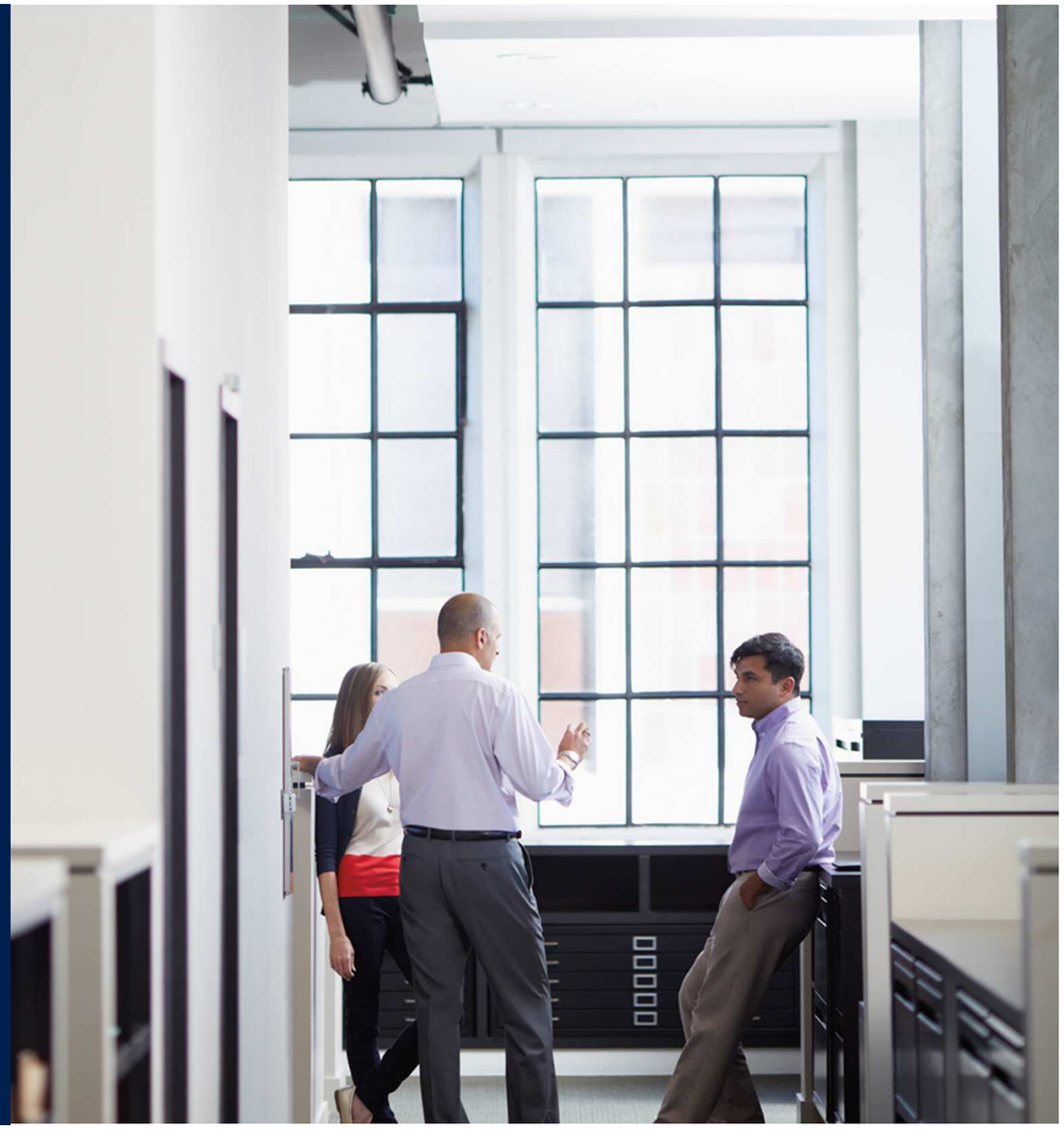
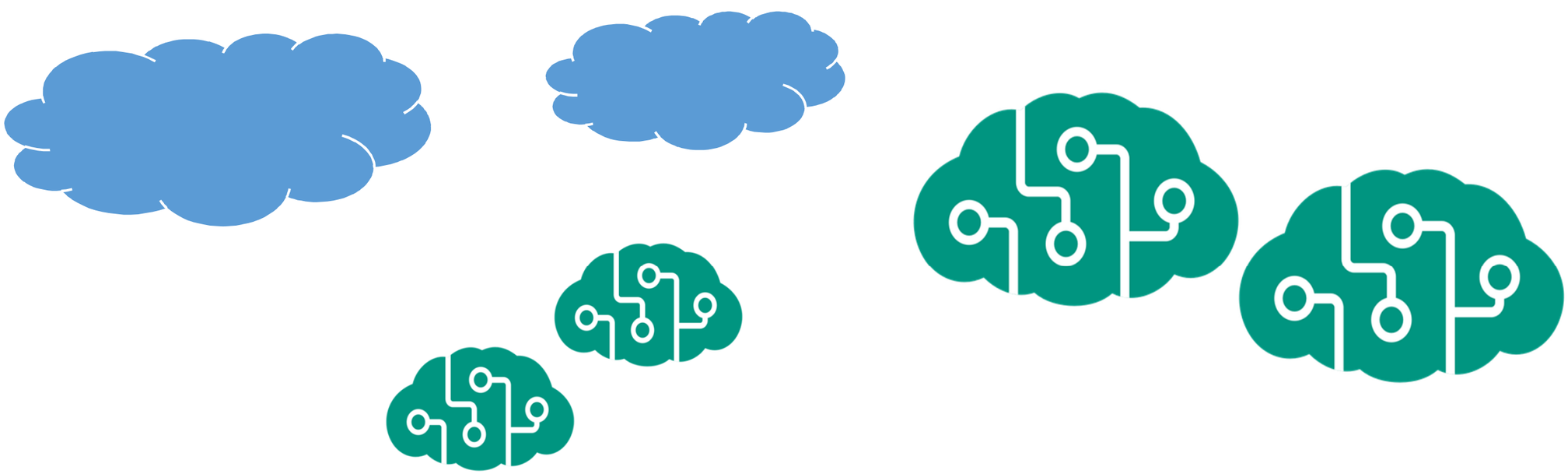
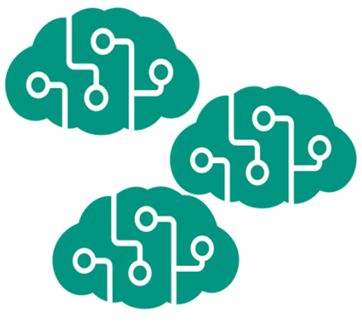
Microsoft

Azure Chat Bots Deep Dive





The Rise of AI



The Rise of AI

I would like to order some food

Hey, Good to See you back… Would you like to checkout the new Italian Restaurant in the city and try out "Pepperoni Pizza" there ?

