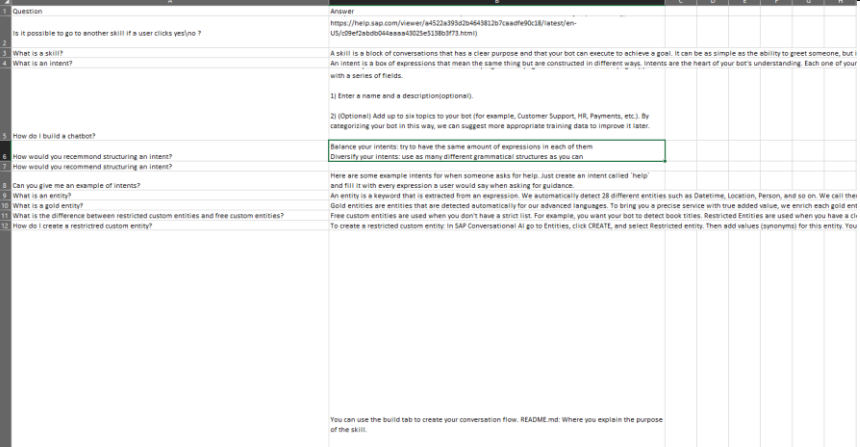# Build Your First FAQ Chatbot

Using SAP Conversational AI, build a chatbot designed to help users find answers to questions, based on a set of questions and answers uploaded in a CSV file.
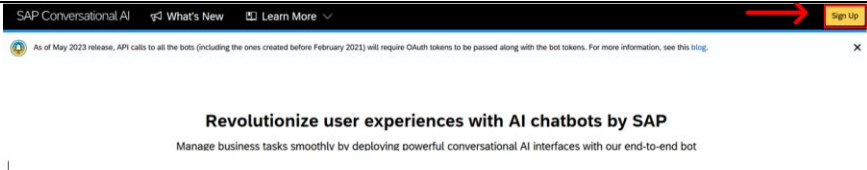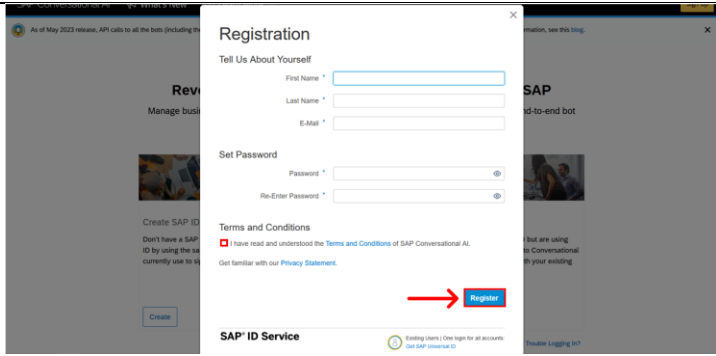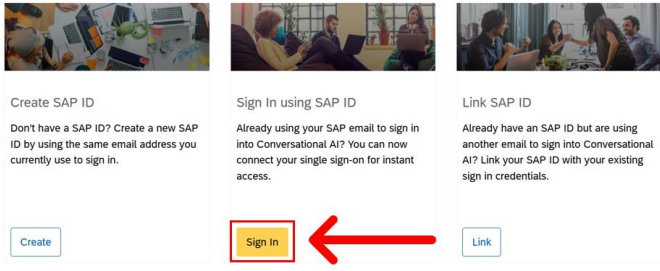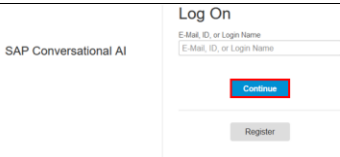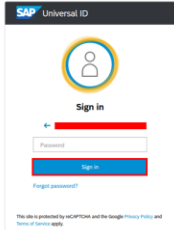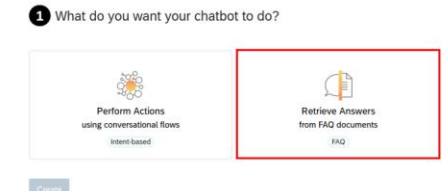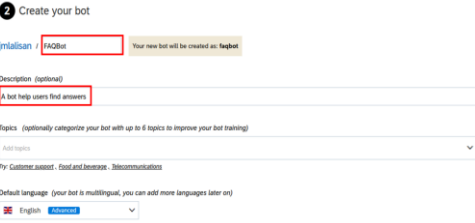
Understand format of questions CSV file

