded image is stored. You have to check whether `ContentUrl` is empty or not:

```
|     if (attachment?.ContentUrl != null)
|     {
| }
```

6. If content URL is not empty, then we need to request a token based on credentials--Microsoft App Id and Password--which will be available under the `ConnectorClient` object. The code will be as follows:

```
var attachment = activity.Attachments?.FirstOrDefault();
if (attachment?.ContentUrl != null)
{
    using (var connectorClient = new ConnectorClient(new
        Uri(activity.ServiceUrl)))
    {
        var token = await (connectorClient.Credentials as
            MicrosoftAppCredentials).GetTokenAsync();
    }
}
```

7. Once we get the token, we pass the token in the Authentication header as a bearer in a `HttpClient` request. The following code explains the Authentication token:

```
var token = await (connectorClient.Credentials as
    MicrosoftAppCredentials).GetTokenAsync();
var uri = new Uri(attachment.ContentUrl);
using (var httpClient = new HttpClient())
{
    if (uri.Host.EndsWith("skype.com") &&
        uri.Scheme == Uri.UriSchemeHttps)
    {

        httpClient.DefaultRequestHeaders.Authorization = new
            AuthenticationHeaderValue("Bearer", token);

        httpClient.DefaultRequestHeaders.Accept.Add(new
```

```

        MediaTypeWithQualityHeaderValue("application/octet-stream"));
    }
    else
    {

        httpClient.DefaultRequestHeaders.Accept.Add(new
        MediaTypeWithQualityHeaderValue(attachment.ContentType));
    }
}

```

8. Now, do a get request using `GetStreamAsync`, then pass the stream to the `FaceAPIAnalysis` and `EmotionAPIAnalysis` helper methods to detect facial expressions and attributes, as follows:

```

var emotions= await HelperClass.emotionAPIAnalysis(await
httpClient.GetStreamAsync(uri));
var faceAttributes = await
HelperClass.faceAPIAnalysis(await
httpClient.GetStreamAsync(uri));

```

9. Finally, reply to the user with the details, of the face analysis and emotion analysis as follows:

```

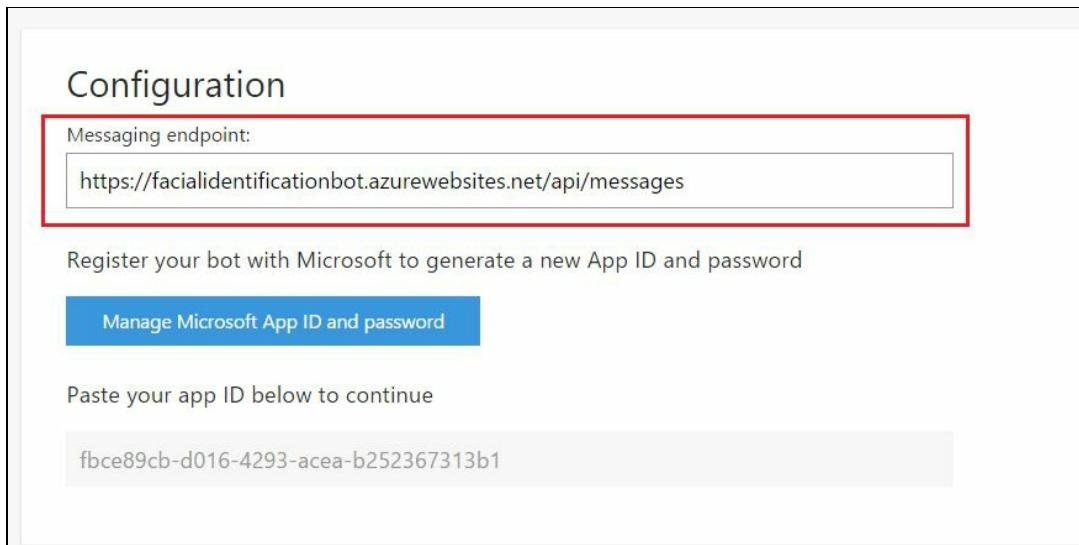
// return our reply to the user
Activity reply = activity.CreateReply($"**Face
Analytics of given Image are** \r \n
{faceAttributes} \r \n \r \n **Emotion
Analytics of given image are** \r \n
{emotions}");
await
connectorClient.Conversations
.ReplyToActivityAsync(reply);

```


Publish and test your bot

Now, publish the bot application to Azure. Refer to [Chapter 9, Publishing a Bot to Skype, Slack, Facebook, and the GroupMe Channel](#), in the *Publishing your bot application to Microsoft Azure web app* section.

After publishing successfully, update the endpoint URL of your bot, which is registered in the `dev.botframework`.



You can test it by adding it to Skype using the Add to skype option.



Facial Identification Bot

Details

Bot handle
FacialIdentificationBot

Bot Framework Version
3.0

Messaging endpoint
<https://facialidentificationbot.azurewebsites.net/api...>

Microsoft App ID
fbce89cb-d016-4293-acea-b252367313b1

[Edit](#)

Test connection to your bot

[Test](#)

Endpoint authorization succeeded

Channels

	Test link	Issues	Enabled	Published
 Skype	Add to Skype	0	Yes	<input type="checkbox"/> Off
 Web Chat		7	Yes	<input type="checkbox"/> Off

After successfully adding to your Skype, send an image to the bot and see the results of the Face API and Emotion API directly in Skype, as shown in the following screenshot:

Tools Help

 ⭐ Facial Identification Bot
Online

Today 5.57 PM



Face Analytics of given Image are

Age: 2.3
Gender: female
HeadPose:

No beard
No moustache
No sideburns
smile
NoGlasses

Emotion Analytics of given image are

Happiness
No Surprise
No Fear

Type a message here



Configure Direct Line Channel

To call the bot from the IoT application, we need to configure Direct Line channel. Let's perform the following steps to do that:

1. Go to dev.botframework.com, click on the My Bots section, and select your bot:

The screenshot shows the Microsoft Bot Framework Dev Portal. At the top, there's a navigation bar with the Microsoft logo, followed by links for 'Bot Framework PREVIEW', 'My bots' (which is highlighted with a red box), 'Register a bot', 'Documentation', 'Bot Directory', and 'Blog'. Below the navigation bar, there's a large purple button with a white 'S' icon. To its right, the text 'Facial Identification Bot' is displayed within a red-bordered box. On the left, there's a 'Details' section containing the following information:

- Bot handle: FacialIdentificationBot
- Bot Framework Version: 3.0
- Messaging endpoint: <https://facialidentificationbot.azurewebsites.net/api...>
- Microsoft App ID: fbce89cb-d016-4293-acea-b252367313b1

On the right, there's a 'Test connection to your bot' section with a blue 'Test' button.

2. Under the Channels section, click on the Add option of the Direct Line channel. It opens a configuration page:

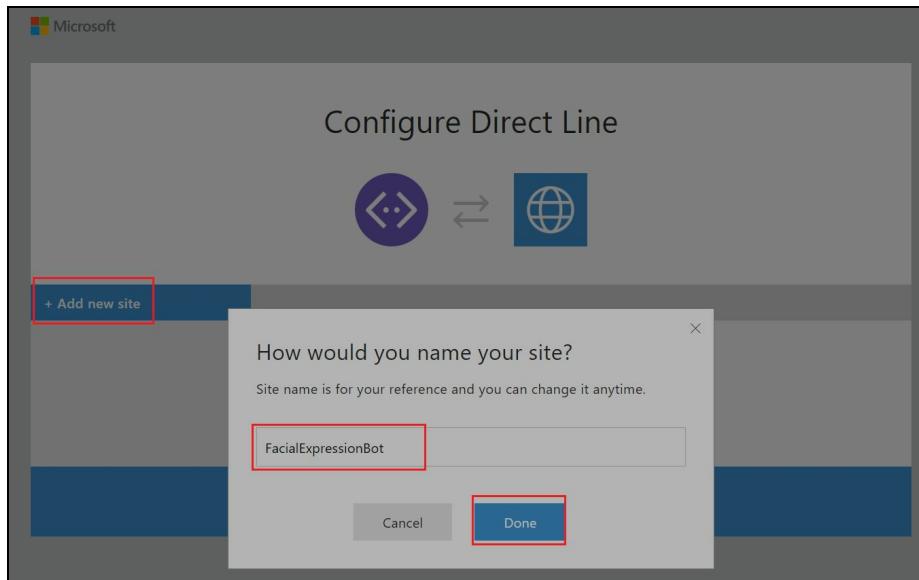
The screenshot shows the 'Channels' configuration page. At the top, there's a table with columns for 'Test link', 'Issues', 'Enabled', and 'Published'. Two rows are listed:

- Skype: Test link is 'Add to Skype', Issues: 0, Enabled: Yes, Published: Off, with an 'Edit' button.
- Web Chat: Test link is 'Add to Web Chat', Issues: 9, Enabled: Yes, Published: Off, with an 'Edit' button.

Below the table, there's a 'Get bot embed codes' button. Underneath, there's a section titled 'Add another channel' with a list of options:

- Direct Line: Selected and highlighted with a red box, with an 'Add' button next to it.
- Email: with an 'Add' button.
- Facebook Messenger: with an 'Add' button.
- GroupMe: with an 'Add' button.

3. On the Direct Line configuration page, click on the Add New Site option and add a name:



4. Next, copy the primary secret key we will use in later steps, as shown in the following figure, and finally click on I am done configuring Direct Line:

The screenshot shows the 'FacialExpressionBot' configuration page. The 'Secret keys' section displays two keys: 'XOqvmfBl7t4.cwA.gMcj1UFm8t2fXIYb9xwxcKP0qnV3q7GINCfEbRwj1eY' (highlighted with a red box) and 'XXXXXXXXXXXXXXXXXXXXXX'. Below this is a 'Version' section with checkboxes for '1.1' (checked), '3.0 [PREVIEW]', and 'High-speed storage [PREVIEW]'. At the bottom is a blue button labeled 'I'm done configuring Direct Line >'. There is also a 'Disable' checkbox at the top right.

Next, you need to develop a **Universal Windows Platform (UWP)** app for Raspberry Pi2.

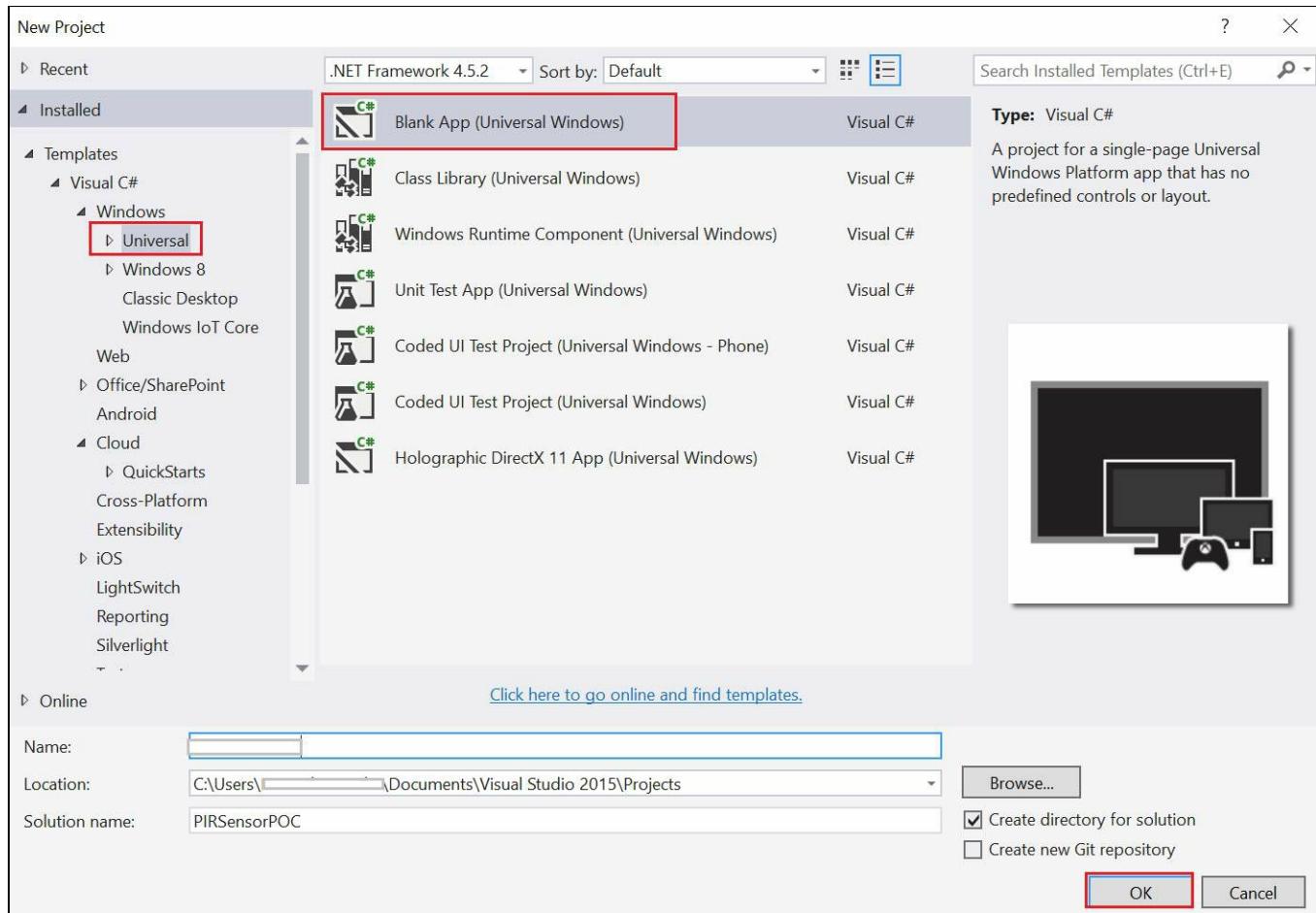
Develop an UWP app for Raspberry Pi device

A UWP app is responsible for collecting sensor data, which means it captures a photo of a person and sends it to the bot, and the bot will process it and send back the results to the Raspberry Pi2. The processed results will be sent to IoT Hub.

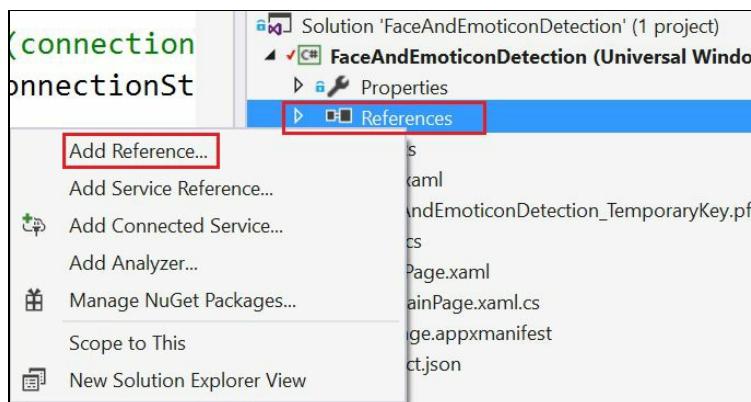
Create an UWP App project

Now, let's take a look at the steps we need to follow to create the UWP app:

1. Open Visual Studio and create a new project by selecting Universal app as Universal | Blank App template, as follows:

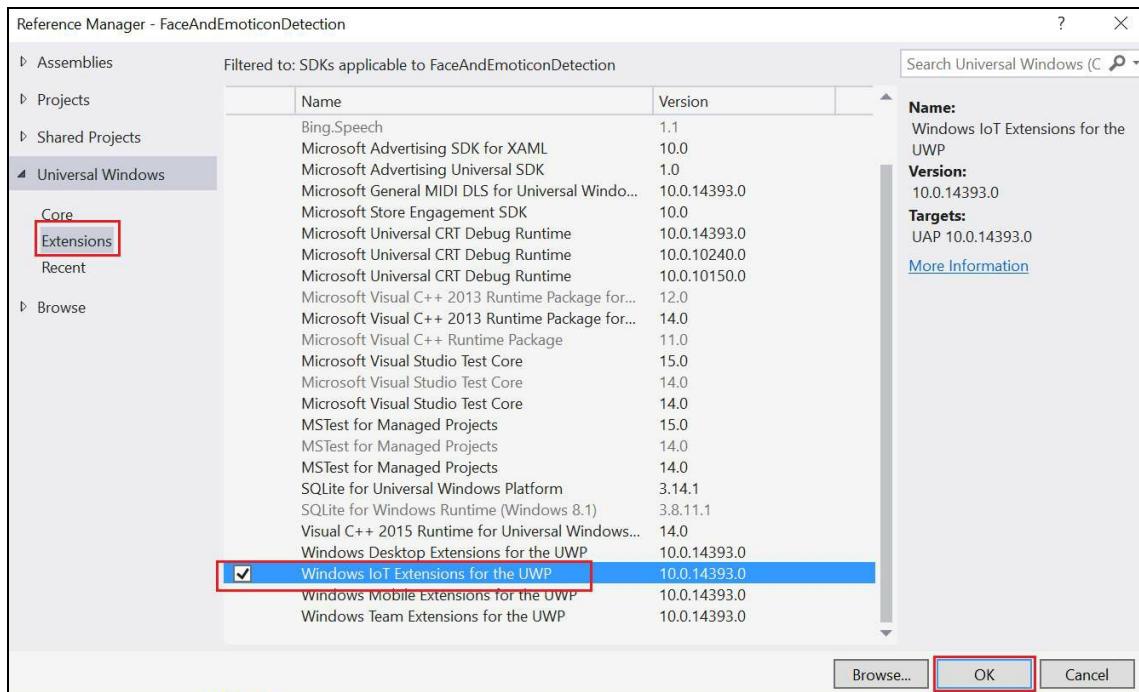


2. After the successful creation of the project, right-click on the Project and select the Add Reference option from the menu.



3. Next, from Reference Manager windows select the Extensions category under

Universal Windows and then select Windows IoT Extensions for the UWP.



4. Select the appropriate version of IoT Extensions; here I am using the 10.0.14393.0 version and my Raspberry Pi2 also has the same version of the Windows 10 IoT Core OS.

How to detect the motion of the object using PIR Sensor and How to define the LED states

To detect the motion of an object, an important sensor is PIR. For that, first you need to define a variable for the PIR sensor by setting the respective pin number into it. You need to define a variable for the LED sensor and set it to its respective Pi number, as explained in the step 1 in the following list. By using these pin numbers, we will identify whether the PIR sensor detected an object or not; based on the PIR sensor value, you will turn the LED light on/off.

1. Open the `MainPage.xaml.cs` file and declare the following properties at the top of the class, as follows:

```
//Status LED variables  
private const int LED_PIN = 5;  
private GpioPin PinLED;  
  
//PIR Motion Detector variables  
private const int PIR_PIN = 16;  
private GpioPin PinPIR;
```

2. Next, add the following lines of code in the `MainPage.xaml.cs` file constructor, to call the `InitializeGPIO()`, `InitializeWebcam()` method and the `LightLED()` method:

```
//camera initilization  
InitializeWebcam();  
  
InitializeGPIO();  
  
//Turn the Status LED on  
LightLED(true);  
  
// At this point, the application waits for motion to be detected  
by  
// the PIR sensor, which then calls the PinPIR_ValueChanged()  
function
```

3. Add the following lines of code in the `MainPage.xaml.cs` file, which gets the current `GpioController` and sets the **drive mode** of the GPIO pin:

```
private void InitializeGPIO()  
{  
    try  
    {  
        //Obtain a reference to the GPIO Controller  
        var gpio = GpioController.GetDefault();  
  
        // Show an error if there is no GPIO controller  
        if (gpio == null)  
        {
```

```

        PinLED = null;
        Debug.WriteLine("No GPIO controller found on
this device.");
        return;
    }

    //Open the GPIO port for LED
    PinLED = gpio.OpenPin(LED_PIN);

    //set the mode as Output (we are WRITING a signal to
    this port)
    PinLED.SetDriveMode(GpioPinDriveMode.Output);

    //Open the GPIO port for PIR motion sensor
    PinPIR = gpio.OpenPin(PIR_PIN);

    //PIR motion sensor - Ignore changes in value of
    less than 50ms
    PinPIR.DebounceTimeout = new TimeSpan(0, 0, 0, 0,
    50);

    //set the mode as Input (we are READING a signal
    from this port)
    PinPIR.SetDriveMode(GpioPinDriveMode.Input);

    //wire the ValueChanged event to the
    PinPIR_ValueChanged() function
    //when this value changes (motion is detected), the
    function is called
    PinPIR.ValueChanged += PinPIR_ValueChanged;
}
catch (Exception ex)
{
    Debug.WriteLine(ex.Message);
}

}

```

Here, I have explained the preceding code line by line:

- First, we use `GpioController.GetDefault()` to get the GPIO controller.
- If the device does not have a GPIO controller, this function will return `null` and display the error message in the output window of your Visual Studio 2015 when you're running the project in debug mode.
- Then, we attempt to open the pin by calling `GpioController.OpenPin()` with the `LED_PIN` value.
- We also set the pin to run in output mode (we are *writing* a signal to this port) using the `GpioPin.SetDriveMode()` function.
- Next, we attempt to open the pin by calling `GpioController.OpenPin()` with the `PIR_PIN` value.
- We also set the `DebounceTimeout` for the PIR motion sensor to ignore changes in value of less than 50 ms--the meaning of this `DebounceTimeout` is "don't report events that happen within 50 milliseconds of each other". Try running the app with this line removed, or with the setting at 100-500ms, and see what different behaviors you get from your PIR sensor.
- We also set the pin to run in input mode (we are *reading* a signal from this port) using the `GpioPin.SetDriveMode()` function.