Search

Sounds Good, Book It !

28 Years Old, Female
Language – English
Sentiment – Neutral
Seen Before – Yes (Voice, Face)
Context – Good Places to Eat

Search
Sentiment (face, text)
recommendations

Book
Sentiment (face → Happy)
Context – Italian Restaurant Booking

I am Glad that I am able to help you today. Have a good day !

Agenda Topics

1. ✓ Introduction
2. ✓ The What, How and Why of Chat Bot
3. ✓ What are Bots
4. ✓ Microsoft Chat Bot Anatomy
5. ✓ Hello Bot
6. ✓ User Input Bot
8. ✓ Waterfall Bot
9. ✓ Adaptive Card
10. ✓ Cortona Bot

Microsoft

Who are we ?

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100 % Azure AI Focused
MIT Certified Data Scientist

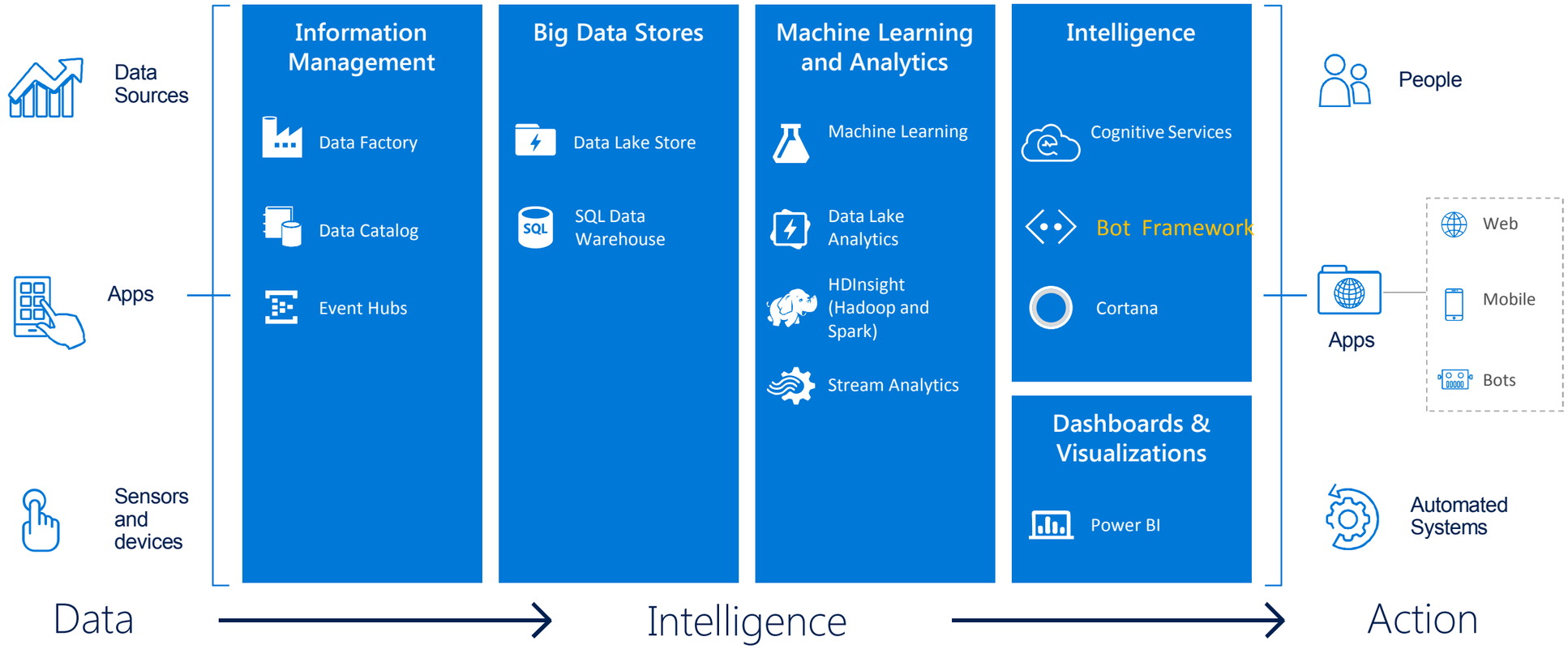
Linked In : https://www.linkedin.com/in/srikarkumar

Kevin McCarty
30+ years in the industry with 20+ years of experience in data science and data analytics

Azure Expert
Microsoft Certified Trainer

Linked in: https://www.linkedin.com/in/kevin-mccarty

Cortana Intelligence Suite | Overview



What is Bot ?

