**AI Language Demonstration Guide**

**Pre-requisites: AI Foundry Setup for Demos and Labs**

Login to Azure AI Foundry (<https://ai.azure.com/>).   
Create a new hub and project for the training.

**Demonstration #1: AI Language Playground – Extract**

Extract Key Phrases

* Open AI Foundry and within your project navigate to:  
  Playgrounds => Language Playground  
  <https://ai.azure.com/build/playground/language>
* Click the Extract Information button to filter down the options  
  A close-up of a sign

  AI-generated content may be incorrect.
* Select ‘Extract key phrases’  
  A screenshot of a computer

  AI-generated content may be incorrect.
* Choose the ‘Banking’ sample and then click ‘Run’  
  A screenshot of a computer

  AI-generated content may be incorrect.
* Toggle between Text and JSON and explain the output
* Explain the ‘latest model version (GA)’

Extract Named Entities

* Remain in the Language playground and under ‘Extract’ select ‘Extract named entities’  
  A screenshot of a computer

  AI-generated content may be incorrect.
* Choose the ‘Legal (NDA)’ sample and then click ‘Run’  
  A screenshot of a computer

  AI-generated content may be incorrect.
* Hover over the blue entities and explain the Confidence score  
  More detail here: <https://learn.microsoft.com/en-us/azure/ai-services/language-service/question-answering/concepts/confidence-score>
* Display the JSON response
* Highlight the additional options (Select types to include, overlap policy, normalize values)  
  *Overlap*  
  Additionally, you can now decide the service’s*overlap policy*which determines how overlapping entities (entities occurring in the same span) should be handled.  For example, the address “143 Rodeo Drive” has 2 entities: the number “143” and the address “143 Rodeo Drive” overlapping each other. You can decide if you allow overlap or should match the longest possible span of entities. The former policy will return the *Number* entity in “*143*” along with the full *Address*“143 Rodeo Drive” entity, predicting all the possible entities in a response; the latter will return the entity with the longest span. The default behavior is the longest span.
* Highlight the Date Item and highlight that in addition to confidence scores for Date as well as DateTime additional metadata of the ISO formatted date is returned

**Demonstration #2: AI Language Playground – Summarization/PII**

Summarisation

* Remain in the Language playground and under ‘Summarize Information’ select ‘Summarize Conversation’  
  A screen shot of a chat

  AI-generated content may be incorrect.
* Choose ‘Multiple Speakers’ and then click ‘Run’
* Review the options ‘Recap’, ‘Chapter Title’ and ‘Narrative’  
  **Recap** = summarizes a conversation into a brief paragraph  
  **Chapter title** = segments a conversation into chapters based on the topics discussed  
  **Narrative** = generates detail call notes, meeting notes or chat summaries
* Select ‘Summarize for call center’ and select ‘Resolved case’ in the sample drop down, then select ‘Run’
* Note the additional options for **Resolution** and **Issue**  
  These are Call center specific features that give a summary of issues and resolutions in conversations between customer-service agents and your customers.
* Select ‘Summarize text’ and select ‘Conversational text’, then ‘Run’
* Review the differences between Extractive text and Abstractive Text  
  **Extractive** = Extracts salient sentences within the source including positioning information. Direct quotes. Rank score for relevance  
  **Abstractive** = Generates a summary that isn’t verbatim extracted from the original source
* Review the options for text summarization including Number of sentences for extractive summarization and summary length and keywords for abstractive summarization.
* Toggle the JSON and highlight the rankScore, offset and length for extractive summarization

PII

* Remain in the Language playground and under ‘Extract’ select ‘Extract PII from conversation’  
  A screenshot of a chat

  AI-generated content may be incorrect.
* Choose the ‘Product Troubleshooting Customer Service Call Transcript’ then click ‘Run’
* Toggle the ‘Hide PII’ button  
  A blue and black logo

  AI-generated content may be incorrect.
* Highlight the redaction policy drop down and run again showing the differences between (NoMask, CharacterMask, EntityMask)
* Toggle the JSON button to understand the redacted text, offset and length and entities returned. Note that via the API the mask can be specified.

**Demonstration #3: AI Language Translation**

Document Translation

* Navigate to Project => AI services => Document Translation  
  <https://ai.azure.com/explore/language/documenttranslation>
* Use *document-translation-sample.docx* in *Sample Files* folder or download via github:  
  <https://raw.githubusercontent.com/Azure-Samples/cognitive-services-REST-api-samples/master/curl/Translator/document-translation-sample.docx>
* Browse for the file or drag and drop on the interface.  
  Leave source language and autodetect.   
  Select a target language, eg Spanish
* Click Translate
* Note the file name with the language code prefix, download open and review the content

A screenshot of a computer

AI-generated content may be incorrect.