- This line is the most important, as it ties the **Typed Event Handler** of the GPIO pin 16's value changed event to the function `PinPIR_ValueChanged()`...; this means that the app will continually poll pin 16 of the Raspberry Pi's GPIO port, and when a signal is detected (motion was detected), the `PinPIR.ValueChanged += PinPIR_ValueChanged` function is called.
- Next, add the following lines of code in the `MainPage.xaml.cs` file:

```

private async void PinPIR_ValueChanged(GpioPin sender,
GpioPinValueChangedEventArgs args)
{
    //simple guard to prevent it from triggering this
    //function again before it's completed the first time -
    //one photo at a time please
    if (IsInPictureCaptureMode)
        return;
    else
        IsInPictureCaptureMode = true;

    // turn off the LED because we're about to take a
    // picture and send to Bot
    LightLED(false);
    try
    {

        StorageFile picture = await TakePicture();

        if (picture != null)
            UploadPictureToBot();
    }
    catch (Exception ex)
    {
        Debug.WriteLine(ex.Message);
    }
    finally
    {
        //reset the "IsInPictureMode" singleton guard so
        //the next
        //PIR movement can come into this method and take
        //a picture
        IsInPictureCaptureMode = false;

        //Turn the LED Status Light on - we're ready for
        //another picture
        LightLED(true);
    }

    return;
}

private void LightLED(bool show = true)
{
    if (PinLED == null)
        return;

    if (show)
    {
        PinLED.Write(GpioPinValue.Low);
    }
    else
    {
        PinLED.Write(GpioPinValue.High);
    }
}

```

4. Here, I have explained the preceding code line by line available inside the `PinPIR_ValueChanged` event:

- The `PinPIR_ValueChanged` event will be called only when GPIO pin 16 (the PIR signal) changes; this means that it will be called only when the PIR sensor detects object movement.
- In that event, you will see the variable as `IsInPictureCaptureMode`; the reason I am using this variable is that by using it, we can prevent this function from being triggered a second time before its logic is completed.
- What logic completed means that it takes some time to snap a picture and send it to bot.
- After setting a `true` value for the `IsInPictureCaptureMode` variable, I will call method as `LightLED()` with the value `false`; the meaning of this line is that the LED will be turned off until we send the picture to the bot, That's why in this event I will call the `TakePicure()` method and the `UploadPicturetoBot()` method. Using these two methods, we can take a photo when the PIR sensor detects object motion. After completion, the photo will be sent to the bot.

Initializing camera on detection of motion

There's very little C# code required to get the photo-taking functionality we need. There's an `InitializeWebcam()` function that configures the .NET `MediaCapture` object we'll use to take the picture. We also register a callback function with the `MediaCapture`'s failed event. This callback event will get called if there's any sort of error in the picture-taking process.

Add the following lines of code in the `MainPage.xaml.cs` file, in which you have to write the code for how to initialize the webcam, and after initializing the webcam, how to make it take a photo of the object detected by the PIR sensor:

```
#region Webcam code
    /// <summary>
    /// Initializes the USB Webcam
    /// </summary>
    /// <param name="sender"></param>
    /// <param name="e"></param>
    private async void InitializeWebcam(object sender = null,
    RoutedEventArgs e = null)
    {
        try
        {
            //initialize the WebCam via MediaCapture object
            MediaCap = new MediaCapture();
            await MediaCap.InitializeAsync();

            // Set callbacks for any possible failure in TakePicture()
            logic
            MediaCap.Failed += new
            MediaCaptureFailedEventHandler(MediaCapture_Failed);
        }
        catch (Exception ex)
        {
            Debug.WriteLine(ex.Message);
        }

        return;
    }

    /// <summary>
    /// Takes a picture from the webcam
    /// </summary>
    /// <returns>StorageFile of image</returns>

    string path = "";
    public async Task<StorageFile> TakePicture()
    {
        try
        {
            //gets a reference to the file we're about to write a
            //picture into
            StorageFile photoFile = await
            KnownFolders.PicturesLibrary.CreateFileAsync(
            "RaspPiSecurityPic.jpg",
            CreationCollisionOption.GenerateUniqueName);
            path = photoFile.Path;
        }
    }
}
```

```

    //use the MediaCapture object to stream captured photo to a
    file
    ImageEncodingProperties imageProperties =
    ImageEncodingProperties.CreateJpeg();
    await
MediaCap.CapturePhotoToStorageFileAsync(imageProperties,
photoFile);
    return photoFile;
}
catch (Exception ex)
{
    Debug.WriteLine(ex.Message);
    return null;
}
}

```

Handle call back event as `MediaCapture`'s `Failed` if in case there is any exception occurring during the time of taking photo of the detected object by PIR sensor:

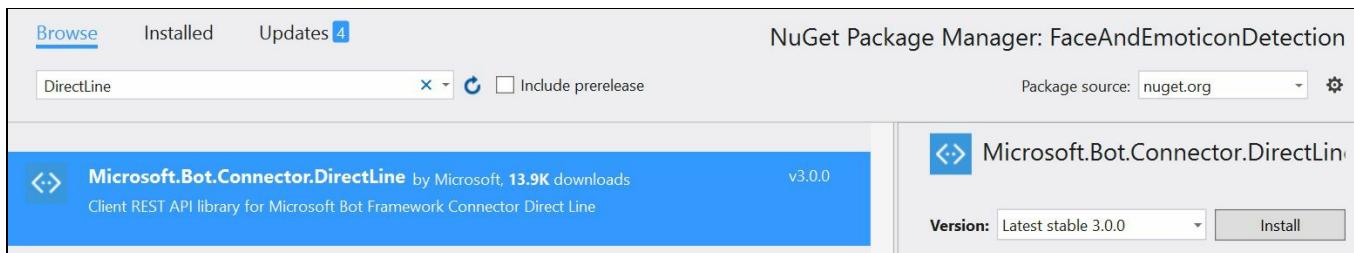
```

/// <summary>
/// Callback function for any failures in MediaCapture operations
/// </summary>
/// <param name="currentCaptureObject"></param>
/// <param name="currentFailure"></param>
private void MediaCapture_Failed(MediaCapture currentCaptureObject,
MediaCaptureFailedEventArgs currentFailure)
{
    Debug.WriteLine(currentFailure.Message);
}
#endregion

```


How to send picture file to Facial Expression Bot and receive reply from it

Sending a picture to the bot means calling your facial expression bot from the IoT application through the Direct Line channel. To do that, first add a `Microsoft.Bot.Connector.DirectLine` reference to your UWP project.



Next, add a method called `InitializeBotConversation` and call this method from the `OnNavigatedTo` method of `MainPage.cs`. In this method, we will initialize the bot conversation using the Direct Line channel's secret key:

```
async Task InitializeBotConversations()
{
    //Initialize Direct Client with secret obtained in the Bot
    //Portal:
    _directLineClient = new
    DirectLineClient("SecretKey_From_Bot_DirectLine_Channel");
    //Initialize new converstation:
    _directLineAConv = await
    _directLineAConv.Conversations.NewConversationAsync();
    //Wait for the responses from bot:
    ReadMessagesAsync(_directLineClient,
    _directLineAConv.ConversationId);

}
```

In the preceding `InitializeBotConversations` method, we also called the `ReadMessagesAsync` method; this method will always try to read bot replies. If any reply is received from the bot, it will send it to IoT Hub:

```
private async Task ReadBotMessagesAsync(DirectLineClient _client, string conversationId)
{
    // You can optionally set watermark -this is last message
    // id seen by bot
    //It is for paging:
    string watermark = null;
    while (true)
    {
        //Get all messages returned by bot:
        var messages = await
        _directLineClient.Conversations
        .GetMessagesAsync(conversationId, watermark);
```

```
| watermark = messages?.Watermark;
```

Get messages from your bot - `FromProperty`--should match your Bot handle; you can find it in dev.botframework.com, under your Bot settings; here, the Bot handle name is `FacialIdentificationBot`:

```
| var messagesFromBotText = from x in messages.Messages  
| where x.FromProperty == "FacialIdentificationBot"  
| select x;  
| //Iterate through all messages:  
| foreach (Message message in messagesFromBotText)  
{
```

We will save all messages in a collection related to a conversation. The following condition checks whether we have already received that bot messages or not. If a new message is received, then we will save it to the collection and also send that message to IoT Hub.

```
| if (!_messagesFromBot.Contains(message))  
| {  
|     _messagesFromBot.Add(message);  
|     SendBotMessageToIoTHub(message);  
| }
```

In the `SendBotMessageToIoTHub` method, we will initialize the `IoTHub` client to send messages to Azure. Before that, we need to add references for

`Microsoft.Azure.Devices.Client`:

```
public async Task SendMessageAsync(Message message)  
{  
    var deviceClient =  
        DeviceClient.CreateFromConnectionString  
        ("Replace_Connection_String_From_Device_Registration_Step");  
    var stringContent = JsonConvert.SerializeObject(message);  
    var jsonStringInBytes = new  
        Microsoft.Azure.Devices.Client.Message  
        (Encoding.ASCII.GetBytes(stringContent));  
    Debug.WriteLine("Message: " + stringContent);  
    await deviceClient.SendEventAsync(jsonStringInBytes);  
}
```


Send Picture to Bot

Now, add the `UploadPictureToBot` method. In this method, first we will upload a picture to our storage account and get the blob URL from it. Then, we will send the blob URL to Direct Line client in bot message attachments.

To work with Azure Storage Account, you need to add a `WindowsAzure.Storage` reference to your project:

```
async Task UploadPictureToBot (StorageFile photoFile)
{
    // Parse the connection string and return a reference to the storage account.
    CloudStorageAccount storageAccount = CloudStorageAccount.Parse("DefaultEndpointsProtocol=http");
    // Create the blob client.
    CloudBlobClient blobClient =
        storageAccount.CreateCloudBlobClient();

    // Retrieve a reference to a container.
    CloudBlobContainer container =
        blobClient.GetContainerReference("mycontainer");
    // Retrieve reference to a blob named "myblob".
    CloudBlockBlob blockBlob =
        container.GetBlockBlobReference("myblob");

    // Create or overwrite the "myblob" blob with contents
    // from a local file.
    using (var fileStream = await
        photoFile.OpenStreamForReadAsync())
    {
        await blockBlob.UploadFromStreamAsync(fileStream);
    }

    //Add blob URL in bot message as attachment as shown

    Message userMessage = new Message
    {
        FromProperty = App.username,
        Text = txtDsplyTxtBx.Text
    };
    userMessage.Attachments.Add(new Attachment() {
        ContentType = "blob", Url = blockBlob.Uri });
    await
        _directLineClient.Conversations.PostMessageAsync
        (_directLineClientConv.ConversationId, userMessage);
}
```

Now, we are ready to deploy and test the code with the Raspberry Pi; to do so, take a look at the following section.

Deploy Code in to Raspberry Pi

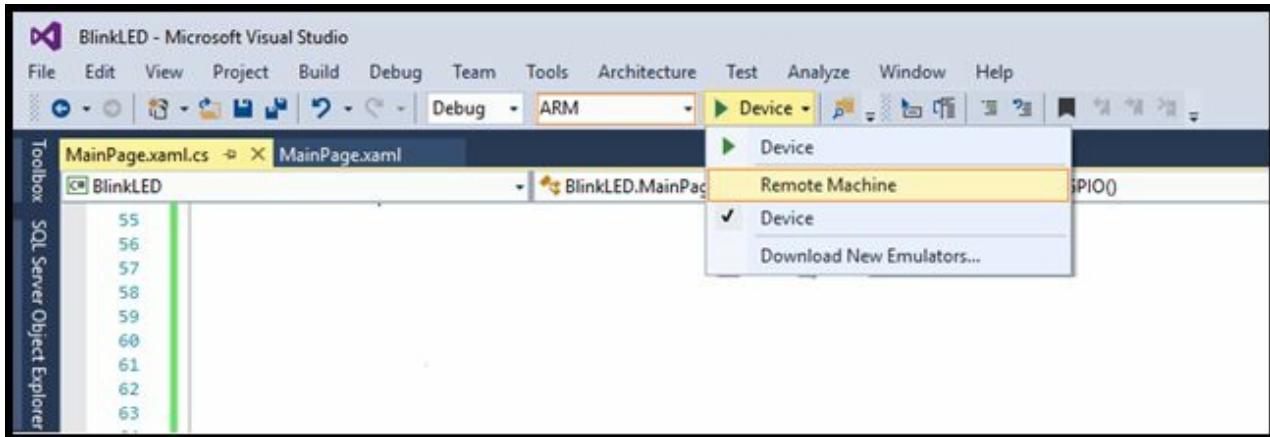
Now that we are done with the code for our project, let's look at the following steps to deploy code to the Raspberry Pi:

1. First, connect your Raspberry Pi to your developer machine using a LAN cable, or connect to your Wi-Fi router in the same network.
2. Download and install the *Windows 10 IoT Core Dashboard tool* from <http://go.microsoft.com/fwlink/?LinkID=708576>.
3. Open it: after a few seconds it will show your Raspberry Pi device on the My Devices page shown in the following screenshot. Then, copy the IP address.

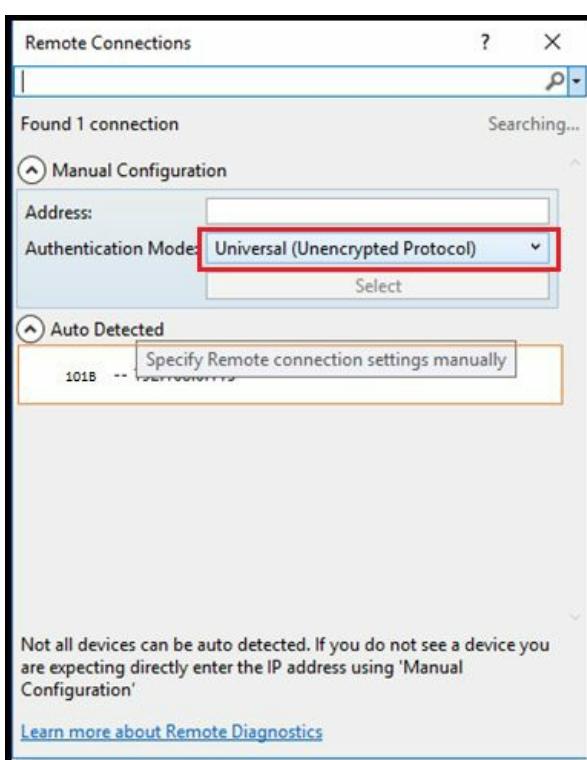


Before deploying the code, make sure that the registered device ID in Device Registry with IoT Hub step and your Raspberry Pi device name is the same. For example, in device registry step 1 given device Id as 101B and my Raspberry Pi device name 101B, both are same. So, we can identify and manage easily from IoT hub.

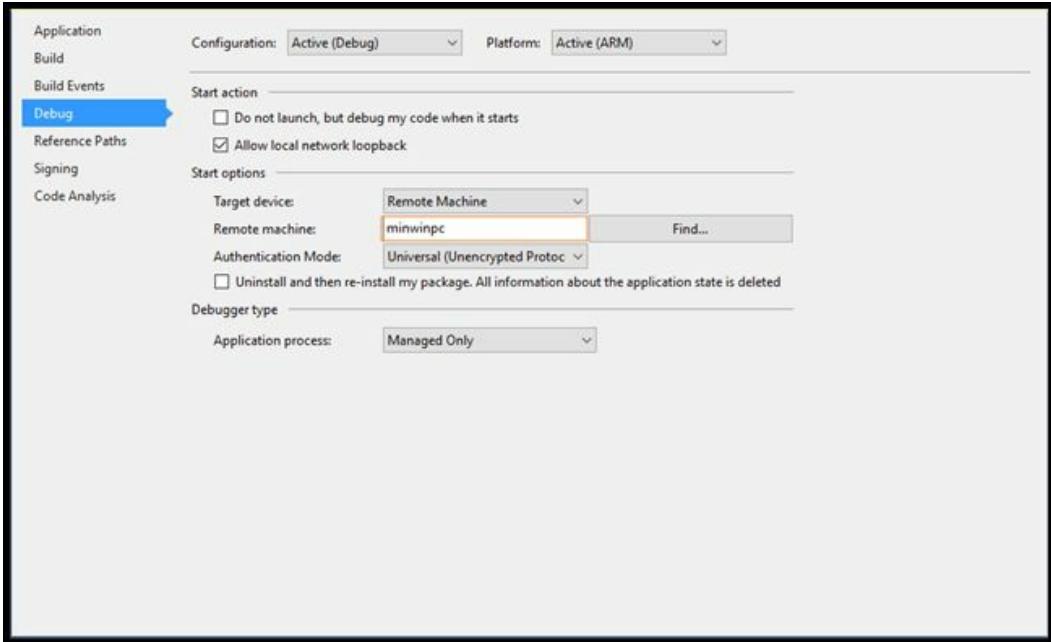
4. Open the Raspberry Pi UWP app solution in Visual Studio, and set the architecture in the toolbar dropdown to ARM.
5. Next, in the Visual Studio toolbar, click on the Local Machine dropdown and select Remote Machine, as shown in the following screenshot.



6. At this point, Visual Studio will present the Remote Connections dialog. You can enter the name of your device here (in this example, I used 101B). Otherwise, use the IP address of your Windows IoT Core device. After entering the device name/IP, select Universal for Windows Authentication; then if Visual Studio detected it automatically, you can select it directly, as shown in the following screenshot:



7. You can verify or modify these values by navigating to the project Properties (select Properties in Solution Explorer) and choosing the Debug tab on the left-hand side:



8. When everything is set up, press *F5* from Visual Studio to deploy the code.

After successfully deploying the project to your IoT device, the first thing that we have to do is that by default LED will be turned on. Now to test this, just move in front of the PIR motion sensor. First it detects your movement and takes a photo. Next, it uploads the photo to your Azure storage account, and finally it sends the blob URL to your bot. Once it sends the message to the bot, the bot will start processing and analyzing the picture to identify the facial expressions in it, and returns the results to IoT Device. In the last step, the IoT device will send these results to IoT Hub.

Next, we will see how we can show facial analytics data in Power BI.