Bots are users embedded inside a communication platform, But the users are not human but software that interact with the external world and help perform their work or day to day activities

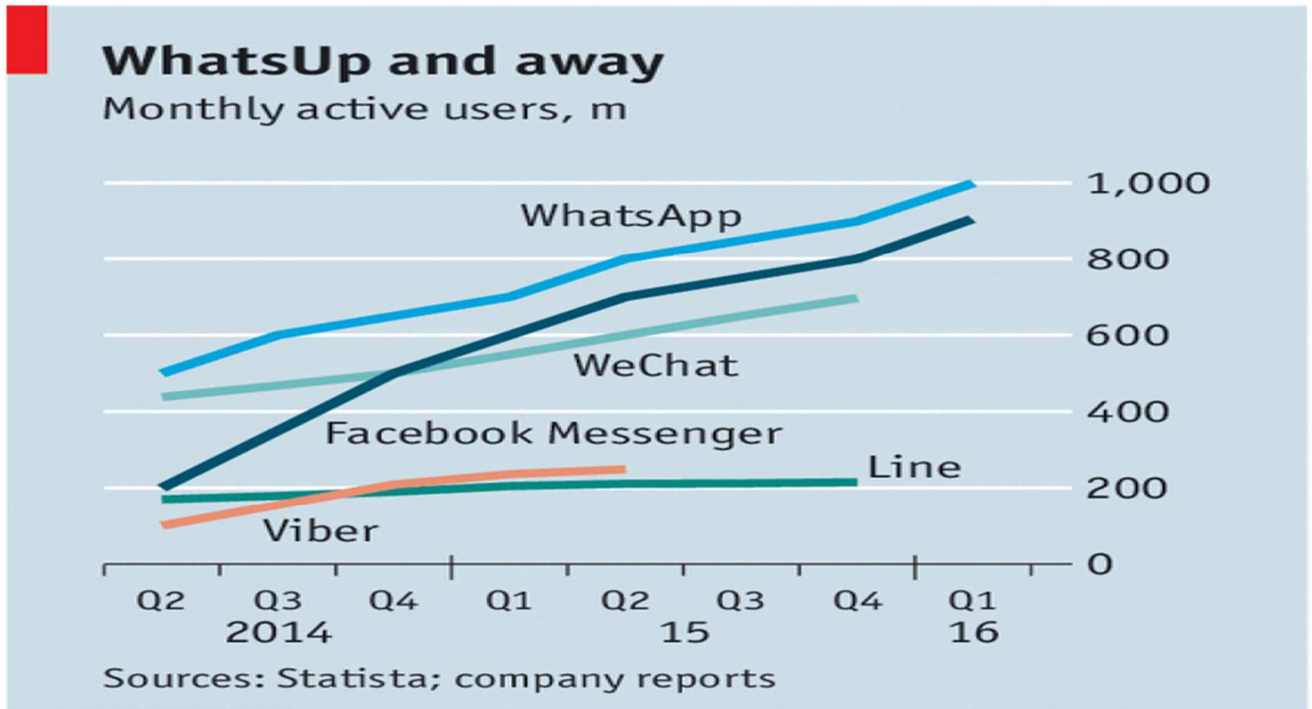
A piece of program that acts like the “First Class Citizen” and provides all support for a particular line of business

A business shift from Desktop to Web to Mobile App to Message Apps

Just another Cross Hair Syndrome Effect ?

What do you think ?

App Economy to Bot Economy



Economist.com

Conversational Commerce

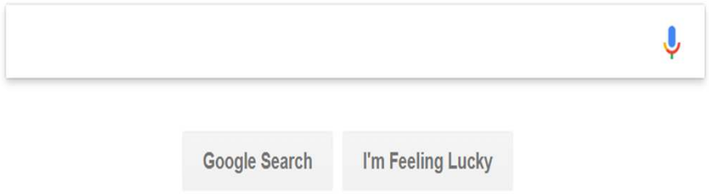
"Messaging" - You've got people just spending time in messaging apps.

We all use messaging apps - Whatsapp, Facebook, Kik, SMS.

We live in these messaging apps

Bots, Chatbots - You can't go anywhere without seeing the hype of Bots and chatbots, ML, AL and NLP and for good reason

Users are tired of Search Bars



2005: Seek Reponse

User: I ordered a book 2 days back. Not yet delivered

Care: The book has been dispatched. You should get it delivered by today.

2015: Interact

When to Replace Search Bar ?

Book a cab ?

Order Food ?

Get the status of your Order ?

Pay your Phone Bill ?

Plan and Book a Holiday Package ?

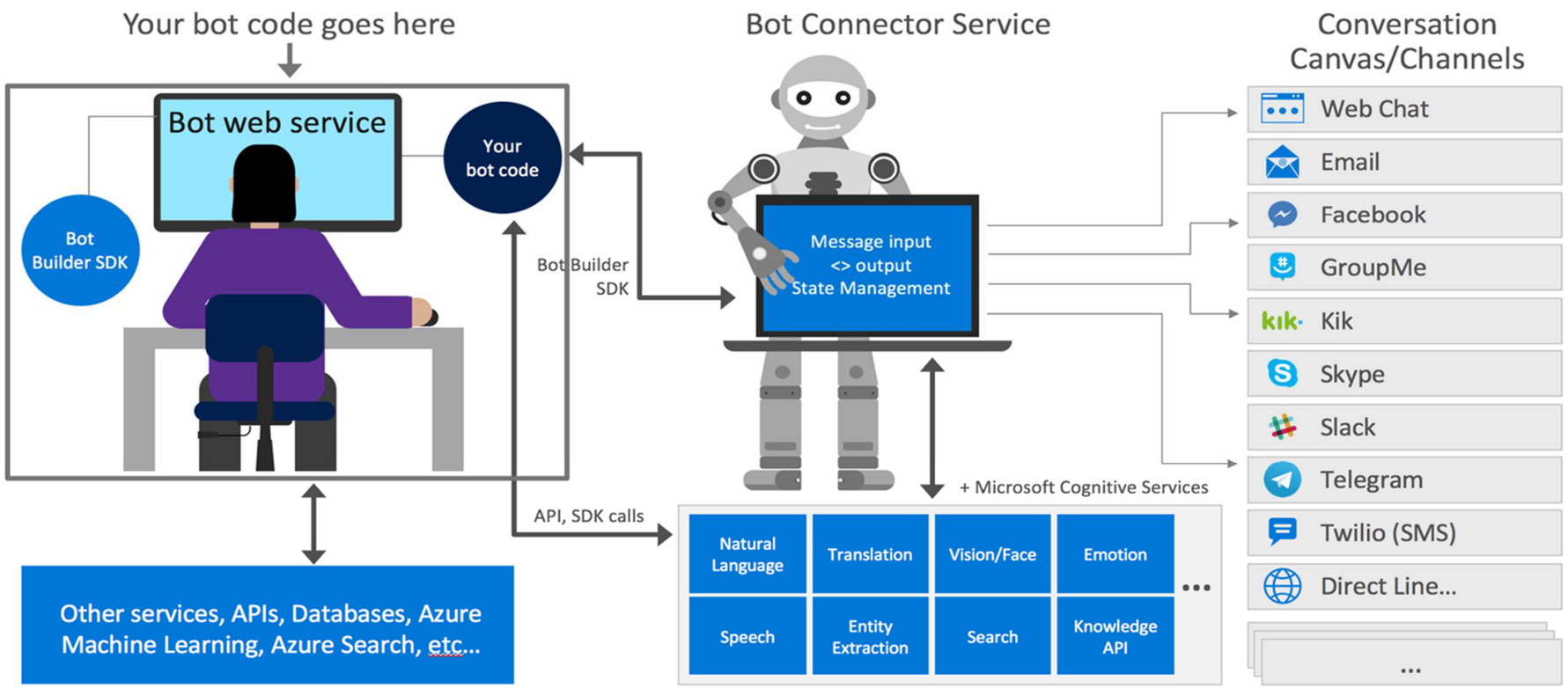
Resolving Issue in a services that’s being provided ?

