

# Microsoft Ignite 2018 – Azure FastTrack Architect Bar: Bot Guidance

*Note: This document is designed for guidance when building bots against v3 of the Microsoft Bot Framework and / or Azure Bot Service, the guidance may not apply when building out Bots against V4 of the Microsoft Bot Framework.*

## Contents

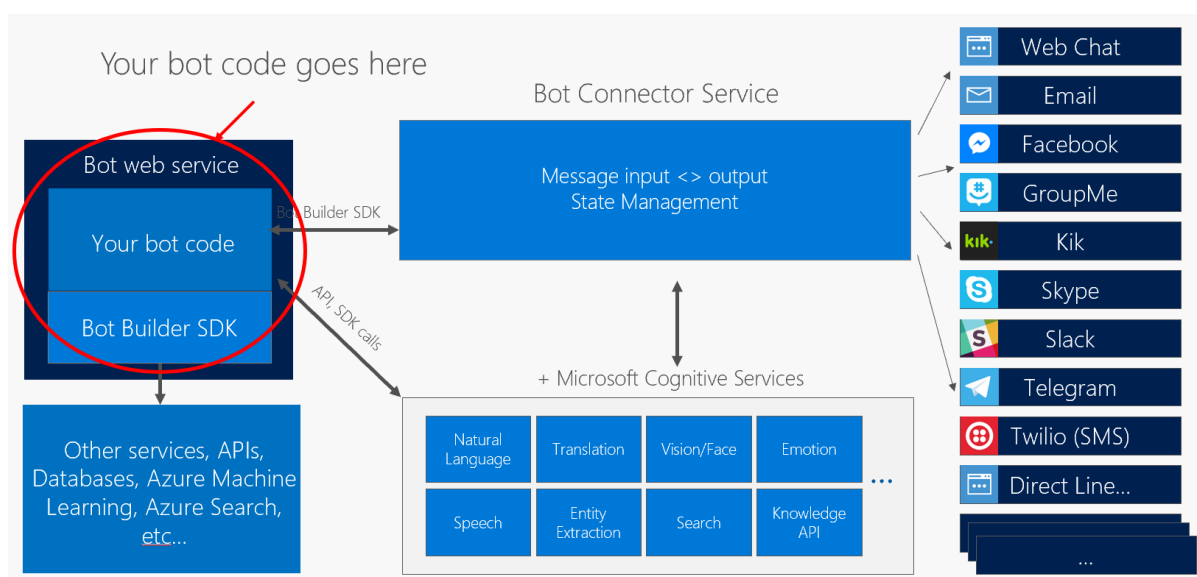
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## Introduction – L100

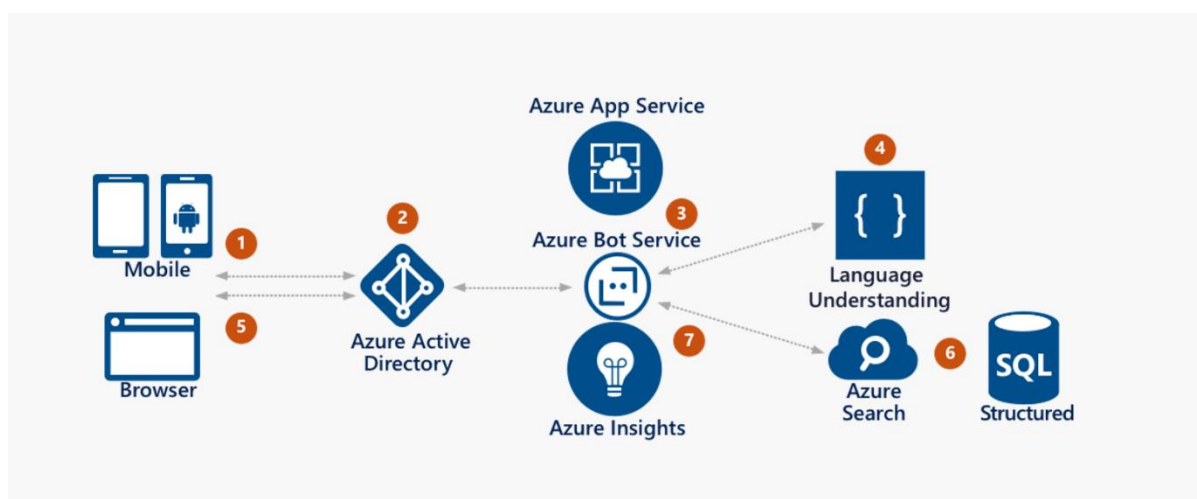
### What is Azure Bot Service?

The Azure Bot Service provides an integrated environment that is purpose-built for bot development, enabling you to build, connect, test, deploy, and manage bots, all from one place. It is powered by Microsoft Bot Framework and Azure Functions, which means that your bot will run in a serverless environment on Azure that will scale based upon demand.

### X-ray of a bot



### Sample Architecture of a knowledge bot



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## Start from Standard Templates

*If there is already an established way to build your bot, start there.*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-concept-templates>

## Principles of Bot Design

*What does it mean to have a well-designed bot? How can I influence the success of my bot? UX and bots*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-design-principles?view=azure-bot-service-3.0>

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-design-user-experience?view=azure-bot-service-3.0>

*How do I ensure a good first interaction between bot and the user?*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-design-first-interaction?view=azure-bot-service-3.0>

*How do I control the conversation flow of my bot?*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-design-conversation-flow?view=azure-bot-service-3.0>

## Bot Channels

*Channel = Connection Between Bot Framework and the Communication App*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-manage-channels>

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## Intermediate – L200

### Direct Line Channel

*The Direct line channel provides a way for other custom channels and services to directly interact with your bot endpoint*

<https://docs.microsoft.com/en-us/azure/bot-service/rest-api/bot-framework-rest-direct-line-3-0-concepts>

### Dialogs and Conversation Flow

*How do I manage conversation flow within a bot?*

<https://docs.microsoft.com/en-us/azure/bot-service/dotnet/bot-builder-dotnet-manage-conversation-flow>

### Rich Cards

*How can I display visual information in such a way that the channel can optimize the delivery of the content?*

<https://docs.microsoft.com/en-us/azure/bot-service/dotnet/bot-builder-dotnet-add-rich-card-attachments>

### Proactive Notifications

*How do I make the bot send back reminders, notifications from external systems? How do I make the bot send a feedback survey to the users after a while?*

<https://docs.microsoft.com/en-us/azure/bot-service/nodejs/bot-builder-nodejs-proactive-messages?view=azure-bot-service-3.0>

### Human Handoff

*Do you need to escalate from your bot to a human?*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-design-pattern-handoff-human>

### Language Understanding (LUIS)

*How can my bot understand the meaning of natural language and converse with a user?*

<https://docs.microsoft.com/en-us/azure/bot-service/dotnet/bot-builder-dotnet-luis-dialog>

### QnA Maker

*What if I just want a quick Question and Answer Bot?*

<https://docs.microsoft.com/en-us/azure/cognitive-services/qnamaker/overview/overview>

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## Advanced – L300

### Local Debugging

*How can I debug my bot locally?*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-debug-emulator>

### Analytics and Insights

*How do I know what my bot is doing, if it is doing it right, if it could do better?*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-manage-analytics>

### State Management

*What is the right way to manage, maintain and consume state in a bot?*

<https://docs.microsoft.com/en-us/azure/bot-service/dotnet/bot-builder-dotnet-state>

### Bot Service Authentication

*How can a user grant my bot delegated access to resources?*

<https://docs.microsoft.com/en-us/azure/bot-service/bot-builder-tutorial-authentication>

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