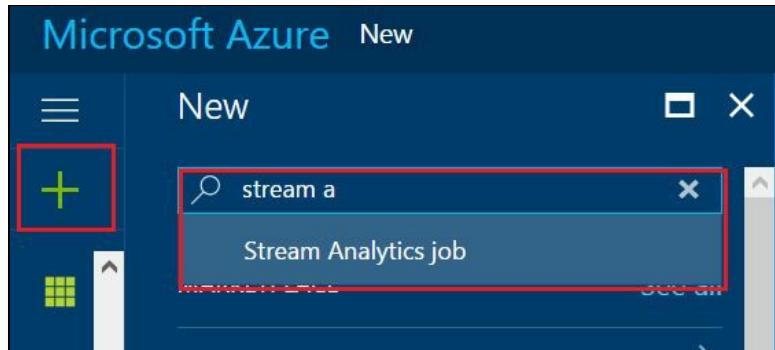
Show facial analytics data in Power BI

Power BI is a service that helps you to visualize your data in reports, charts, and interactive insights. It also has a set of software services, apps, and connectors, which all work together to help you turn your data into logical, consistent, and visually immersive. Power BI lets you easily connect to your data sources, visualize what you want, and also share with anyone. In the following steps, we will just give you a brief idea of how you can use Power BI in a real-time scenario, such as an IoT environment, where you will collect enormous amounts of data from your devices and want to see your data visually to take decisions. In this chapter, you will see how to show facial analytics data in Power BI.

Set up Azure Stream Analytics to send IoT Hub data to Power BI

Let's follow these steps to set up Azure Stream analytics:

1. Create a Stream Analytics Job in azure, and log in to your Azure portal. Select New and search for Stream Analytics job.



2. Select, create, and enter Job name, and select Region and Resource group.

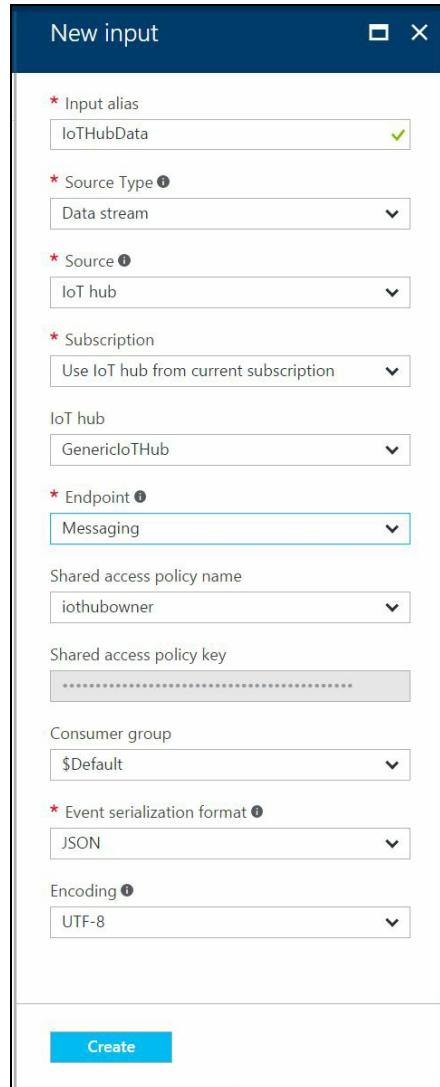
A screenshot of the 'New Stream Analytics Job' dialog. It contains the following fields:

- * Job name: FacialAnalyticsJob
- * Subscription: Visual Studio Enterprise
- * Resource group: azureresearch (radio button selected for 'Use existing')
- * Location: East US

3. Open the newly created stream analytics, and click on Inputs.

The screenshot shows the Azure Stream Analytics job settings for 'FacialAnalyticsJob'. The left sidebar includes links for Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, SETTINGS (Locks), and JOB TOPOLOGY (Inputs, Functions, Query, Outputs). The main area displays job details: Resource group (azureresearch), Status (Created), Location (East US), Subscription name (Visual Studio Enterprise), and Subscription ID (55c8b769-eb89-41a0-86c7-ba2ae87ffcd). The 'Inputs' section is highlighted with a red box. It shows 0 inputs and 'No results.' Below it is a 'Query' section with a double arrow icon, and an 'Outputs' section showing 0 outputs and 'No results.'

4. Select the Add option. In the Add an Input Popup window, select Data Stream as the input, select IoT Hub as the data stream input type, and enter the Input stream alias name, which will be used in later steps, select Subscription, choose the IoT Hub that we are using in this project, and select iothubowner as the shared access policy name, set Event serialization format to JSON and Encoding to UTF-8; then click on Create.

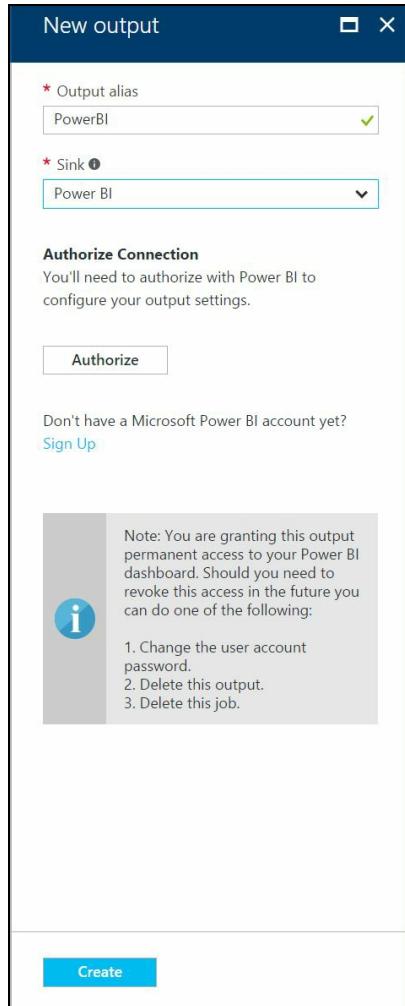


5. Now, add an output for the stream analytics job so that we can process the data coming from the input stream and send it to the list of supported outputs.

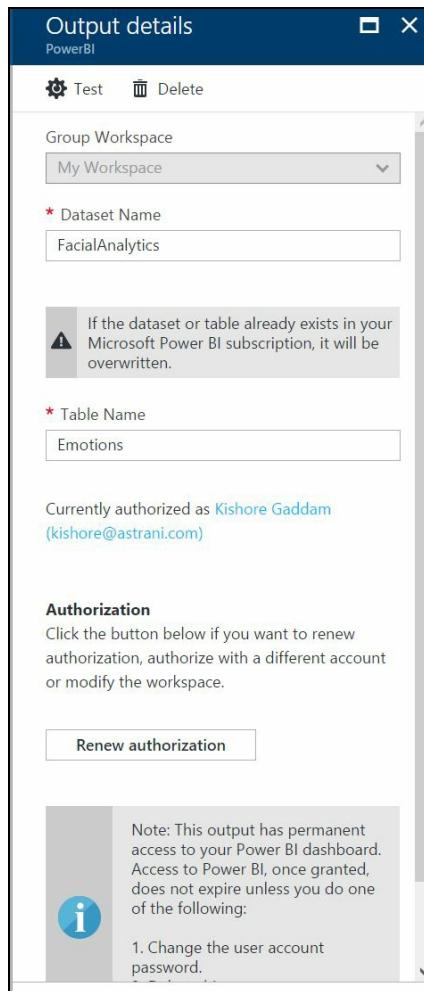
The screenshot shows the Azure Stream Analytics job named 'FacialAnalyticsJob'. The left sidebar contains navigation links: Overview (selected), Activity log, Access control (IAM), Tags, Diagnose and solve problems, SETTINGS (Locks), JOB TOPOLOGY (Inputs, Functions, Query, Outputs), and CONCLUDE. The main content area has a blue header 'Created'. It displays job details: Resource group (azureresearch), Status (Created), Location (East US), Subscription name (Visual Studio Enterprise), Subscription ID (55c8b769-eb89-41a0-86c7-ba2ae87ffcd), and a 'Query' section with 'Inputs' (0) and 'Outputs' (0). A red box highlights the 'Outputs' section.

Here, we are using Power BI as an output to the stream analytics job.

6. To use Power BI, you need to authorize Stream Analytics to access your organizational Microsoft Power BI subscription to create a live dashboard. If you are not yet registered, you can register a free account using your organization's e-mail ID through the Sign up now link on the page.



7. After the successful authorization of your Power BI account, it will ask you to enter Output alias name, a friendly name to reference in output queries. Provide a dataset name that it is desired for a Power BI output to use, a table name which is under dataset of the Power BI output from stream analytics jobs (*you can only have one table in a dataset*), and finally a workspace, which is for enabling data sharing with other Power BI users, writing data to group workspaces. You can select group workspaces inside your Power BI account, or choose My Workspace if you don't want to write to a group workspace.



8. Now, go to the Query tab and write a query to filter the data coming from the IoT Hub input stream and give it to Power BI.

FacialAnalyticsJob
Stream Analytics job

Search (Ctrl+/
)

- Overview
- Activity log
- Access control (IAM)
- Tags
- Diagnose and solve problems

SETTINGS

- Locks

JOB TOPOLOGY

- Inputs
- Functions
- Query
- Outputs

CONCLUDE

Created

Resource group (change)
azureresearch

Status
Created

Location
East US

Subscription name (change)
Visual Studio Enterprise

Subscription ID
55c8b769-eb89-41a0-86c7-ba2ae87ffcd

Inputs	Query	Outputs
0 ↗ No results.	<>	0 ↘ No results.

9. The following is the query I used to filter the data coming from IoT Hub:

```

SELECT
    *
INTO
    [PowerBI]
FROM
    [IoTHubData] TIMESTAMP by Time
  
```

We can filter the data by selecting the required columns and with useful inform such as average of the values:

FacialAnalyticsJob
Query

Save Discard Test

Inputs (1)
IoTHubData

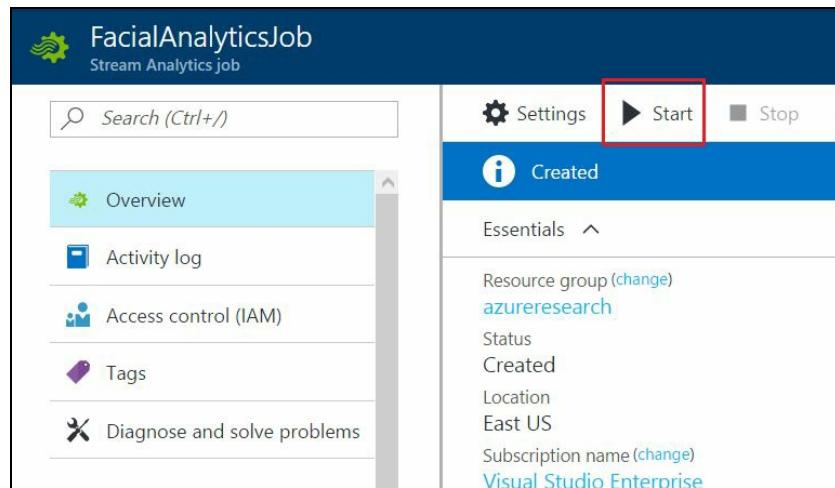
Outputs (1)
PowerBI

Need help with your query? Check out some examples

```

1 SELECT
2 *
3 INTO
4 [PowerBI]
5 FROM
6 [IoTHubData]
  
```

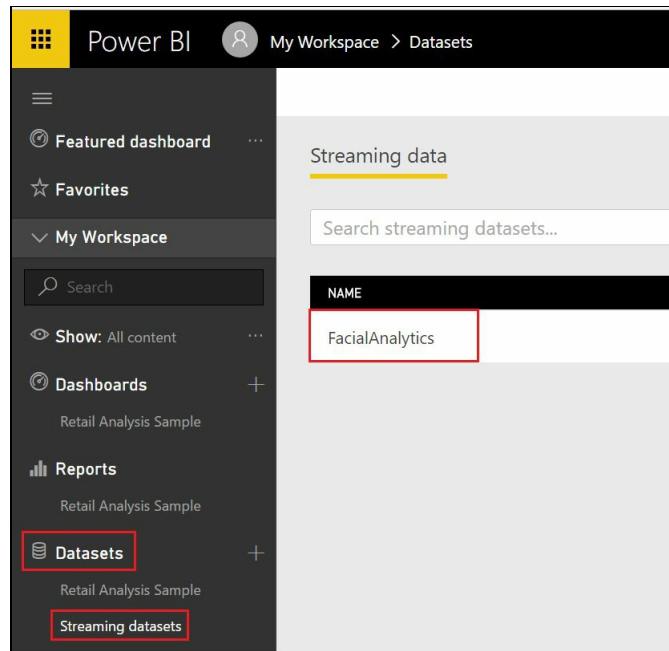
10. Now, click on the Start icon in the overview:



If stream analytics fails to run, then go to the Diagnostic Logs of your stream analytics job for more information on why it failed.

Set up Power BI

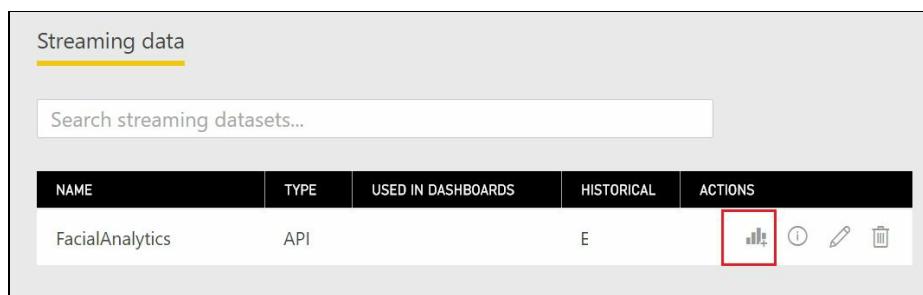
After successful starting a Stream Analytics job, sign in to Power BI and check for the newly created dataset in the Datasets section; click on Streaming datasets and start creating charts based on the data that you received.



The screenshot shows the Power BI desktop interface. The left sidebar has a 'Datasets' section with a red box around the 'Streaming datasets' option. The main area is titled 'Streaming data' and shows a table with one row: 'NAME' (FacialAnalytics). A red box highlights the 'NAME' column header.

Let's see how to create a chart for the data we received from the IoT device:

1. Click on the Create Report option under the ACTIONS tab.



The screenshot shows the 'Streaming data' screen. A red box highlights the 'Actions' tab in the bottom right corner of the table header. The table contains one row: 'NAME' (FacialAnalytics), 'TYPE' (API), 'USED IN DASHBOARDS' (E), and 'HISTORICAL' (E).

2. Drag and drop, or select, the fields you want to show on a table chart.

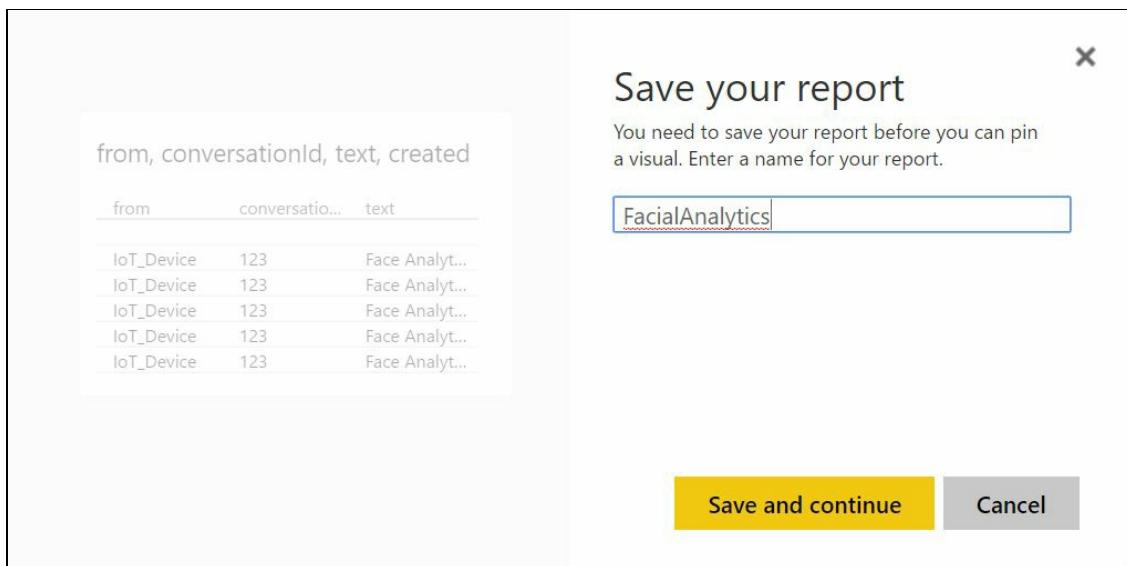
The screenshot shows the Power BI Fields pane. On the left, under 'Values', four fields are listed: 'from', 'conversationId', 'text', and 'created', all enclosed in a red box. On the right, under the 'Emotions' category, several fields are listed with checkboxes: 'conversationId' (checked), 'created' (checked), 'from' (checked), and 'text' (checked). A red box highlights the checked fields.

3. First, select a Table chart, which is located under the Visualization tab.

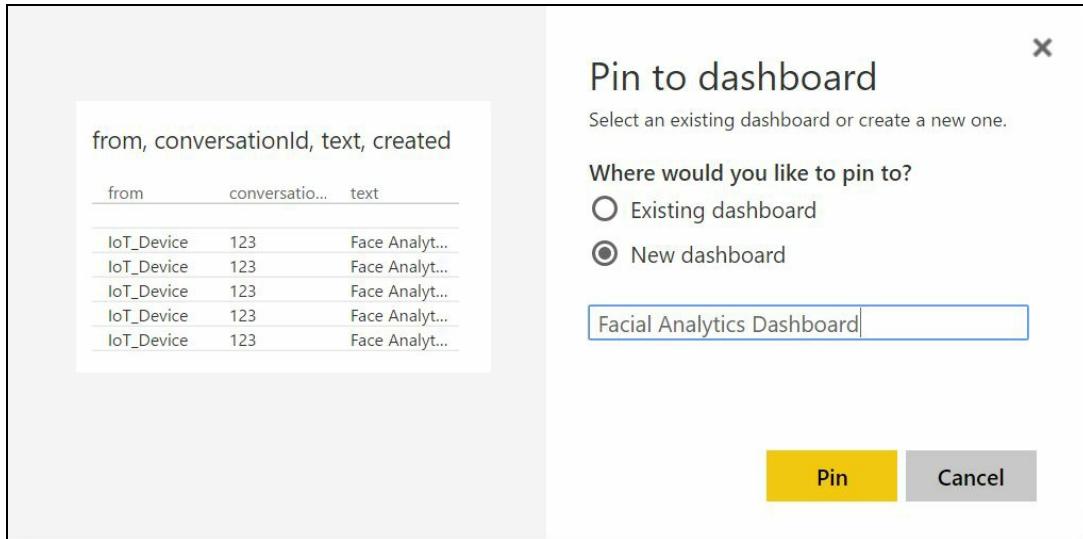
The screenshot shows the Power BI Visualizations pane. The 'Table' icon is highlighted with a red box. Below it, there are sections for 'Values' (with a placeholder 'Drag data fields here'), 'Filters' (with sections for 'Page level filters', 'Report level filters', and 'Visual level filters'), and 'Fields' (which lists various fields like authType, category, deviceId, etc., with checkboxes).

4. The following is a chart that displays all the results sent by the IoT device to IoT Hub:

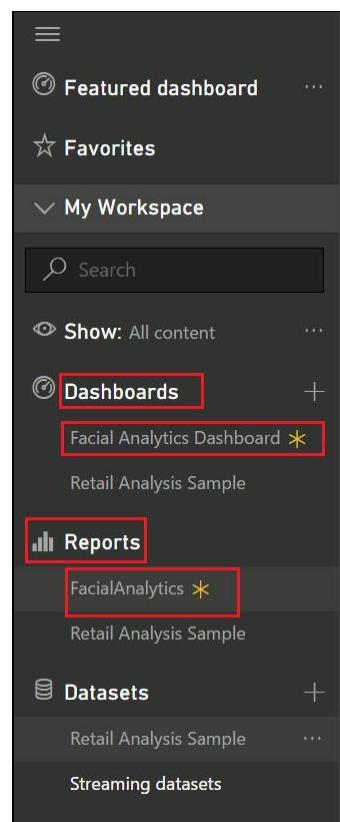
5. Click on the pin symbol on the top right of the chart to add it to the dashboard, as shown in the preceding screenshot. Save it before pinning it to the dashboard.