Replace FAQs ?

Four Levers of a Super Experience Bot

Extract the Intent
Build the Context
Personalize and Assist
Provide Relevant Results

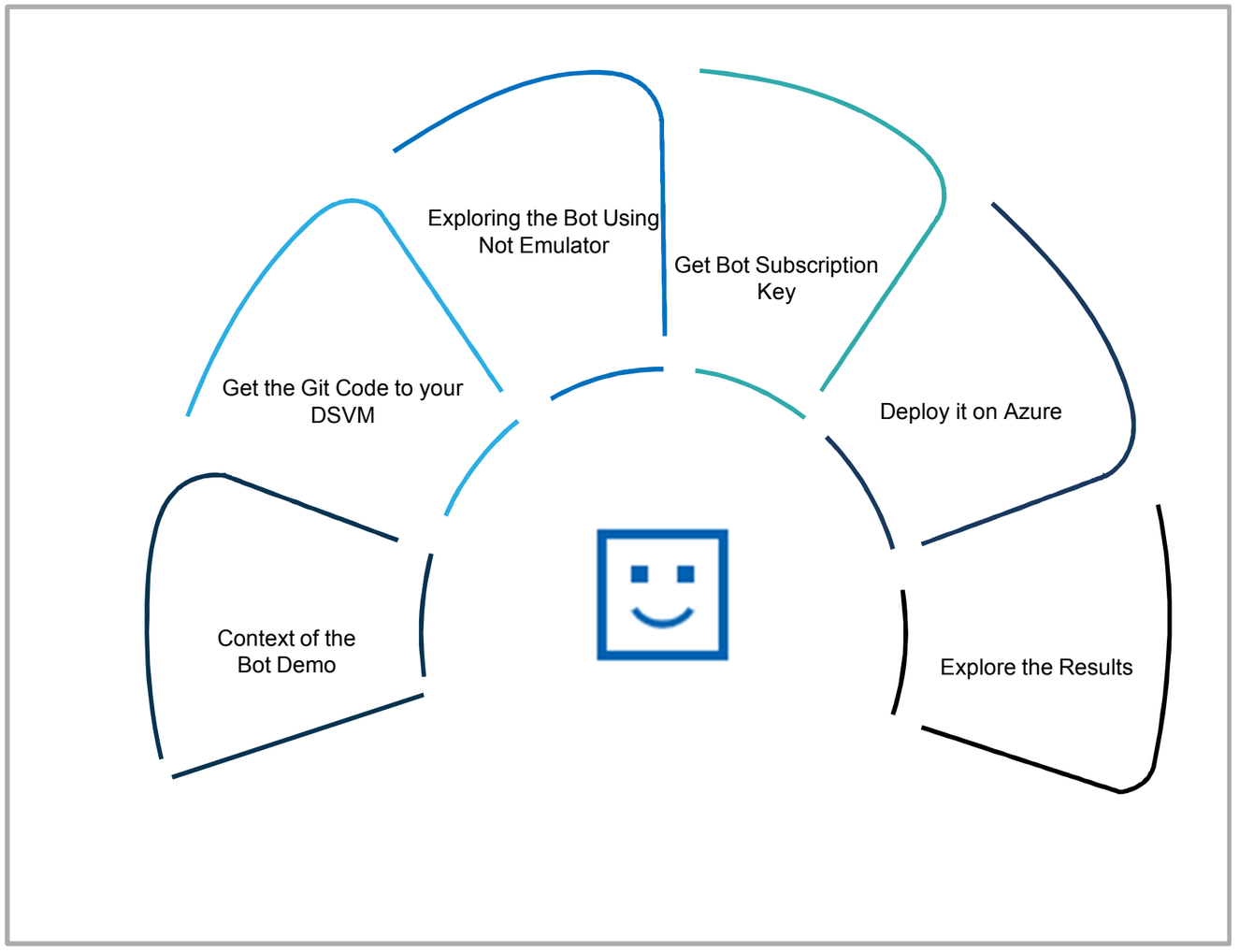
The Anatomy of Microsoft Bot



Types of Bot Service

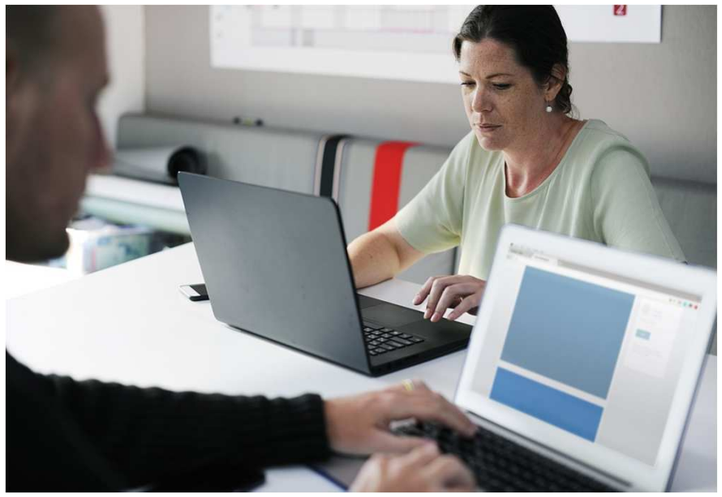
Template	Description
Basic	Creates a bot that uses dialogs to respond to user input.
Form	Creates a bot that collects input from a user via a guided conversation that is created using FormFlow (in C#) or waterfalls (in Node.js).
Language understanding	Creates a bot that uses natural language models (LUIS) to understand user intent.
Proactive	Creates a bot that uses Azure Functions to alert users of events.
Question and Answer	Creates a bot that uses a knowledge base to answer the user's questions.

“Hello World” Bot Demo

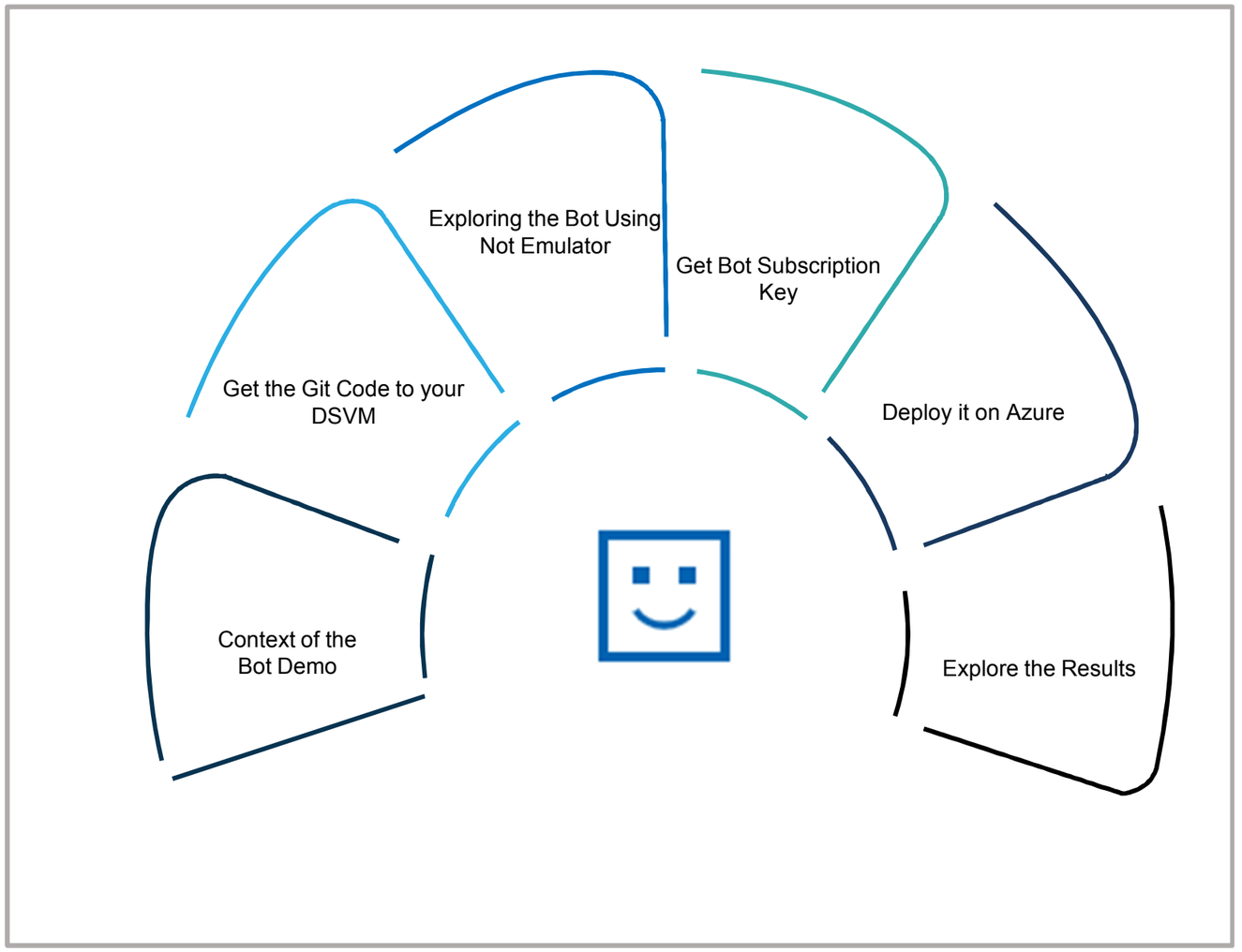


- Simple “Hello Word” Demo

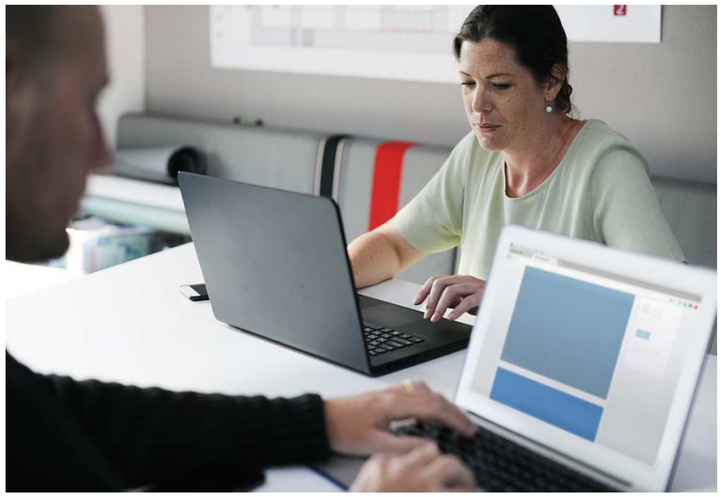
User Input Bot 1 Demo



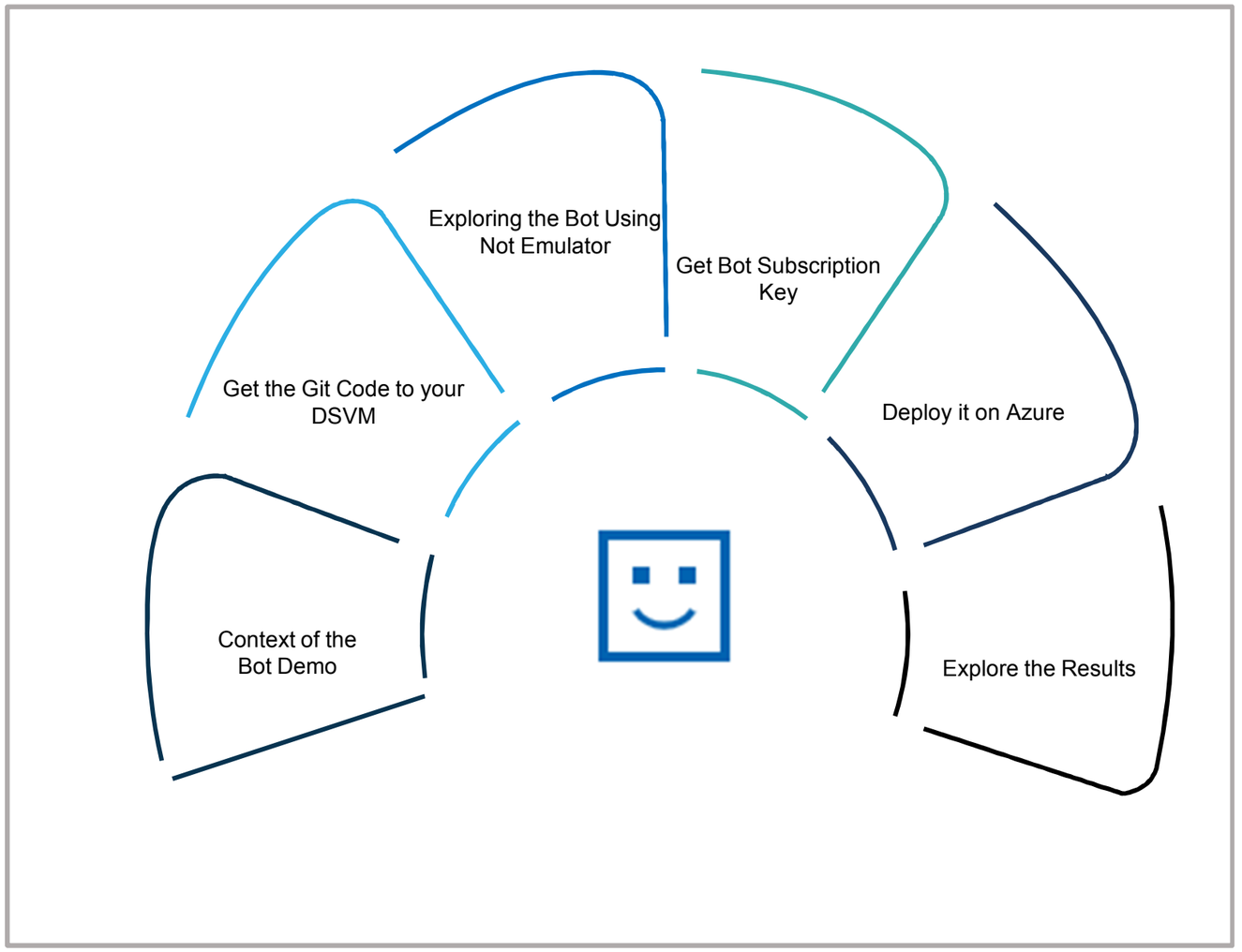
- Prompting User for an input as text
- Responding back to the user with stored value