6. Select the dashboard where you want to pin it. If you don't have the dashboard, select New dashboard; otherwise, select Existing dashboard.



7. The newly created report and dashboards will be added to the left-hand menu. From the left-hand menu, you can navigate to the report or dashboard directly.



The following is a screenshot showing, how the report looks in the dashboard:

The screenshot shows the Power BI Stream Analytics query editor interface. On the left, there's a sidebar with navigation links: 'Featured dashboard', 'Favorites', 'My Workspace' (which is expanded to show 'Search', 'Show: All content', 'Dashboards' [Facial Analytics Dashboard selected], 'Reports' [FacialAnalytics Sample selected], and 'Datasets' [Retail Analysis Sample, Streaming datasets]), and a search bar. The main area has a header 'Ask a question about your data' and a table titled 'from, conversationId, text, created'. The table contains 20 rows of data, each with columns: from (IoT_Device), conversationId (123), text (Face Analytics of give...), and created (03/09/17 05:56:52 PM). The data is identical for all rows except the last one, which shows Face Analytics of give... 03/09/17 05:57:17 PM.

from	conversationId	text	created
IoT_Device	123	Face Analytics of give...	03/09/17 05:56:52 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:56:58 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:56:59 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:00 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:01 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:03 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:04 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:05 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:07 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:08 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:09 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:11 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:12 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:13 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:15 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:16 PM
IoT_Device	123	Face Analytics of give...	03/09/17 05:57:17 PM

Report and chart creation depends on what data you are sending to Power BI. Before sending data, make sure you are formatting it and filtering the unwanted data with the help of the Stream analytics query editor.

Summary

In this chapter, you have learned the following:

- **IoT Hub:** Azure IoT Hub is a fully managed service that helps us to enable reliable and secure bidirectional communications between millions of IoT devices
- **Stream Analytics:** It is a fully managed event-processing engine in the cloud
- **Power BI:** With the help of Power BI, you can analyze and visualize your important data and it always work with real-time data
- **Storage Account:** It provides one place to store all your data
- **Cognitive Services:** The Face API will detect human faces and tag them as people, also do face detection, identification, verification, similar face search, and face grouping
- **Emotion API:** It analyzes faces to identify the emotions of a person is feeling and also detects facial expressions in an image

In the next chapter, you will learn about registering bots with Bot framework, and also how to publish bots to Slack, Skype, GroupMe, and Facebook channels.

Publishing a Bot to Skype, Slack, Facebook, and the GroupMe Channel

In this chapter, we will use the **Microsoft Bot Connector**, which is a part of the **Microsoft Bot Framework**, as a way to create a single backend and then publish it to a bunch of different platforms called **Channels** as quickly as possible. The goal is to have the user input natural language and your bot to perfectly understand and execute the action your user wants.

At the confluence of the rise in messaging applications, advances in text and language processing, and mobile form factors, bots are emerging as a key area of innovation and excitement. Bots (or conversation agents) are rapidly becoming an integral part of your digital experience--they are a vital way for people to interact with a service or application, as is a website or a mobile experience. Developers writing bots all face the same problems--bots require basic I/O, they must have language and dialog skills, and they must connect to people--preferably in any conversation experience and language a person chooses. This book focuses on how to solve these problems using the Microsoft Bot Framework, a set of tools and services to easily build bots and add them to any application.

Publishing bots to various channels

Let's look at publishing bots to various channels in the following image:

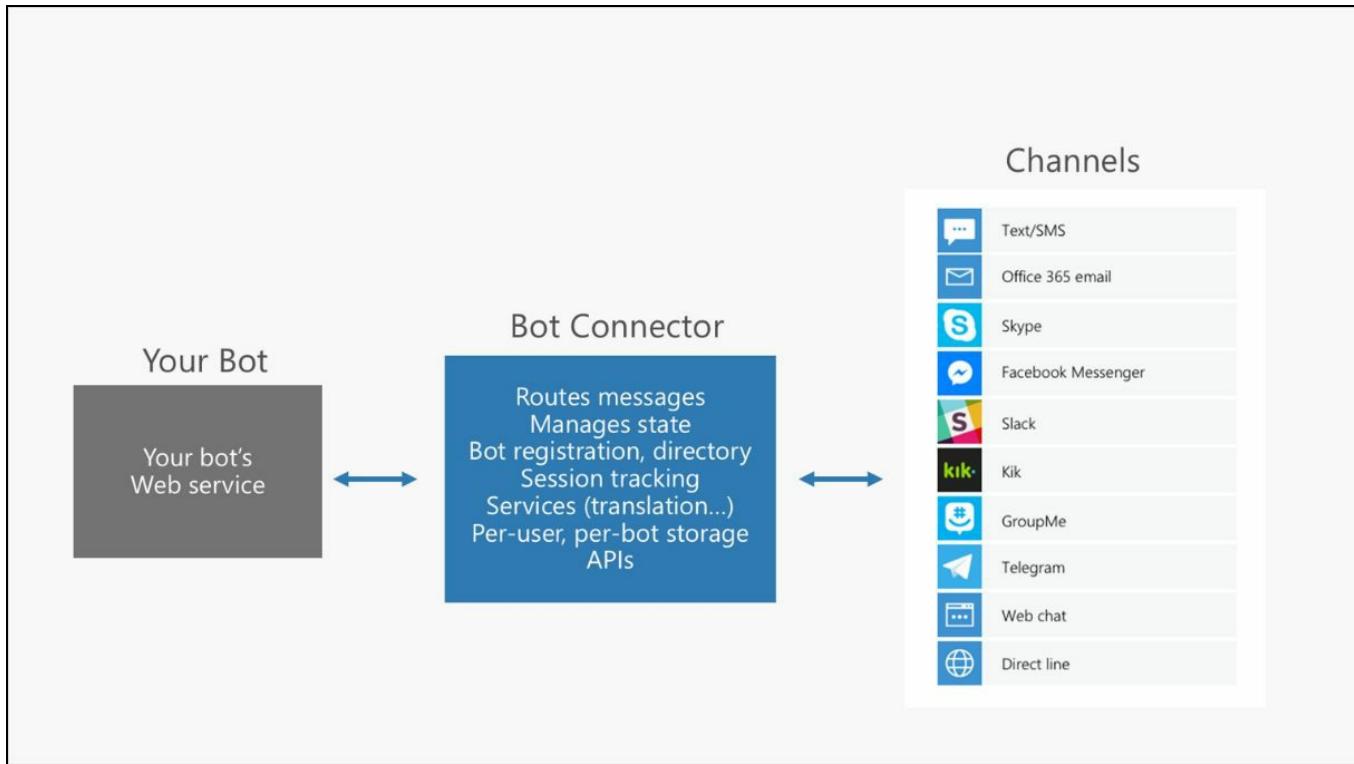


Figure1: How a single bot can be published to various channels through the bot connector

In order to publish your bot to the available directories, you need to do the following three things:

1. Publish your bot application to **Microsoft Azure** web app.
2. Connect your bot to at least one channel that appears in the Bot Framework.
3. Select Publish in the bot dashboard.

Publishing your bot application to Microsoft Azure web app

We use Microsoft Azure to host the bot application. To publish your bot application, you will need a **Microsoft Azure subscription**. You can get a free trial from <https://azure.microsoft.com/en-us/>.

In the preceding chapter, we created a bot, and now we are ready to publish the bot. By default, the bot should be published as a **Microsoft Azure App Service**. When publishing, keep track of the URL you chose because we'll need it when we have to register the Bot Framework endpoint, which is nothing but your bot messages, API URL. There are a few extra steps that you have to do the first time you publish, but you only have to do them once. Let's take a look at those steps:

1. In Visual Studio, right-click on the Project in Solution Explorer and select Publish..., or alternately navigate to Build | Publish; it displays the following dialog:

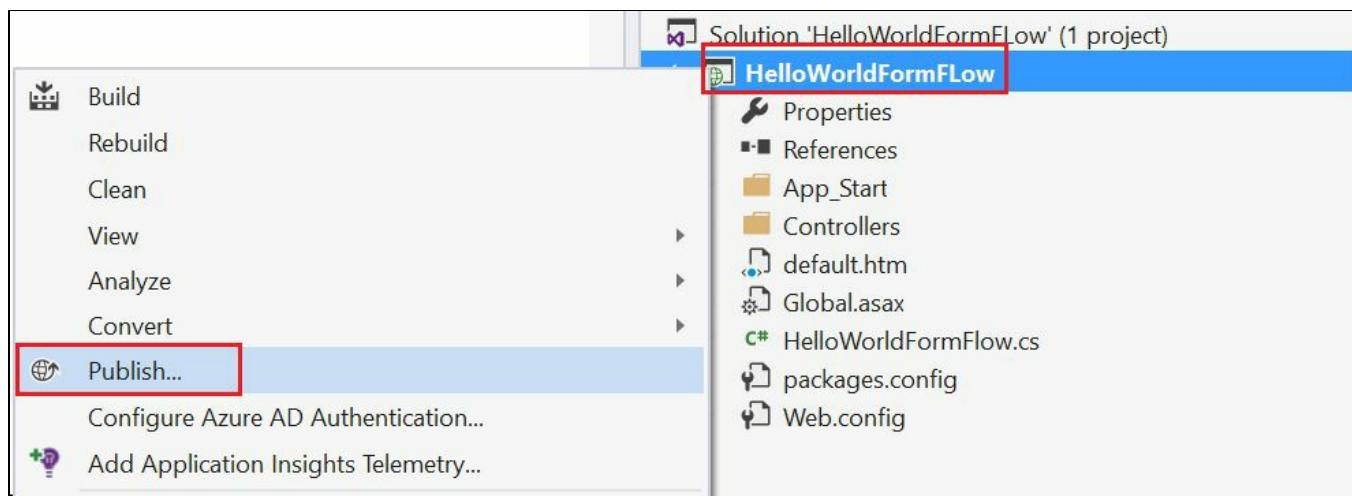


Figure 2: Screenshot showing step 1

2. On the Publish Web wizard, select Microsoft Azure App Service as the publish target type:

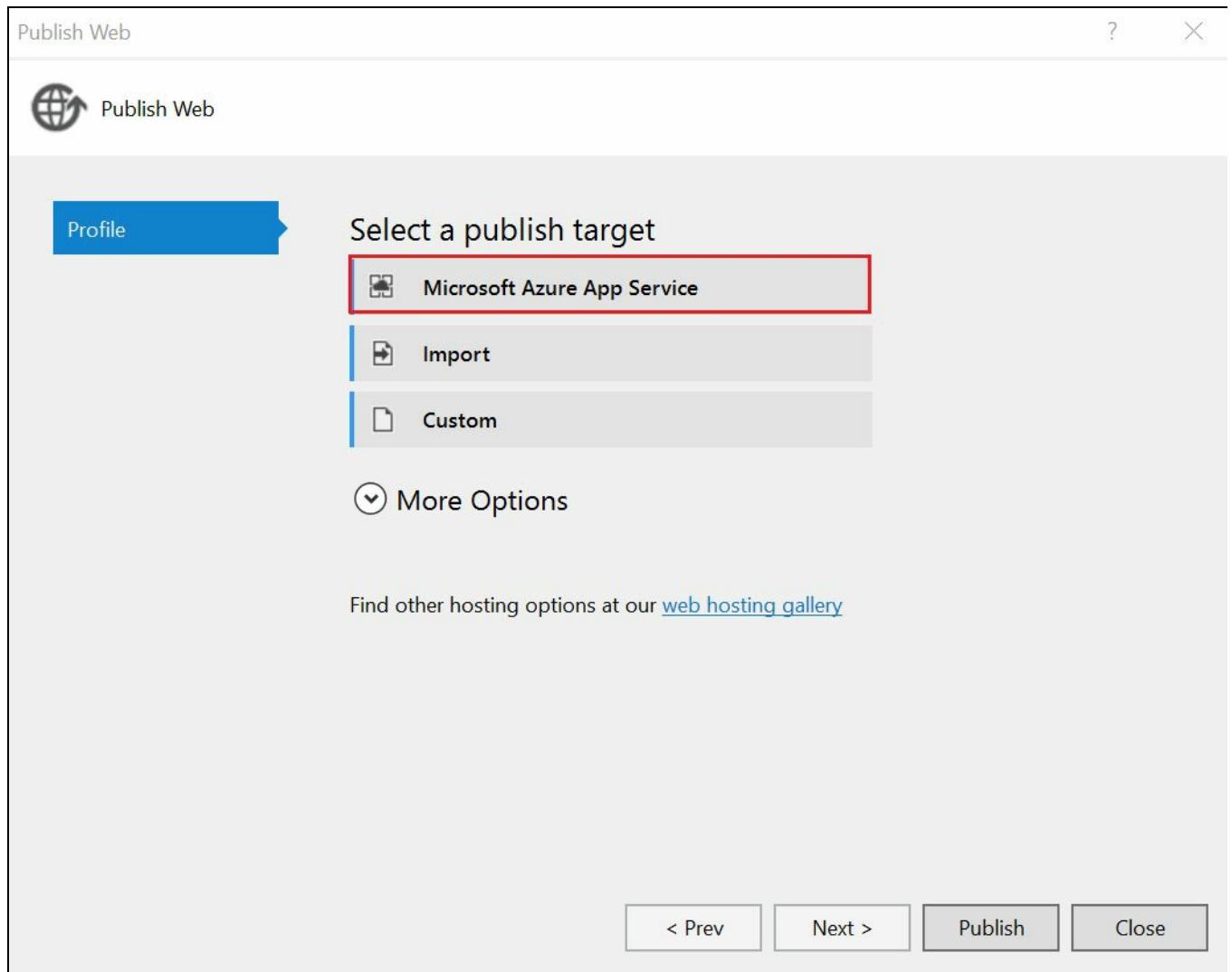


Figure 3: Screenshot showing step 2

3. The next step in the Azure App Service publishing process is to create your app service. Click on New... at the right side of the dialog to create the app service:

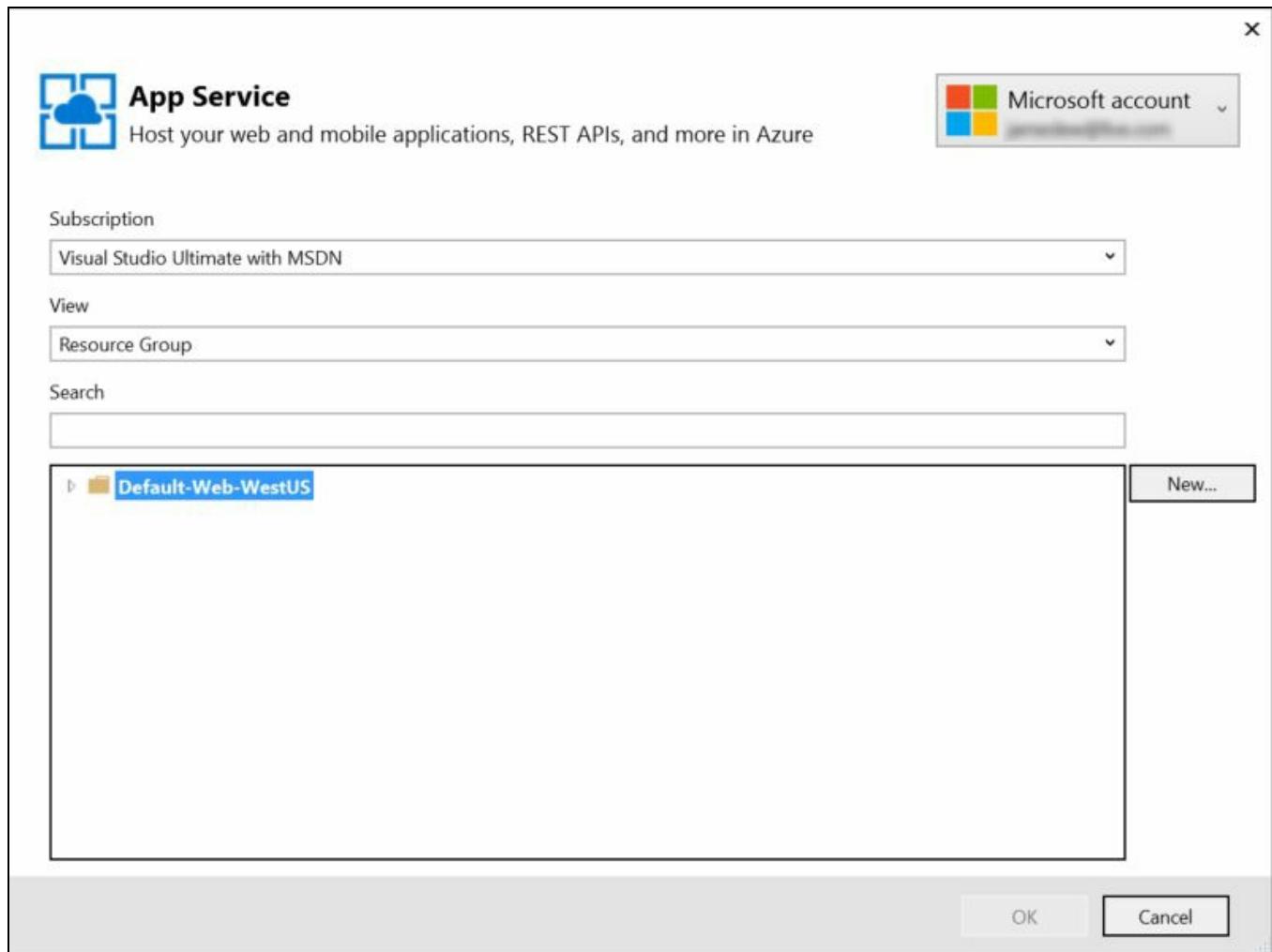


Figure 4: Screenshot showing step 3

4. The Create App Service dialog will be displayed. Fill in the details as appropriate. Ensure that you choose Web App from the Change Type drop-down on the top right instead of API App (which is the default):