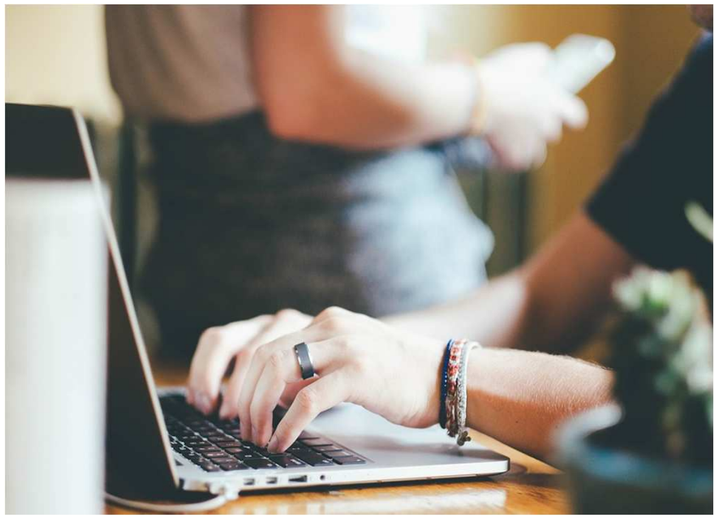
User Input Bot 2 Demo



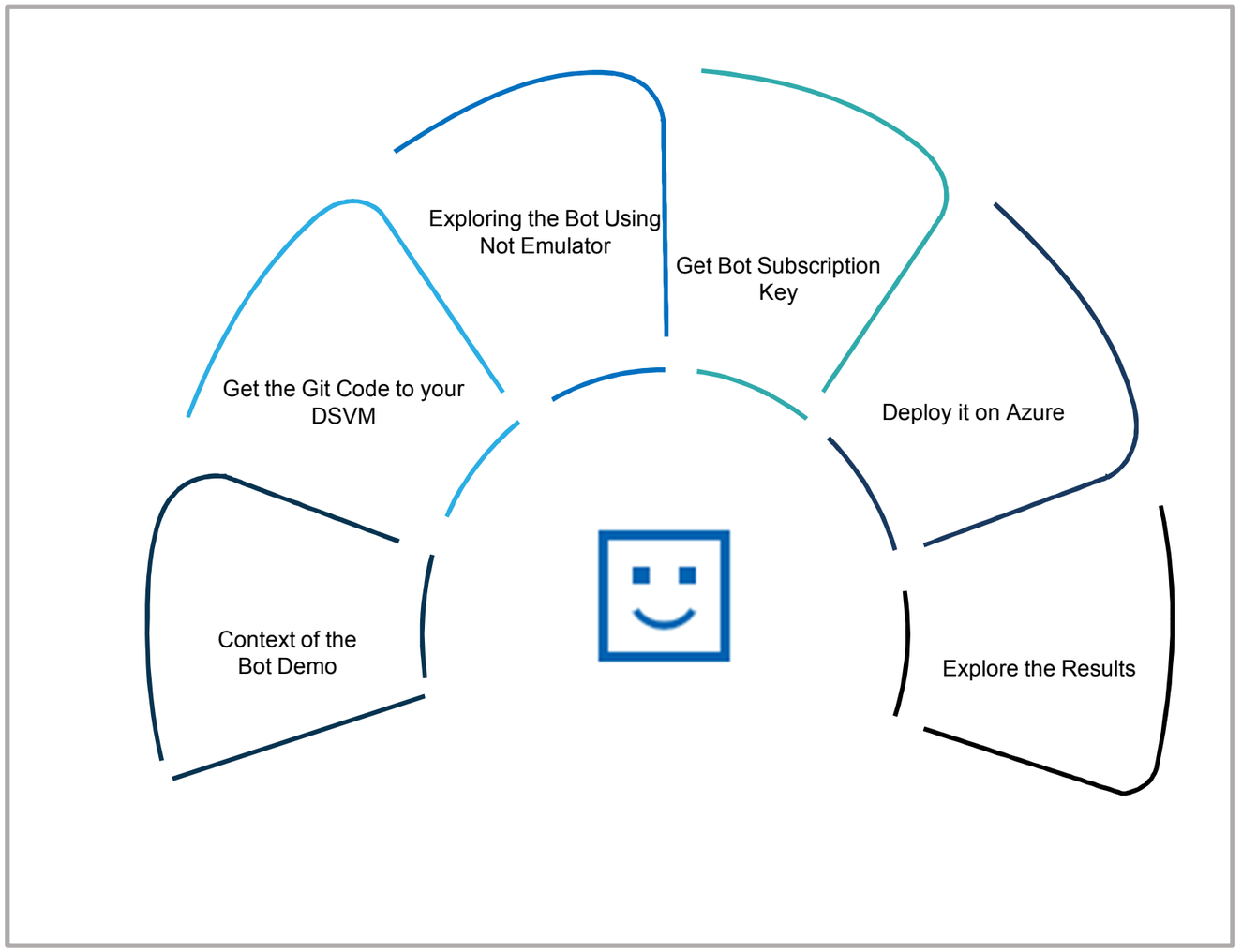
- Prompting User for an input as a Choice
- Responding back to the user with stored value



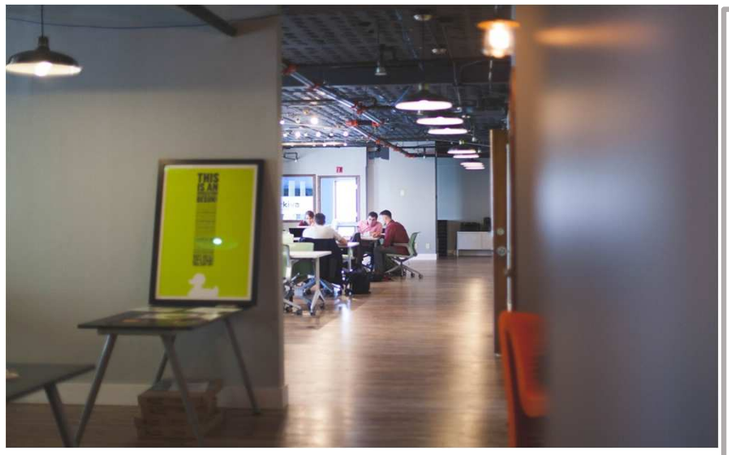
Waterfall Bot Demo



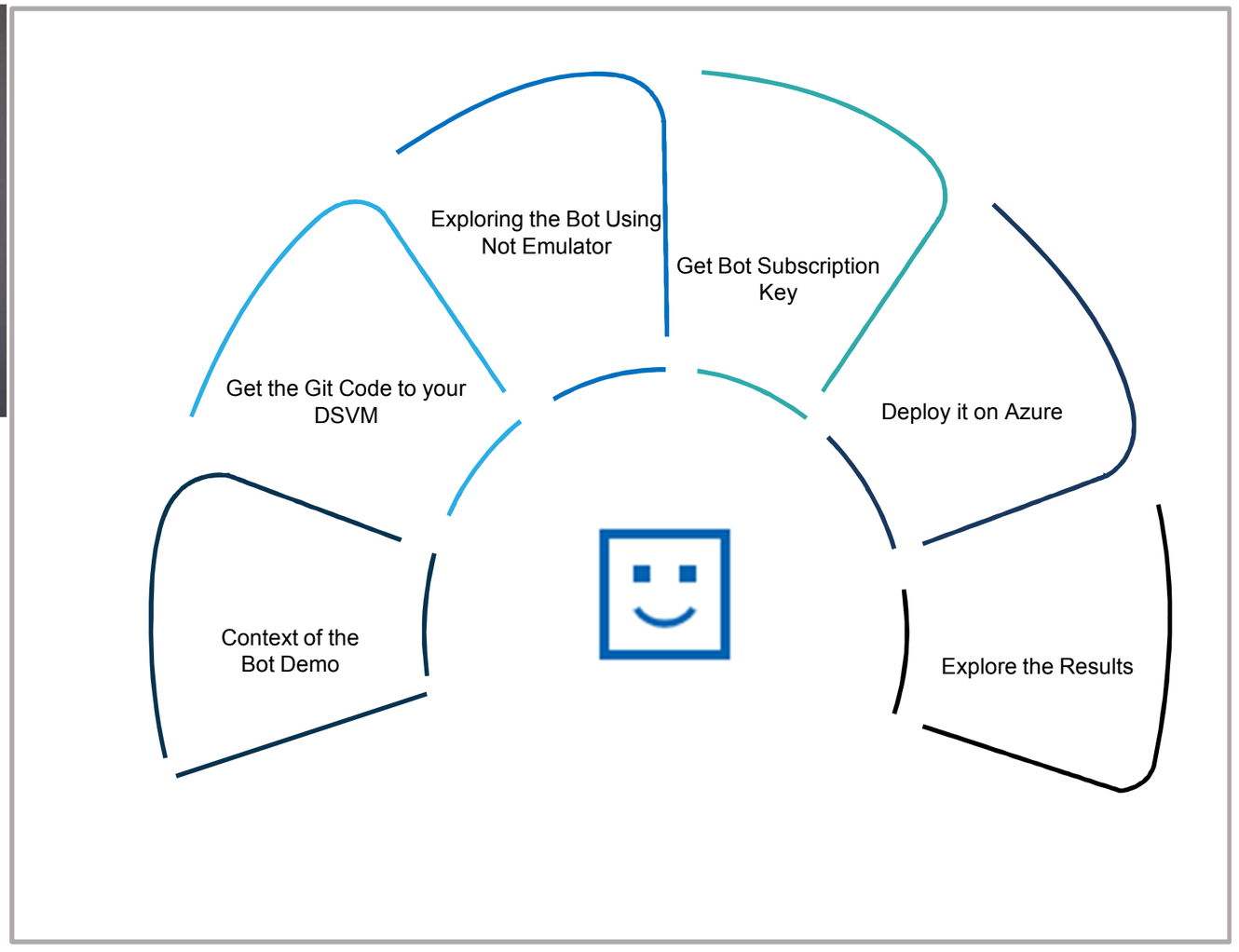
- Prompting the User for Series of Inputs
- Responding back to the user with the summary of stored values