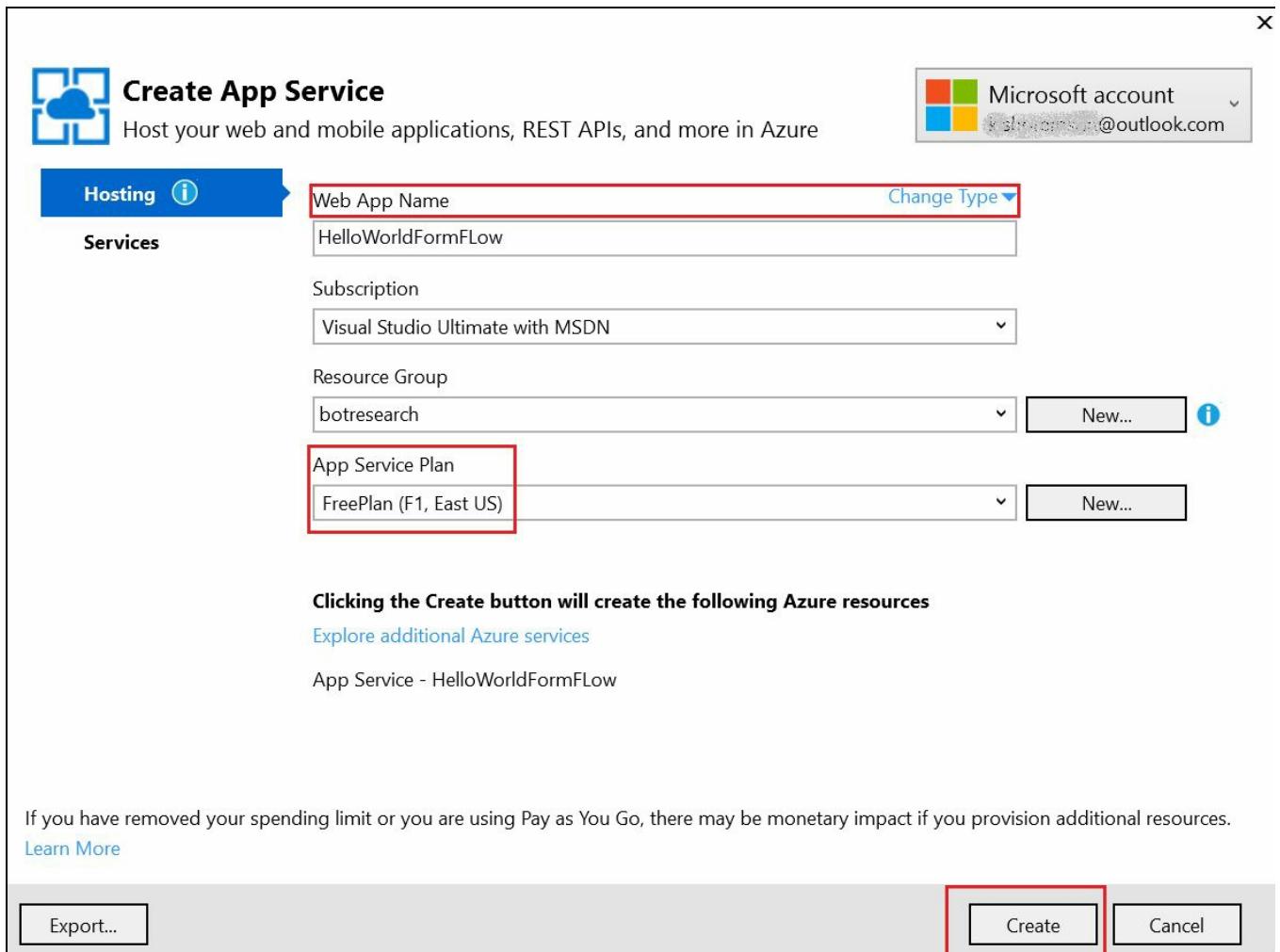


Figure 5: Screenshot showing step 4

5. Once you have entered all the required information, click on the Create button; it will create a web app for our bot and take you back to the Publish Web wizard.
6. Now that you've returned to the Publish Web wizard, copy the Destination URL to the clipboard; you'll need it in a few moments. Click on Validate Connection to ensure that the configuration is good, and if all goes well, click on Next:

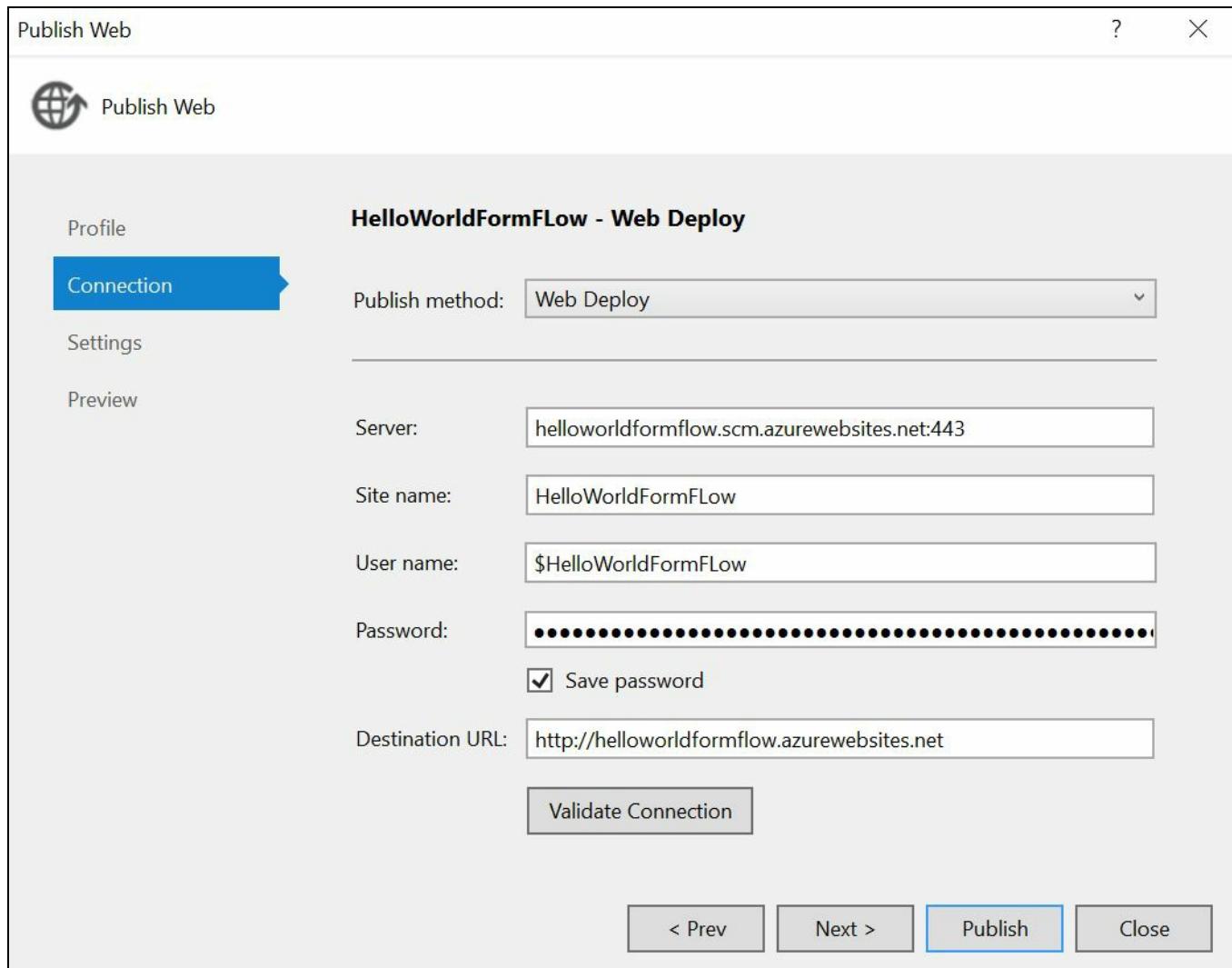


Figure 6: Screenshot showing step 6

7. By default, your bot will be published in a **Release configuration**. If you want to **debug** your bot, change Configuration to Debug. Regardless, from here you'll click on Publish, and your bot will be published to Azure:

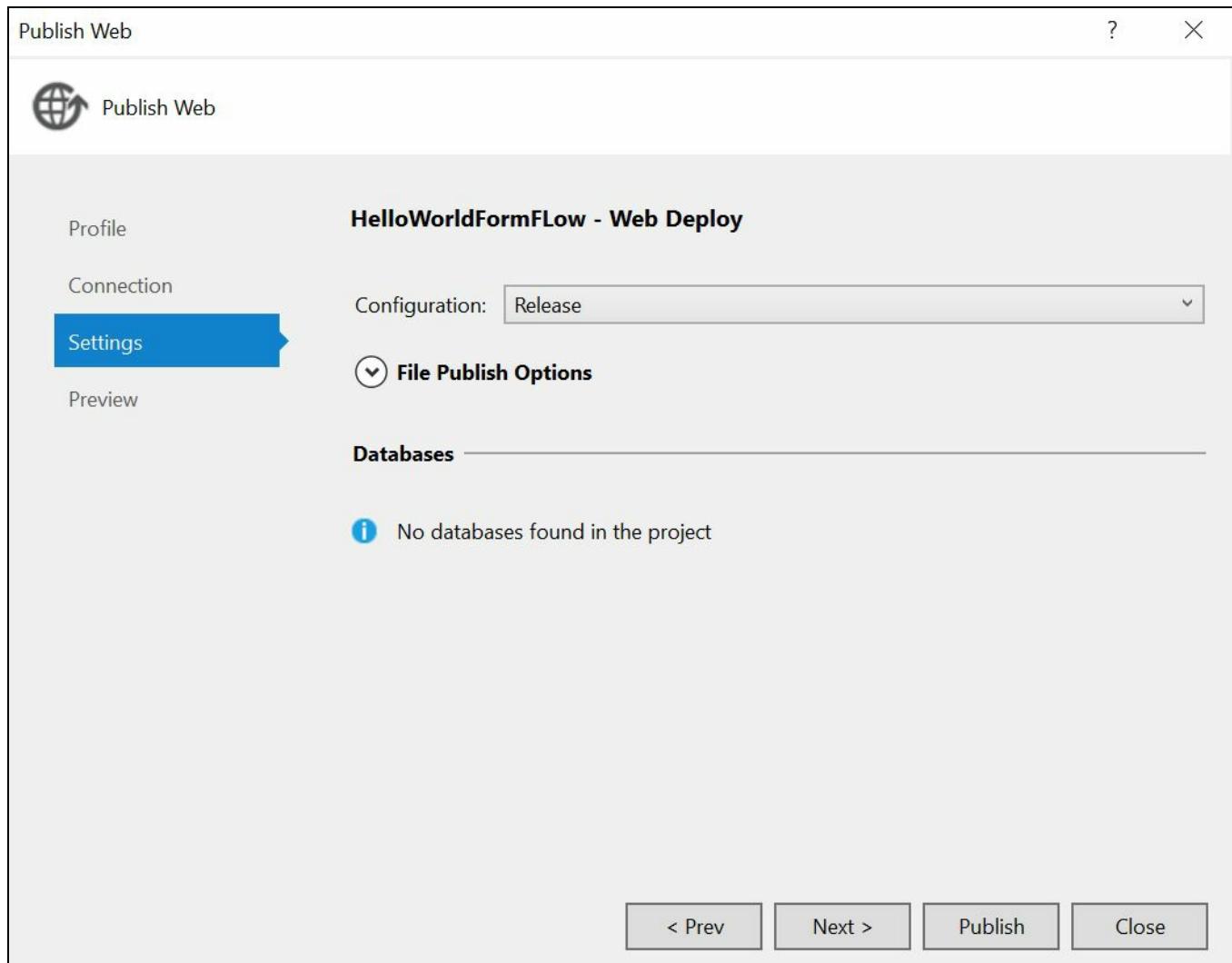


Figure 7: Screenshot showing step 7

8. You will see a number of messages displayed in the Visual Studio 2015 output window. Once publishing is complete, you will also see the web page for your bot application displayed in your browser (the browser will launch and render your bot application start page, as shown in the following screenshot):

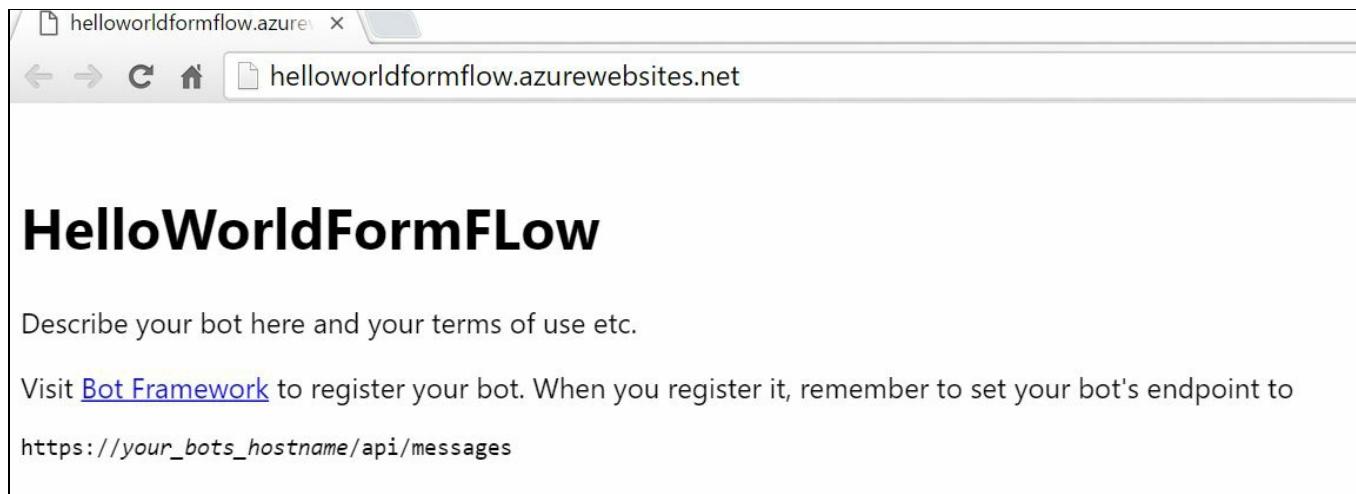


Figure 8: Screenshot showing step 8

Registering your bot with Microsoft Bot Framework

Registering your bot tells the connector how to call your bot's web service. Note that the Microsoft App ID and Microsoft App Password are generated when your bot is registered with the Microsoft Bot Framework Connector; the App ID and AppSecret are used to authenticate the conversation and allows the developer to configure their bot with the channels they'd like to be visible on. Let's look at the following steps to register your bot:

1. Go to the Microsoft Bot Framework portal at <https://www.botframework.com> and sign in with your Microsoft account.
2. Register an agent.
3. Click on the Register a bot button and fill out the Bot Profile form. You have to enter the name of your bot handle, which means a unique name that will be used in the bot connection, and then enter a description:

Bot Framework PREVIEW My bots Register a bot Documentation Bot Directory Blog

Tell us about your bot

Bot profile

 **Icon**
Upload custom icon
30K max, png only

Name: *

Bot handle: *

Description: *

Configuration

Messaging endpoint:

Register your bot with Microsoft to generate a new App ID and password
[Create Microsoft App ID and password](#)

Paste your app ID below to continue

Configuration

Under the Configuration section, enter your published bot service endpoint that you copied during the Azure deployment step in Messaging endpoint, and don't forget that when using the bot application template, you'll need to extend the URL you pasted in which the path to the endpoint at `/api/messages`. You should also prefix your URL with HTTPS instead of HTTP; Azure will take care of providing HTTPS support on your bot:

Configuration

Messaging endpoint ?

`https://helloworldformflow.azurewebsites.net/api/messages`

The following are the steps to configure Microsoft Bot Framework:

1. Enter your Microsoft App ID, if you haven't created one already, then click on the Create Microsoft App ID and password button on the bottom of the Configuration section:

Configuration

Messaging endpoint ?

`https://helloworldformflow.azurewebsites.net/api/messages`

* Microsoft App ID ?

Microsoft App ID from the Microsoft App registration portal

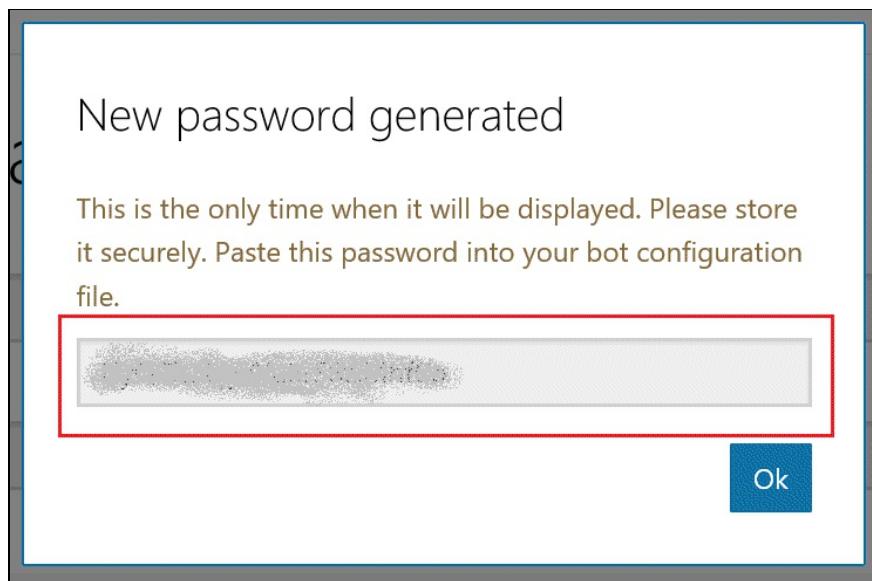
Create Microsoft App ID and password

2. It will navigate to the Microsoft app creation page, as shown in the following screenshot, with your App name and App ID. Copy the App ID in a safe place as we need it in later steps. After that, click on Generate a password to continue:

Generate App ID and password

App name	HelloWorld
App ID	0f6f5a96-2329-440a-aa38-b7580773a5dc
Generate a password to continue	

- Once you click on the generate button, the password will be generated. Copy the password to a safe place; we will need it in later steps. Finally, click on Finish and go back to the bot registration page:



- Now, in the bot registration page, the Microsoft App ID will be automatically added into it. If not, then manually paste the Microsoft App ID that you copied in the preceding step:

Configuration

Messaging endpoint ?

<https://helloworldformflow.azurewebsites.net/api/messages>

* Microsoft App ID ?

[Manage Microsoft App ID and password](#)

5. Enter all remaining mandatory fields, and finally accept the privacy agreement at the bottom of the page, and then click on Register:

By clicking Register, you agree to the [Privacy statement](#), [Terms of use](#), and [Code of conduct](#).

Register

Cancel

6. On clicking Register, you will receive a popup saying Bot created:



7. Once you have successfully registered your bot, Microsoft Bot Framework will automatically configure Skype and Web chat by default; you can check it under Channels:

Bot Framework PREVIEW My bots Register a bot Documentation Bot Directory Blog

HelloWorld

Kishore Babu Gaddum

Details [Edit](#)

Bot handle
helloworldformflow

Bot Framework Version
3.0

Messaging endpoint
[https://helloworldformflow.azurewebsites.net/api/...](https://helloworldformflow.azurewebsites.net/api/)

Microsoft App ID
[REDACTED]

Channels

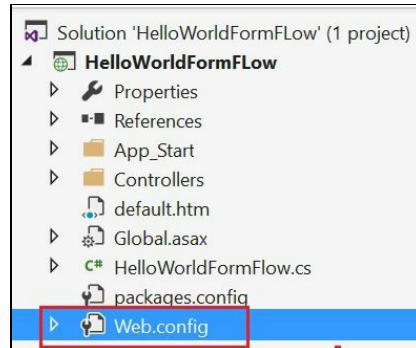
	Test link	Issues	Enabled	Published
Skype	Add to Skype	0	Yes (Preview)	<input type="checkbox"/> Off Edit
Web Chat		0	Yes	<input type="checkbox"/> Off Edit

[Get bot embed codes](#)

Add another channel

- Direct Line [Add](#)
- Email [Add](#)
- Facebook Messenger [Add](#)
- GroupMe [Add](#)
- Kik [Add](#)
- Slack [Add](#)
- Telegram [Add](#)
- Twilio (CMCE) [Add](#)

8. Now that the bot is registered, you need to update the keys in the `web.config` file in your bot service project:



9. Change the following keys in the `web.config` file to match the ones generated when you saved your registration, and you're ready to build:

```

<appSettings>
  <!-- update these with your BotId, Microsoft App Id and your Microsoft App Password-->
  <add key="BotId" value="YourBotId" />
  <add key="MicrosoftAppId" value="" />
  <add key="MicrosoftAppPassword" value="" />
</appSettings>
  
```

10. `BotId` is nothing but the bot handle name. Copy the Microsoft App ID and Microsoft App Password from the preceding steps and paste it here:

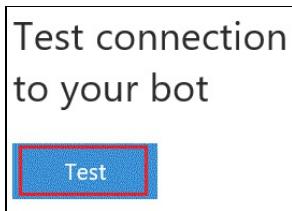
```
<configuration>
  <appSettings>
    <!-- update these with your BotId, Microsoft App Id and your Microsoft App Password-->
    <add key="BotId" value="helloworldformflow" />
    <add key="MicrosoftAppId" value="b356043c-werf-3edc-3456-c1a54cb22595" />
    <add key="MicrosoftAppPassword" value="qwerrtrty56567rgfgt" />
  </appSettings>
</configuration>
```

11. Update your `web.config` file, and republish your bot to Azure.

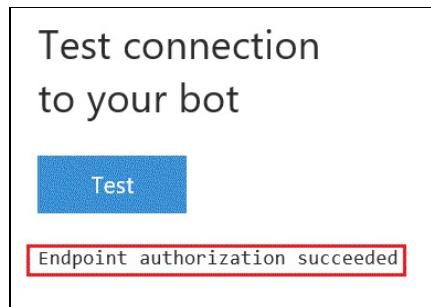
Testing the connection to your bot

To test the connection to your bot, follow these steps:

1. Back in the developer dashboard for your bot, there's a test chat window that you can use to interact with your bot without further configuration and verify that the Bot Framework can communicate with your bot's web service:



2. Note that the first request after your bot starts up can take 20-30 seconds, as Azure starts up the web service for the first time. Subsequent requests will be quicker:



Configuring channels

Channels are a mechanism of connecting the bot with the various communication platforms and making the channels available on those platforms.