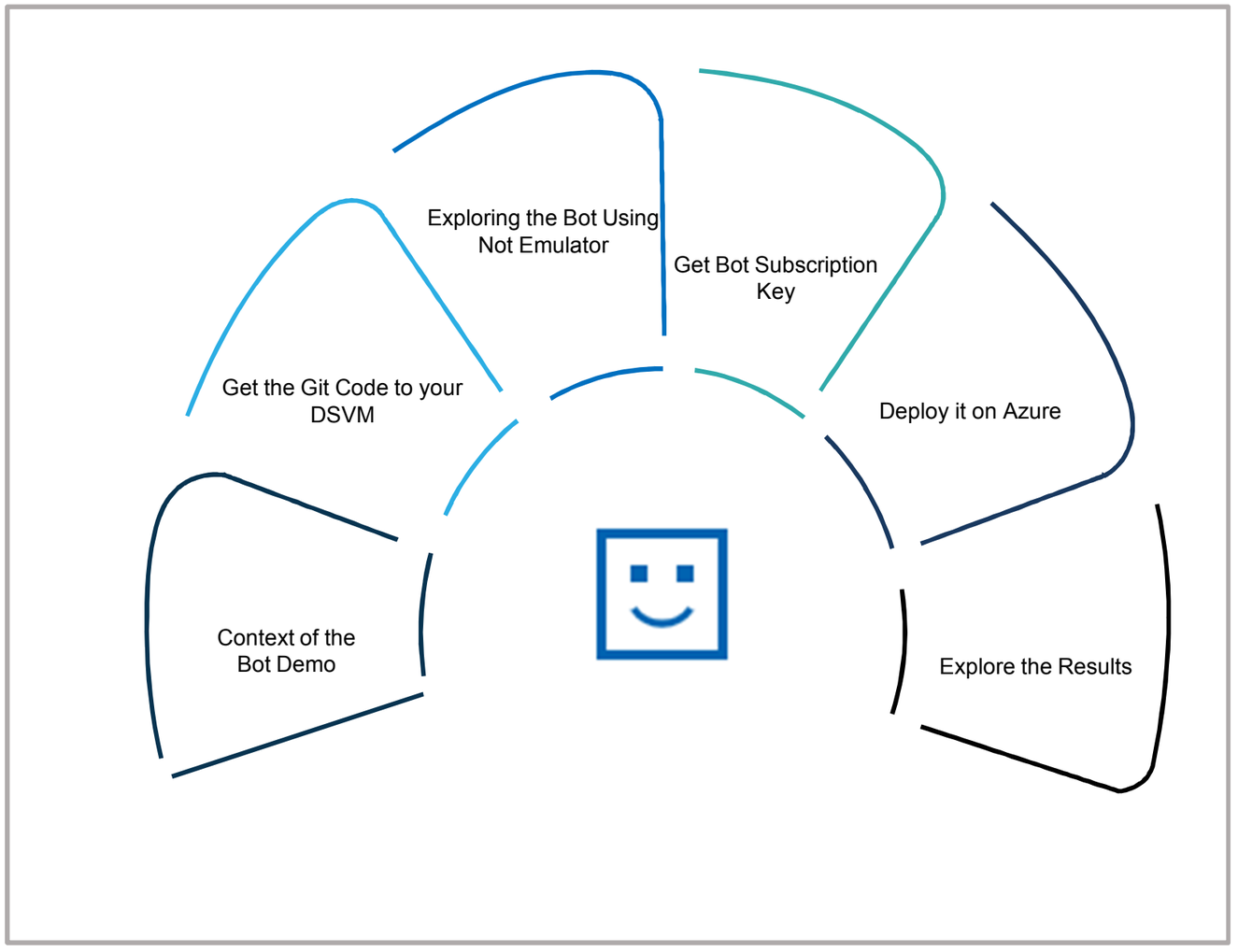


Adaptive Card Bot



Building Beautiful UI to Bot



Cortana Bot Demo

- Analyze Image
- Find a Celebrity
- Find a Landmark