Now that you have a bot up and running, you'll want to configure it for one or more channels that your users are using. Configuring channels is a combination of Microsoft Bot Framework workflow and conversation service workflow, and it is unique for each channel you wish to configure:

- On the right-hand side of the dashboard, you can see all the channels you can connect with your bot
- You can connect your bot to the services that I mentioned before, such as SMS, Telegram, Slack, and so on

Channels

	Test link	Status	Published	
	Web Chat	Disabled	<input checked="" type="checkbox"/> Off	Edit
Get bot embed codes				

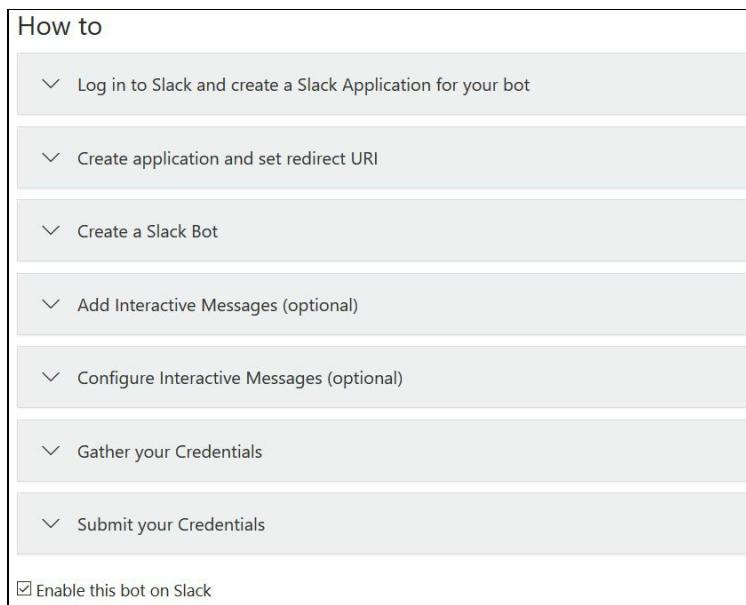
Add another channel

	Direct Line	Add
	Email	Add
	Facebook Messenger	Add
	GroupMe	Add
	Kik	Add
	Skype	Add
	Slack	Add
	SMS	Add
	Telegram	Add

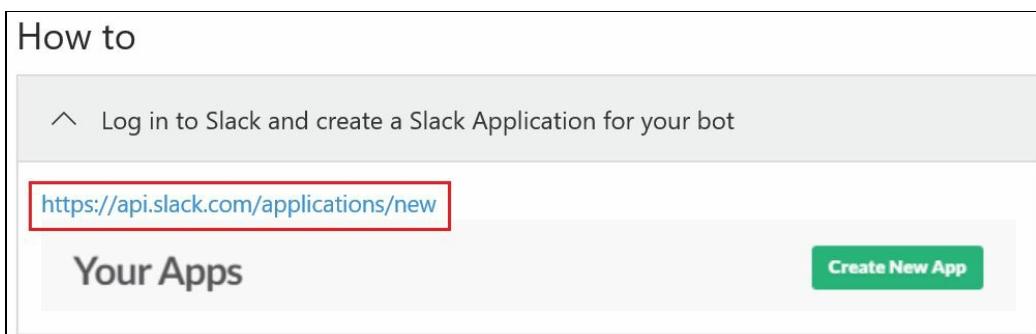
Configuring your bot with Slack

In this example, we will show you how to configure your bot to Slack. All channels in Microsoft Bot Framework require you to bring your own account model, so you can sign up each of these services on your own. You take your username and password for them and give them to the Bot Framework, which stores them in encrypted format, but it allows us to communicate on behalf of your bot. What this means is that if you already have an account for your bots, you can just bring it in, and you don't have to register a new one. Later on, if you want to take control of that account again, it's yours and you just have to deal with authorizing from the Bot Framework developer portal. Let's get the process started:

1. You just have to click on the Add button of the Slack channel, and the Bot Framework gives us all of the steps to add bot to Slack, as shown in the following screenshot:

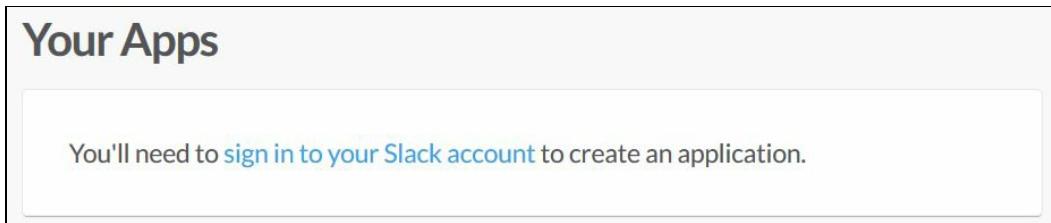


2. First, click on Log in to Slack and create a Slack Application for your bot:

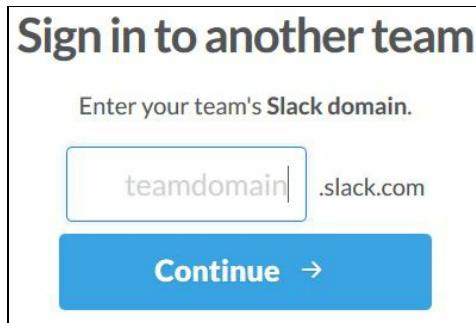


3. When you click on the link mentioned in the preceding screenshot, it navigates to

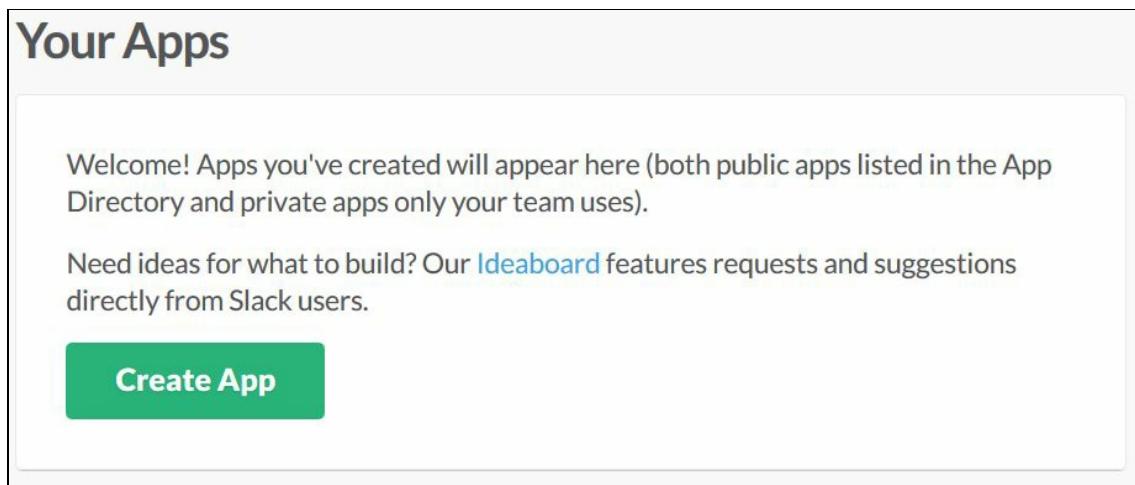
the Slack application creation page. If you are not signed in, then it will ask you to sign in using your Slack account, as shown in the following screenshot:



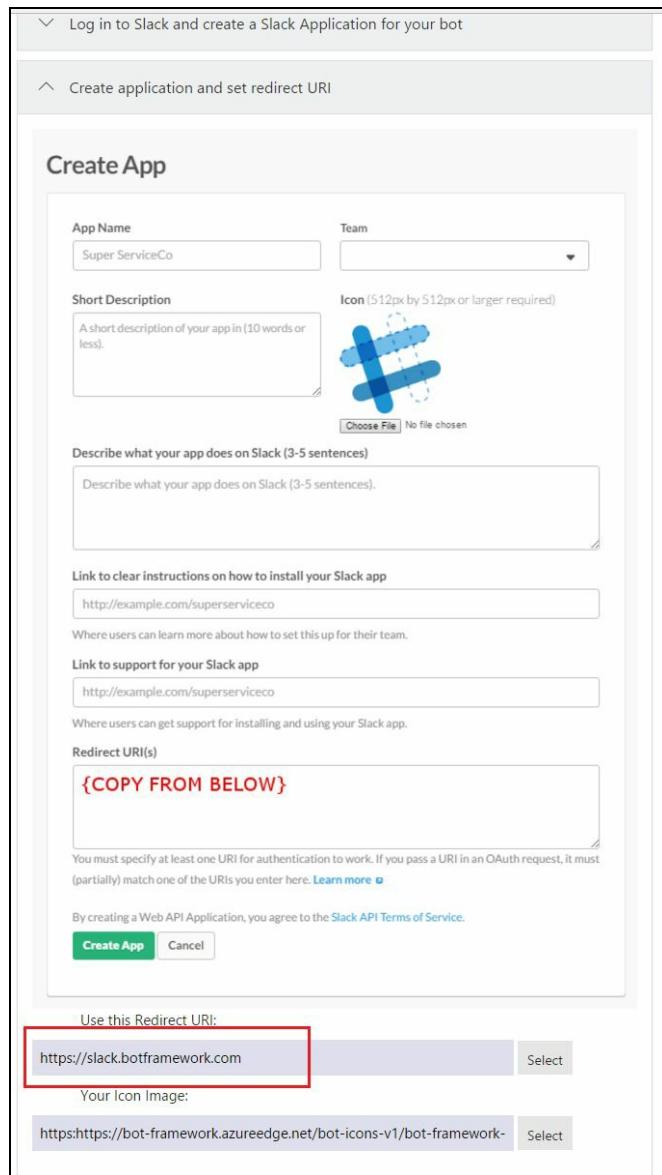
4. Enter your Slack team name, click on Continue, and then enter your Slack credentials to login to your Slack account:



5. After successfully signing in, click on <https://api.slack.com/applications/view> again; now you will see Your Apps page in your Slack account. Click on the Create App button to create a new app:



6. The next step is Create Application and set redirect URI; when you click on Create App on Slack, you will get a similar kind of form; enter all the information about your bot:



7. Copy the redirect URI from the preceding step to the Slack app creation Redirect URI(s) field:

Link to clear instructions on how to install your Slack app

Where users can learn more about how to set this up for their team.

Link to support for your Slack app

Where users can get support for installing and using your Slack app.

Redirect URI(s)

You must specify at least one URI for authentication to work. If you pass a URI in an OAuth request, it must (partially) match one of the URIs you enter here. [Learn more](#)

By creating a Web API Application, you agree to the [Slack API Terms of Service](#).

Create App **Cancel**

8. Now, click on the Create App button at the bottom of the Slack window:

The screenshot shows the 'Basic Information' tab selected in the left sidebar of the Slack app configuration interface. The main area displays a success message: 'Your app was created! You can now manage OAuth and permissions, bot users, and other features for your app using these pages. Need help? Documentation and support are available.' Below this, there's a 'Display Information' section with fields for 'App Name' (HelloWorld), 'Icon' (a placeholder icon), 'Short description' (Hello World Bot), and a note to 'Describe your app in 10 words or less.' The left sidebar also includes links for OAuth & Permissions, Bot Users, Interactive Messages, Slash Commands, Event Subscriptions, and Submit to App Directory, along with Help, Contact, Policies, and Our Blog sections.

9. Next, create a Slack bot:

Select the 'Bot Users' tab and add a bot to your app

The screenshot shows the 'Bot Users' tab selected in the left sidebar of the Slack app configuration interface. The main area displays a 'Bot User' section with a description: 'You can bundle a Bot User with your app to interact with users in a more conversational manner. Learn more about [how bot users work](#).' Below this is a button labeled 'Add a bot to this app'. The left sidebar includes links for Basic Information, App Credentials, Bot Users (selected), Interactive Messages, Slash Commands, and Submit to App Directory.

10. Click on the Bot Users option from the left-hand side menu, then click on the Add a Bot User button:

The screenshot shows the 'Bot Users' tab selected in the left sidebar of the Slack app configuration interface. The main area displays a 'Bot User' section with a description: 'You can bundle a bot user with your app to interact with users in a more conversational manner. Learn more about [how bot users work](#).' Below this is a button labeled 'Add a Bot User', which is highlighted with a red box. The left sidebar includes links for Basic Information, OAuth & Permissions, Bot Users (selected), Interactive Messages, Slash Commands, Event Subscriptions, and Submit to App Directory.

11. On the Bot User page, enter the default username for the bot and click on the Add bot user button:

The screenshot shows the Microsoft Bot Framework portal. On the left, there's a sidebar with options: Basic Information, OAuth & Permissions, Bot Users (which is selected and highlighted in blue), Interactive Messages, Slash Commands, Event Subscriptions, and Submit to App Directory. Below the sidebar are links for Help, Contact, Policies, and Our Blog. The main content area has a title 'HelloWorld' and a section titled 'Bot User'. It says, 'You can bundle a Bot User with your app to interact with users in a more conversational manner. Learn more about [how bot users work](#)'. There's a 'Default username' input field containing '@helloworld'. Below it, a note states: 'If this username isn't available on any team that tries to install it, we will slightly change it to make it work. Usernames must be all lowercase. They cannot be longer than 21 characters and can only contain letters, numbers, periods, hyphens, and underscores.' A green 'Add bot user' button is at the bottom.

12. Next, add and configure Interactive Messages (optional):

The screenshot shows the Microsoft Bot Framework portal. On the left, there's a sidebar with options: Basic Information, App Credentials, Bot Users (selected and highlighted in blue), Interactive Messages (selected and highlighted in blue), Slash Commands, and Submit to App Directory. Below the sidebar is a 'Enable Interactive Messages' button. The main content area has a title 'YourNewBot' and a section titled 'Interactive Messages'. It says, 'You can add buttons to messages from your app, which will send interactions to a URL you specify. [Learn more](#)'. A red arrow points to the 'Interactive Messages' tab in the sidebar.

13. Now, let's configure Interactive Messages:

Set the Request URL for Interactive Messages

The screenshot shows the Slack App Builder interface for a bot named "YourNewBot". On the left, there's a sidebar with options like Basic Information, App Credentials, Bot Users, **Interactive Messages** (which is selected and highlighted in blue), Slash Commands, and Submit to App Directory. Below that are links for Help, Contact, Policies, and Our Blog. At the bottom of the sidebar is a "Made with ❤ by Slack" link. The main content area has a title "Interactive Messages" with a sub-instruction: "You can add buttons to messages from your app, which will send interactions to a URL you specify. [Learn more.](#)". It includes a "Request URL" input field containing "{COPY FROM BELOW}" and a green "Enable Interactive Messages" button. A red box highlights the "Request URL" field, and another red box highlights the "Enable Interactive Messages" button. To the right of the main content is a "Select" button.

Use this Redirect URI:

`https://slack.botframework.com/api/Actions`

Select

14. Select the Interactive Messages option from the left-hand side menu, and click on the Enable Interactive Messages button:

The screenshot shows the Slack App Builder interface for a bot named "HelloWorld". The sidebar is similar to the previous one, with "Interactive Messages" selected and highlighted in blue. The main content area has a title "Interactive Messages" with a sub-instruction: "You can add buttons to messages from your app, which will send interactions to a URL you specify. [Learn more.](#)". It includes a green "Enable Interactive Messages" button, which is highlighted with a red box. A red box also highlights the "Interactive Messages" section in the sidebar.

15. Now, paste the Redirect URI to the Request URL box that we copied earlier and click on Enable Interactive Messages:

Interactive Messages

You can add buttons to messages from your app URL you specify. [Learn more.](#)

Request URL

`https://slack.botframework.com/api/Actions`

We'll send an HTTP POST request with information to this URL. This URL must use the "https" protocol.

[Enable Interactive Messages](#)

16. Click on Save changes:

HelloWorld

Interactive Messages

You can add buttons to messages from your app, which will send interactions to a URL you specify. [Learn more.](#)

Request URL

`https://slack.botframework.com/api/Actions`

We'll send an HTTP POST request with information to this URL when users invoke message buttons. This URL must use the "https" protocol.

[Save changes](#)

[Disable Interactive Messages](#)

17. The next step is to fill up your credentials in Gather your Credentials:

^ Gather your Credentials

Select the 'Add Credentials' tab and copy your Client Id, Client Secret and (optionally) your Verification Token for Buttons

The screenshot shows the Slack App Credentials page for a bot named 'YourNewBot'. The left sidebar includes links for Basic Information, App Credentials (which is selected and highlighted in blue), Bot Users, Interactive Messages, Slash Commands, and Submit to App Directory. Below the sidebar are links for Help, Contact, Policies, and Our Blog, along with a 'Made with ❤ by Slack' footer. The main content area has two sections: 'OAuth Information' and 'Verification Token'. The 'OAuth Information' section contains fields for 'Client ID' (containing 'Your Client Id') and 'Client Secret' (containing 'Your Client Secret'). Both fields are highlighted with red boxes. Below these fields is a note: 'You must specify at least one URI for authentication to work. If you pass a URI in an OAuth request, it must (partially) match one of the URIs you enter here.' A 'Save changes' button is at the bottom left, and a 'Change secret' link is at the bottom right. The 'Verification Token' section contains a note: 'Use this token to verify that requests are actually coming from Slack.' It features a field labeled 'Your Verification Token (optional)' which also contains 'Your Verification Token' and a 'Regenerate' link to its right.

18. Select the App Credentials option from the left-hand side menu and copy the Client ID and Client Secret from the OAuth Information dialog box:

OAuth Information

Client ID 23317398256.79032640113

Client Secret XXXXXXXXXX Show

Redirect URI(s)
https://slack.botframework.com

You must specify at least one URI for authentication to work. If you pass a URI in an OAuth request, it must (partially) match one of the URIs you enter here. [Learn more](#)

Save changes Change secret

Verification Token

Use this token to verify that requests are actually coming from Slack.

Regenerate

19. Next, submit your credentials and paste the respective values, which you copied in the preceding step.
20. Click on the Submit Slack Credentials button. Now, in the background, the Bot Framework is submitting our application credentials to Slack:

Submit your Credentials

Client Id: 45337164336.75906487063

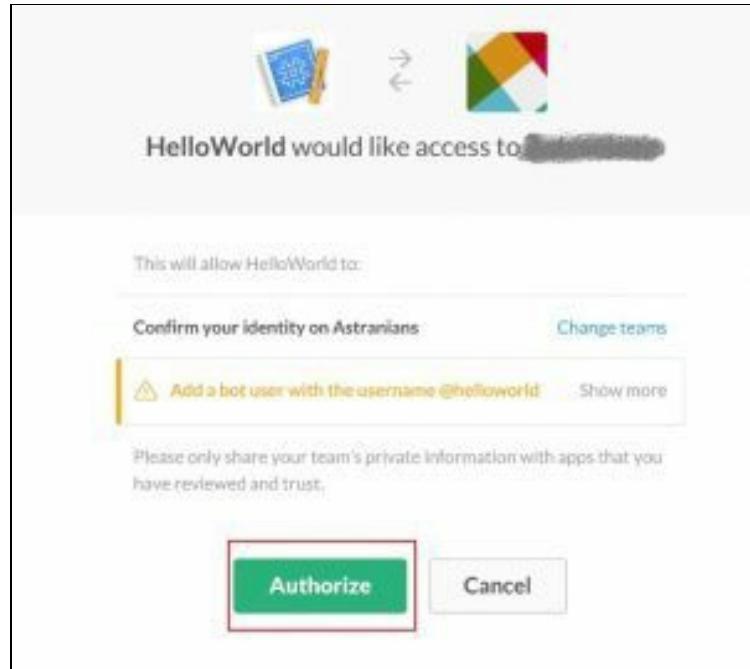
Client Secret: XXXXXXXXXXXXXX

Verification Token: iHMIS9gaPSm0hOntqInNaRR (optional)

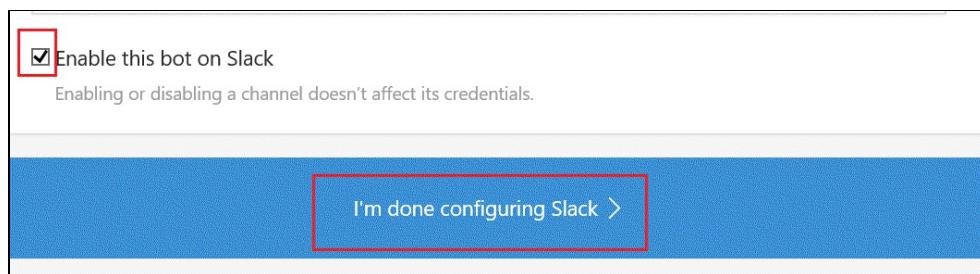
Landing Page URL: https://yourbot.example.com/slack_help (optional)
Users will be redirected to this URL after adding your bot to Slack.

Submit Slack Credentials

21. It will ask you to authorize access of the HelloWorld bot to your Slack team; click on Authorize:



22. Now, come back to the bot configuration page; check Enable this bot on Slack and click on the I'm done configuring Slack button:



23. Slack bot has been added to your list of channels now:

Channels						
		Test link	Issues	Enabled	Published	
	Skype	Add to Skype	0	Yes (Preview)	<input type="checkbox"/> Off	Edit
	Slack	Add to Slack	0	Yes	<input type="checkbox"/> Off	Edit
	Web Chat		0	Yes	<input type="checkbox"/> Off	Edit

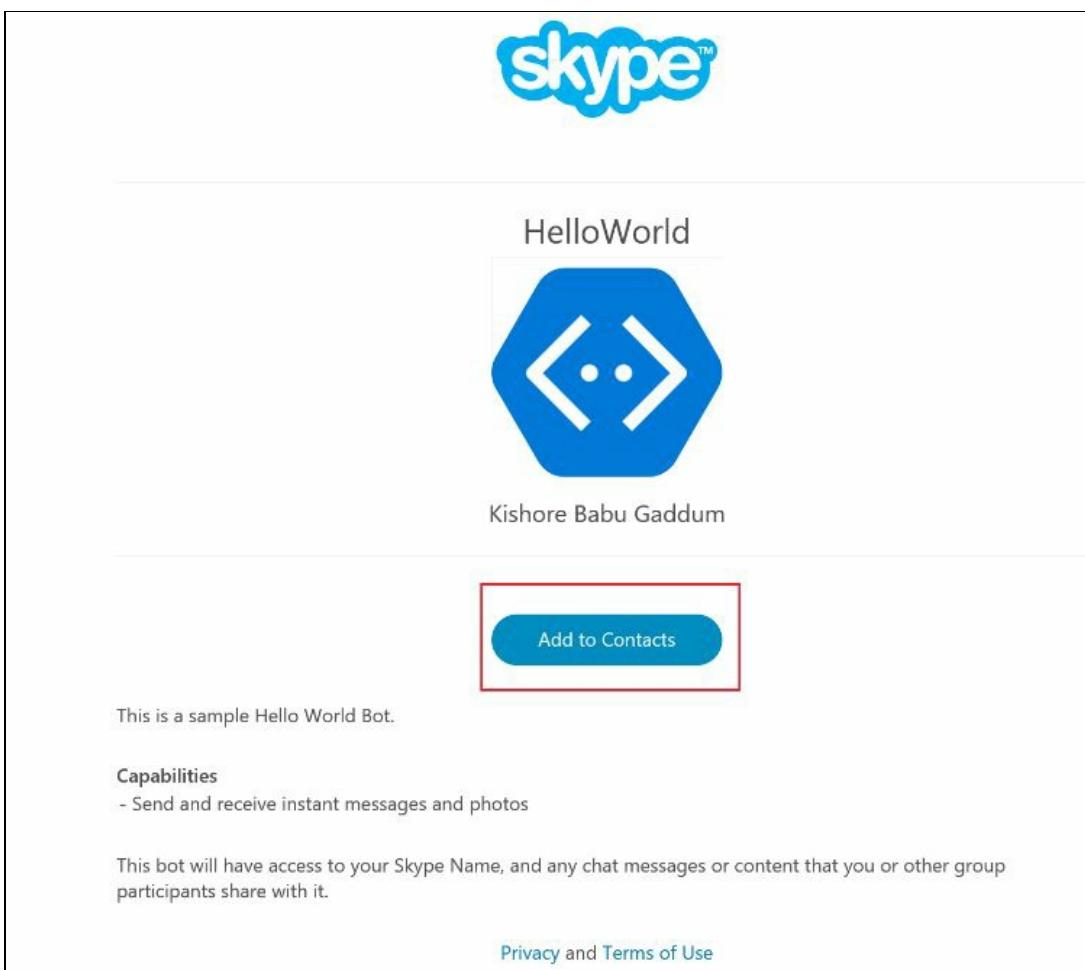
Configuring your bot with Skype

As part of Bot Framework version 3, the bot is already configured with Skype, but we just need to add it to the account by clicking on the Add to Skype option on the channel list:

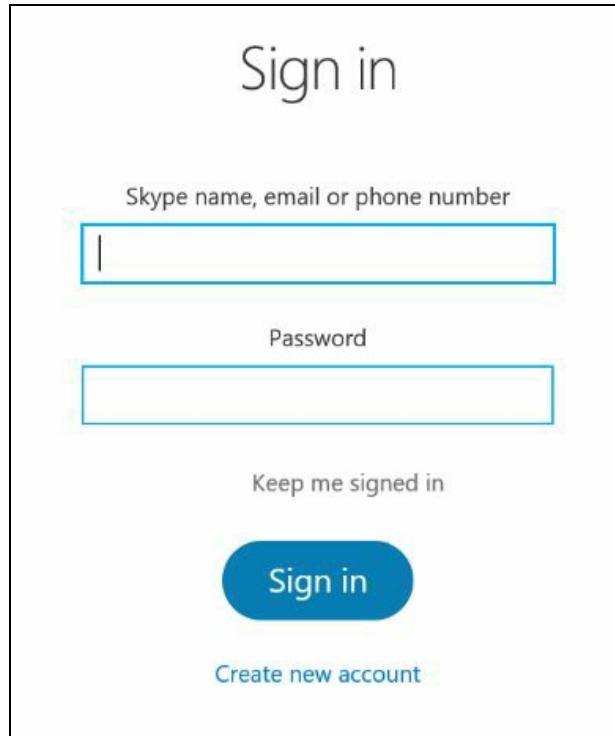
Channels						
		Test link	Issues	Enabled	Published	
 Skype	Add to Skype	0	Yes (Preview)	<input type="checkbox"/> Off	Edit	
 Slack	Add to Slack	0	Yes	<input type="checkbox"/> Off	Edit	
 Web Chat		0	Yes	<input type="checkbox"/> Off	Edit	

Configure your bot with Skype by following these steps:

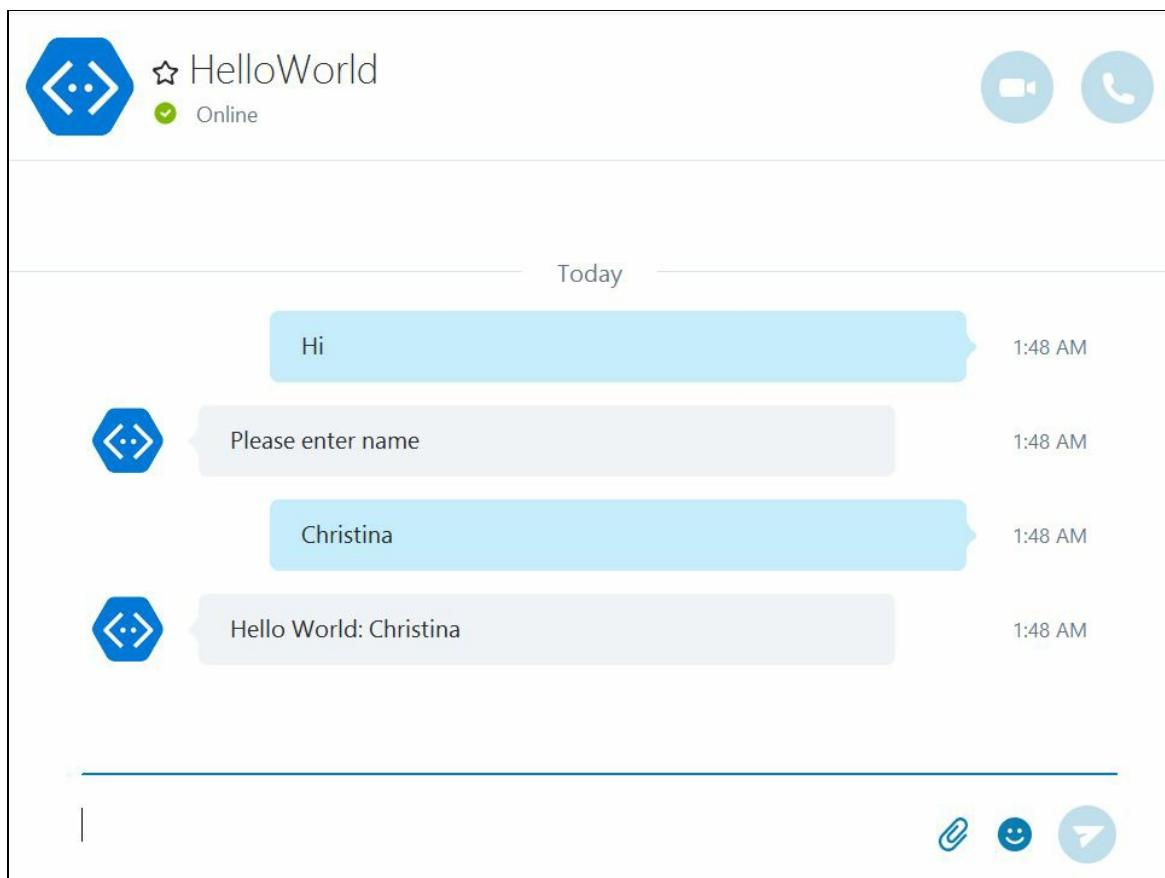
1. Click on the Add to Contacts button:



2. Sign in to your Skype account to add it as a contact to your Skype. Make sure that you have logged in to your Skype account on your PC as well:



- Now, it will prompt you to open Skype on your desktop to add it to Skype. Once you are done adding it to Skype, then you can start talking with the HelloWorld bot:



Configuring your bot with Facebook Messenger

Click on the Add button of the Facebook Messenger channel, and the Bot Framework will give us all of the steps required to add the bot to Facebook:

Add another channel		
	Direct Line	Add
	Email	Add
	Facebook Messenger	Add
	Kik	Add
	Telegram	Add
	Twilio (SMS)	Add

Configure your bot with Facebook Messenger by following these steps:

1. First, click on Getting Started:

How to

^ Getting Started

Creating a Bot for Facebook requires you create both a Facebook Page and a Facebook App. Learn more at the link below.

<https://developers.facebook.com/docs/messenger-platform>

2. Click on the link mentioned in the previous screenshot and the Facebook for developers page will open:

facebook for developers  Products Docs Tools & Support News Videos

All Docs 

Docs / Messenger Platform / On this page: 

Messenger Platform

- Product Overview
- Getting Started
- Complete Guide
- Reference
- Platform Guidelines
- Messenger Policy Overview
- App Review
- Changelog

Messenger Platform

Cool. And the 5 day forecast?

Introducing new tools to help you build your bot and reach 1 billion people around the world

Overview

See how your bot can use our platform to have rich conversations with people on Messenger

 Monday, March 14
High 35°F, Low 26°F
Snow
Bundle up and make some tea

 Tuesday, M
High 37°F, Lo
Clouds
It'll be slushy

Implementation

Getting Started
Get started in a few easy steps to see the Messenger Platform in action.

Complete Guide
Learn about all the features of the Messenger

Reference
View the reference documentation for more technical details.

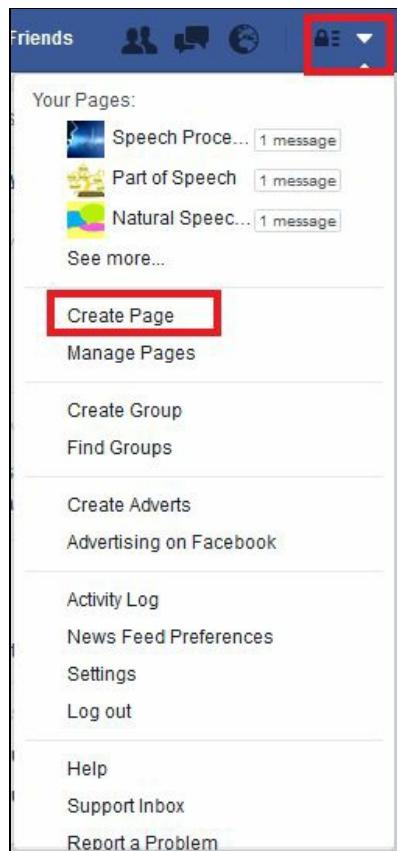
Platform Guidelines
Discover how to use Messenger Platform tools to design a delightful experience and get the most out of your interactions on Messenger

3. Next, create a Facebook page for your bot. Your bot is accessed through a Facebook page. Go to this link and create a page or go to an existing page at <https://www.facebook.com/bookmarks/pages>:

4. After successfully logging in, click on the Create Page button under the Pages section, as shown in the following screenshot:



5. Alternatively, you can click on Create Page under the drop-down menu next to Privacy shortcuts:



6. On Create a Page, select any one of the options as to which type your bot is, such as business, organization or entertainment, or app. Enter the name of your page and click on Create:

Create a Page

Give your brand, business or cause a voice on Facebook and connect with the people who matter to you.

It's free to set up. Just choose a Page type to get started.



Local Business or Place



Company, Organisation or Institution



Brand or Product



Artist, Band or Public Figure



Entertainment



Cause or Community

Chat

- Now, add the details of the page/bot and save the information, then click on Next and complete all the required steps:

Set up Hello World Club

1 About 2 Profile Picture 3 Add to Favourites 4 Preferred Page Audience

Tip: Add a description and website to improve the ranking of your Page in search.
Fields marked by asterisks (*) are required.

Add a few sentences to tell people what your Page is about. This will help it show up in the right search results. You will be able to add more details later from your Page settings.

This page is just sample of hello world 116

Website (e.g. your website, Instagram, Twitter or other social media links)

Need help? Skip Save Info

- Once you have successfully created a page, then save the Facebook Page ID for later purposes. The Facebook Page ID can be found in your Facebook page's About section:

The screenshot shows a Facebook Page settings interface. On the left, there's a sidebar with links like Home, About (which is highlighted with a red box), Photos, Likes, Videos, Posts, Manage Tabs, and a button to Add Shop Section. Below that is a Promote button. The main area has tabs for Like, Message, and More. Under the 'About' tab, there are fields for Impressum, Company Overview, Long description, General Information, Mission, Founded, Awards, Products, Website (with the URL https://helloworldformflow.azurewebsites.net/), and Official Page (with the instruction to enter the official brand, celebrity or organisation your Page is about). A Facebook Page ID field shows 551426228381192, which is also highlighted with a red box.

9. Next, create the Facebook app for your bot. Your bot will also need a Facebook app; click on the following mentioned link to create a new app:

The Facebook UI may be different depending on what version you're looking at: <https://developers.facebook.com/quickstarts/?platform=web>



The screenshot shows the Facebook Developer App dashboard. At the top, there's a search bar, a 'My apps' dropdown (which is highlighted with a red box), and some user information (ASTRANE). Below that is a 'See All Apps' link and a prominent 'Add a New App' button, which is also highlighted with a red box. Further down are links for Requests, Developer Settings, and Company Settings.

10. Enter Display Name, Contact Email, and select the Category of your bot:

Create a New App ID

Get started integrating Facebook into your app or website

Display Name

[The name you want to associate with this App ID]

Contact Email

Used for important communication about your app

Category

Choose a category ▾

By proceeding, you agree to the Facebook Platform Policies

Cancel

Create App ID

11. Click on Create App ID.

12. After successful creation of the Facebook app, click on the Dashboard option from the left-hand side menu and copy the App ID and App Secret to a safer place, which will be used in later steps:

The screenshot shows the Facebook App Dashboard for the app "HelloWorld". The left sidebar has a red box around the "Dashboard" button, which is currently selected. Other options in the sidebar include "Settings", "Roles", "Alerts", "App Review", and "PRODUCTS". The main dashboard area displays the app's logo, the name "HelloWorld", and the status "This app is in development mode and can only be used by app admins, API Version [?]. The "App ID" field contains the value "857255211075617", which is also highlighted with a red box. Below it, the "App Secret" field contains several asterisks ("*****") and is also highlighted with a red box.

13. Next, enable messenger. Now, select the Add Product option from the left-hand side menu on the Facebook app page. Then, click on the Get Started button of the Messenger section:

The screenshot shows the Facebook App Dashboard under the 'HelloWorld' app. On the left sidebar, the 'PRODUCTS' section is selected, and the 'Messenger' option is highlighted with a red box. The main content area is titled 'Product Setup' and lists several products: 'Facebook Login', 'Audience Network', 'Account Kit', and 'Messenger'. The 'Messenger' card is also highlighted with a red box, and its 'Get Started' button is highlighted with another red box.

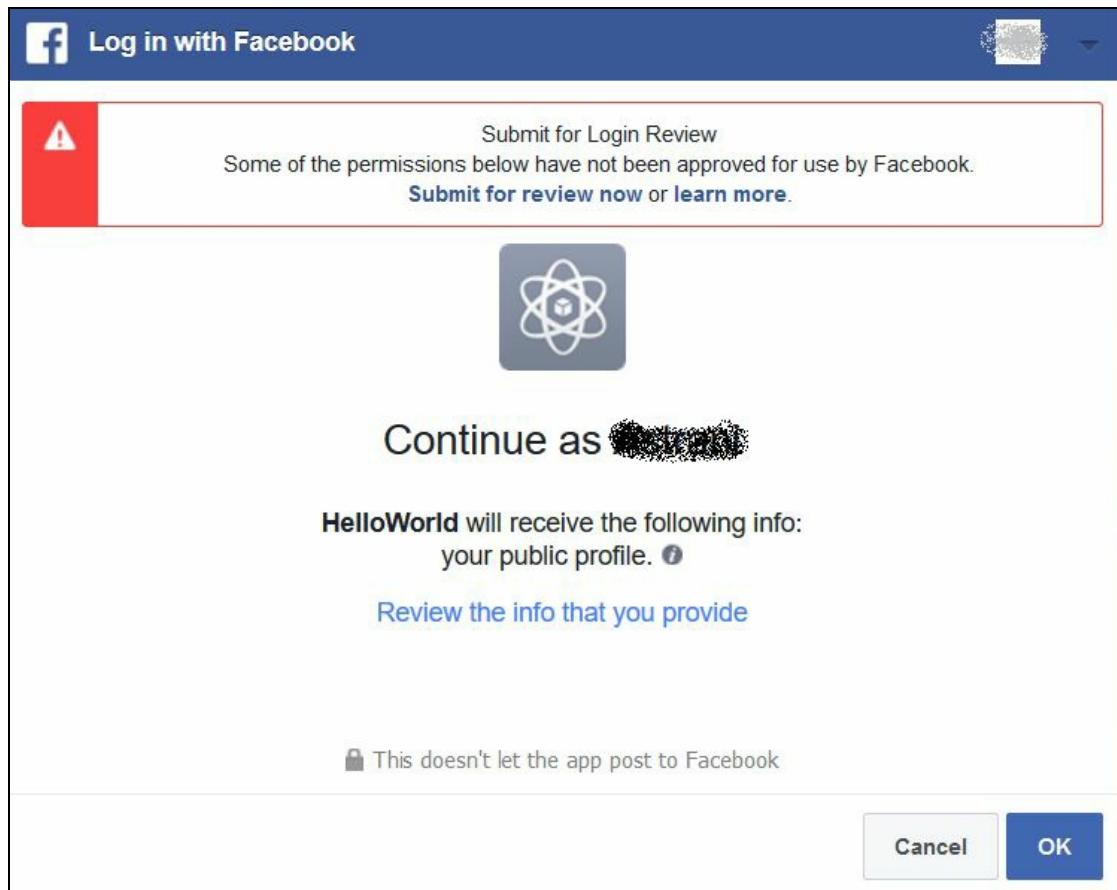
14. Click on the Get Started button again on the Messenger Platform page:

The screenshot shows the 'Messenger Platform' settings page. The left sidebar shows the 'Messenger' tab is selected. The main content area is titled 'Messenger Platform' and contains a welcome message and information about the Send/Receive API. A 'Get Started' button is located at the bottom of this section and is highlighted with a red box.

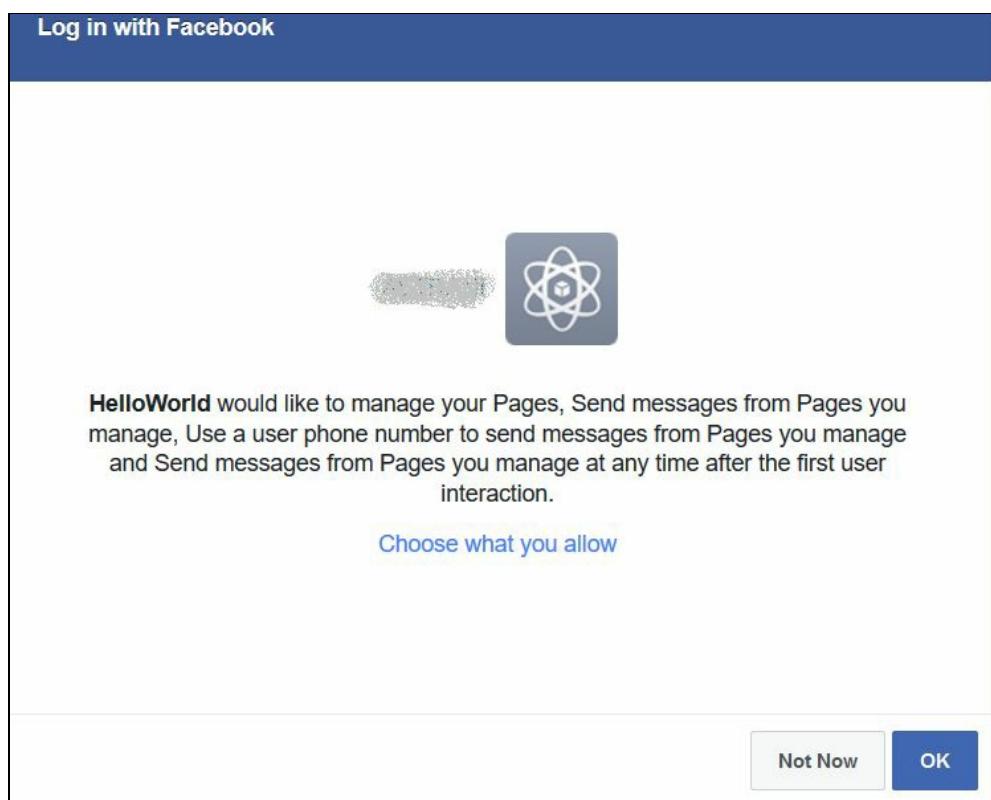
15. Under the Token Generation section of the product page, select the page from the drop down to which you want to generate the token:

The screenshot shows the 'Token Generation' section of the product page. It includes a note about page tokens being required for APIs and a dropdown menu labeled 'Page' with a red box around it. Below the dropdown, a message states: 'You must select a Page to generate an access token.'

16. Select HelloWorld as the page. Now, you will get a prompt for allowing permissions to read your profile; click on OK:



17. If you don't want to give any specific permission, then you can select the Choose what you allow option, otherwise click on OK:



18. Copy the Page Access Token to a safer place; we need it in later steps:

Token Generation

Page token is required to start using the APIs. This page token will have all messenger permissions even if your app is not approved to use them yet, though in this case you will be able to message only app admins. You can also generate page tokens for the pages you don't own using Facebook Login.

Page

HelloWorld ▾

Page Access Token

EAAMLq0hWiCEBAEvWDiuK4m8pUIBT8mwEd7Kxt0PZABox164tsgrBPTg1RiD4JsG

19. Set up and configure webhooks. Enable the webhook to forward messaging events sent by Facebook Messenger. Click on the Setup Webhooks option on the same page under the Webhooks section:

Webhooks

Setup Webhooks

To receive messages and other events sent by Messenger users, the app should enable webhooks integration.

20. Configure the webhook in the same way as mentioned on the configure Facebook Messenger page; under Configure webhook callback URL and verify the token and paste it into your Facebook webhook configure step:

Configure webhook callback url and verify token

Configure the webhook. Enter the URL below for the Callback URL, and the Verify Token. Then select message_deliveries, messages, messaging_optins, and messaging_postbacks under Subscription Fields to set the correct permissions. Click Verify and Save.

New Page Subscription

Callback URL: { Copy from below }

Verify Token: { Copy from below }

Subscription Fields

<input checked="" type="checkbox"/> message_deliveries	<input type="checkbox"/> message_reads	<input checked="" type="checkbox"/> messages
<input type="checkbox"/> message_echoes	<input checked="" type="checkbox"/> messaging_optins	<input checked="" type="checkbox"/> messaging_postbacks
<input type="checkbox"/> messaging_account_linking		

Callback Url: https://facebook.botframework.com/api/v1/bots/helloworldformflow

Select

Verify Token: E5eALs49Csr4yB3qz1My4Wb5TN11b7jwDn9DnB1s48ux7qb

Select

21. Enter the Callback URL and the Verify token from the Facebook Messenger

configure page. Then, select message_deliveries, messages, messaging_optins, and messaging_postbacks under Subscription fields to set the correct permissions. Then, click on Verify and Save:

New Page Subscription

Callback URL
https://facebook.botframework.com/api/v1/bots/helloworldformflow

Verify token
[REDACTED]

Subscription fields

<input checked="" type="checkbox"/> message_deliveries	<input type="checkbox"/> message_reads	<input checked="" type="checkbox"/> messages
<input type="checkbox"/> message_echoes	<input checked="" type="checkbox"/> messaging_optins	<input checked="" type="checkbox"/> messaging_postbacks
<input type="checkbox"/> messaging_account_linking		

Cancel **Verify and Save**

22. Enter your credentials. This is the final step to configure your bot to Facebook Messenger. Here, you have to enter your previously saved Facebook Page Id, Facebook App Id, Facebook App Secret, and Page Access Token:

Enter your credentials

Credentials have not yet been validated.

Facebook Page Id	0000000000000000
Facebook App Id	0000000000000000
Facebook App Secret	0000000000000000
Page Access Token	XXXXXXXXXXXXXX

Resubmit Deauthorize

23. After entering your details, click on the Submit/Resubmit button. After successful validation, you will receive the following message:



24. Finally, check the Enable this bot on Facebook Messenger option, and click on the I'm done configuring Facebook Messenger button:

Enable this bot on Facebook Messenger

Enabling or disabling a channel doesn't affect its credentials.

I'm done configuring Facebook Messenger >

25. Now, you can communicate with your bot through Facebook Messenger as well:

Channels						
	Test link	Issues	Enabled	Published		
 Facebook Messenger	Message Us	0	Yes	<input type="checkbox"/> Off	Edit	
 Skype	Add to Skype	0	Yes (Preview)	<input type="checkbox"/> Off	Edit	
 Slack	Add to Slack	0	Yes	<input type="checkbox"/> Off	Edit	
 Web Chat		0	Yes	<input type="checkbox"/> Off	Edit	

[Get bot embed codes](#)

26. To chat with your bot from Facebook Messenger, click on the Message Us button in the channels list:

Channels						
	Test link	Issues	Enabled	Published		
 Facebook Messenger	Message Us	0	Yes	<input type="checkbox"/> Off	Edit	
 Skype	Add to Skype	0	Yes (Preview)	<input type="checkbox"/> Off	Edit	
 Slack	Add to Slack	0	Yes	<input type="checkbox"/> Off	Edit	
 Web Chat		0	Yes	<input type="checkbox"/> Off	Edit	

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27. It will navigate to the Facebook Messenger web app:

HelloWorld
Messenger

 HelloWorld
0 people like this
App Page

18:57

This is Christina

 Hello World: This is Christina





 HelloWorld
Messenger



Options

Manage Messages

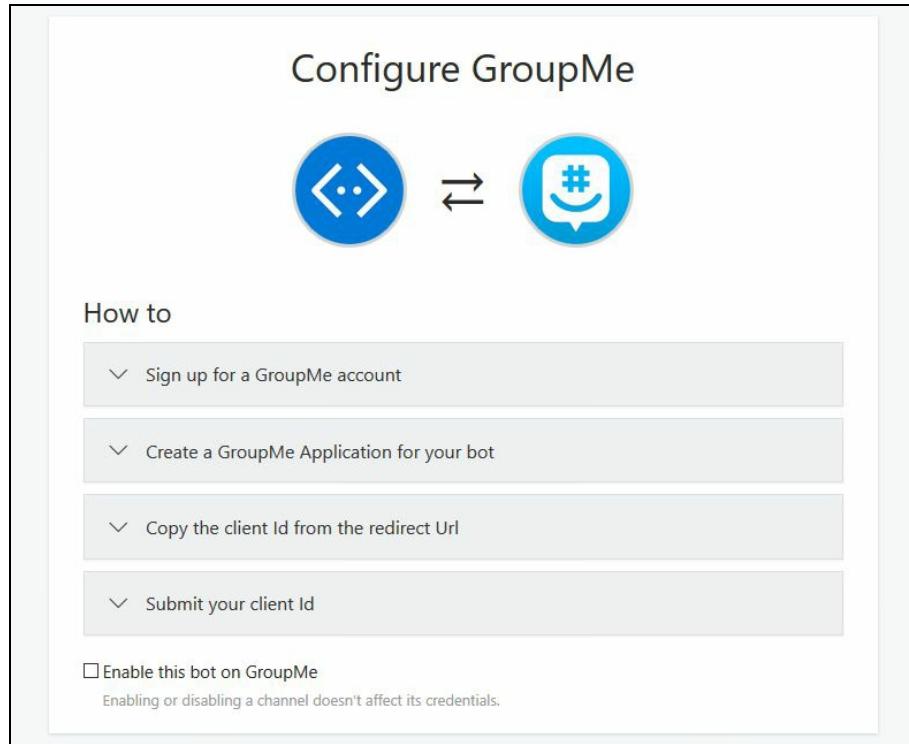
Leave feedback

Search in Conversation

Mute Notifications

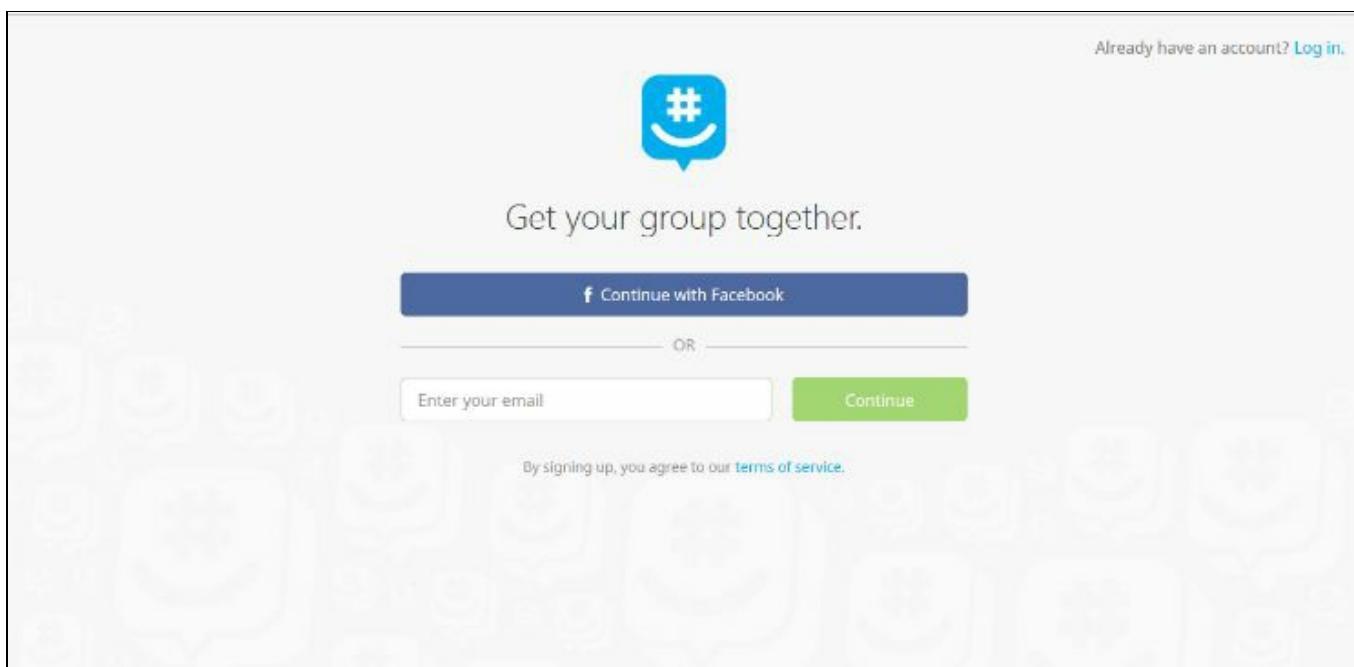
Configuring your bot with GroupMe

For configuring GroupMe, click on the GroupMe channel Add button. Bot Framework gives us all of the steps to add a bot to GroupMe:



Configure your bot with GroupMe by following these steps:

1. Now, Sign up for a GroupMe account. Expand Sign up for a GroupMe account, and then go at <https://web.groupme.com/signup> to sign up:



2. If you already have an account, then click on Log in on the top-right side of the page. Otherwise, enter your mail ID and then click on the Continue button to sign up.
3. Next, create a GroupMe application for your bot. To create a GroupMe application to your bot, you have to follow <https://dev.groupme.com/applications/new>. Here, you have to provide the logging details, then it will redirect you to create the application for your bot page:

The screenshot shows a 'Create Application' form with the following fields:

- Application Name:** An input field for the name of the application.
- Callback URL:** An input field containing the value "https://example.com/oauth_callback". A note below says: "Callback URL must be https, localhost, or a deep link."
- Developer Name:** An input field.
- Developer Email:** An input field.
- Developer Phone Number:** An input field.
- Developer Company:** An input field.
- Developer Address:** An input field.

4. Enter all the required details. For the call back URL, go back to the bot's configure GroupMe page under create a GroupMe application for your bot; you will find the callback URL. Copy and paste it in the GroupMe application creation callback URL box.
5. Click on the Save button. It redirects to the GroupMe app details page; it looks similar to the following screenshot:

Hello World

Details Settings Delete

Settings

Redirect URL https://oauth.groupme.com/oauth/authorize?client_id=xds2ddasd323asdfxdf3234325af

Callback URL https://groupme.botframework.com/Home/Login

Your Access Token

Use the access token string to authenticate as yourself when making API requests.

Astrani Dev's Access Token

6. Next, copy the client ID from your redirect URL. Copy the client ID from the previous step; you will find it at the end of Redirect URL:

Details Settings Delete

Settings

Redirect URL https://oauth.groupme.com/oauth/authorize?client_id=xds2ddasd323asdfxdf3234325af

Your Client Id

Callback URL https://fc9ad1bb.ngrok.io/Home/Login

Your Access Token

Use the access token string to authenticate as yourself when making API requests.

Dev's Access Token

7. Submit your client ID. Here, you have to enter your client ID, which you copied from the previous step. Then, click on the Submit GroupMe Credentials button:

Submit your client Id

Client Id parameter in the Redirect Url

Submit GroupMe Credentials

8. Now, click on I'm done configuring GroupMe; before that, check the Enable this bot on GroupMe box:

Enable this bot on GroupMe

Enabling or disabling a channel doesn't affect its credentials.

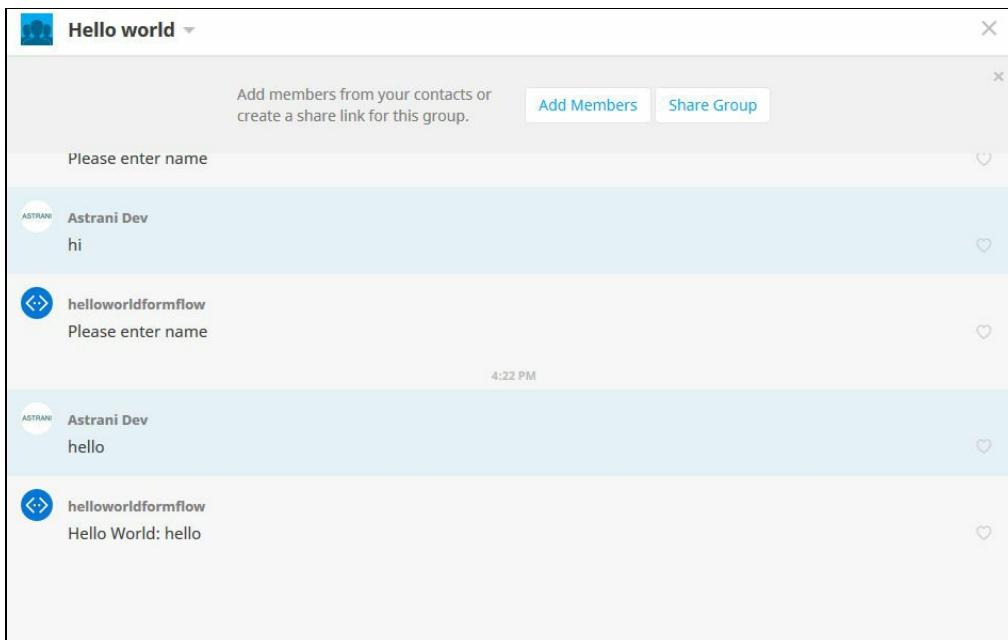
I'm done configuring GroupMe >

9. Bot Framework has added GroupMe on your configured channels list:

Channels						
	Test link	Issues	Enabled	Published		
 Facebook Messenger	Message Us	0	Yes	<input type="button" value="On"/> On	Off	Edit
 GroupMe	@helloworldformflow	0	Yes	<input type="button" value="On"/> On	Off	Edit
 Skype	Add to Skype	0	Yes (Preview)	<input type="button" value="On"/> On	Off	Edit
 Slack	Add to Slack	0	Yes	<input type="button" value="On"/> On	Off	Edit
 Web Chat		0	Yes	<input type="button" value="On"/> On	Off	Edit

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10. Now, you can chat with your bot from GroupMe. To test it, click on the @yourbotname button in the channels list. It will navigate to the GroupMe web app, where you can start chatting with your bot, as shown in the following screenshot:



Summary

In this chapter, we have learned the following:

- **Registering a bot:** Once registered, we use the dashboard to test the bot to ensure that it is talking to the connector service and/or use the web chat control, and an auto-configured channel, to experience what users will experience when conversing with the bot
- **Connecting to channels:** Connect the bot to the conversation channels such as Skype, Slack, and/or Facebook Messenger using the channel configuration page
- **Testing bot:** Test the bot's connection to the Bot Framework and try it out using the web chat control
- **Publishing bot:** We get to publish the bot
- **Measuring bot:** We get to learn how to link the bot to Azure Application Insights analytics directly from the bot dashboard in the Bot Framework website
- **Managing a bot:** Once registered and connected to channels, we can manage the bot via the bot's dashboard in the Bot Framework Developer Portal