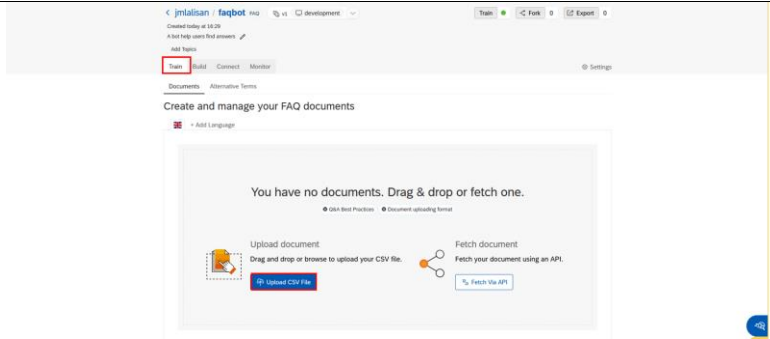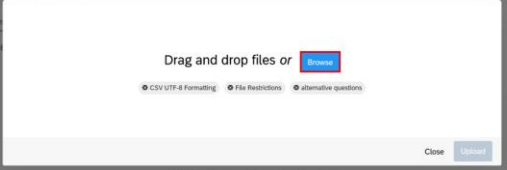|	
CSV file	is in UTF-8 format and contains 2 columns, with headers **Question** and **Answer**.
Make questions actual questions, not just phrases or keywords	You can create alternative questions – for the same answers – by writing a question-answer pair and then on the next row writing another question without an answer (this is an alternative question for the answer in the previous line).
Limit answers to 640 characters	For long answers, provide a short answer and send users to an external site. Answers should rephrase question
Example:	
Question	**Answer**
What do you think of my first question?	I think this first question is absolutely wonderful.
What is does SAP mean?	SAP stands for System Applications and Products in Data Processing.
What is ERP?	ERP is a abbreviation for Enterprise resource planning
You can create your own in **Microsoft Excel**, and **save** it as a **CSV File**	

Download CSV with Questions

You can download sample CSV with Questions in CSVFile	

Create a Skeleton FAQ Bot

go to https://cai.tools.sap/ Click on **Sign up**	
Fill up the information Check the Terms and Condition Click on **Register** It will send email on your email to validated account	
Or you can use your SAP ID account to **Sign in**	
Fill up the Log on form Click the **Continue**	
Put your password Click **Sign in**	
Click on + **New Bot**	
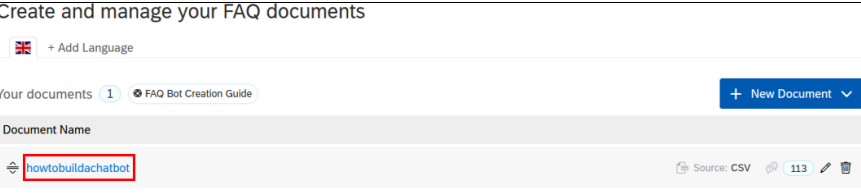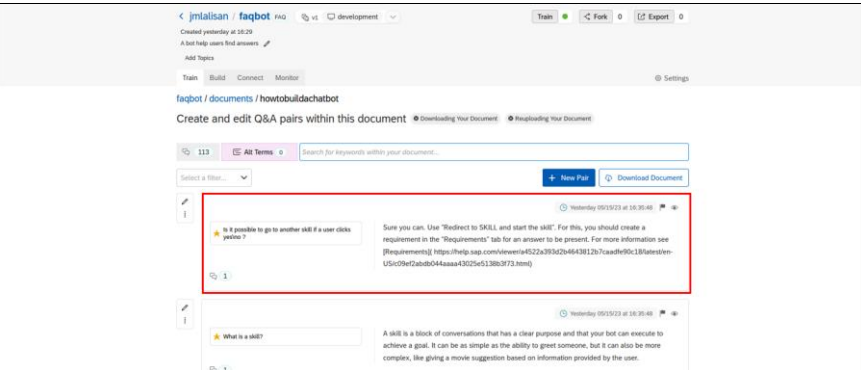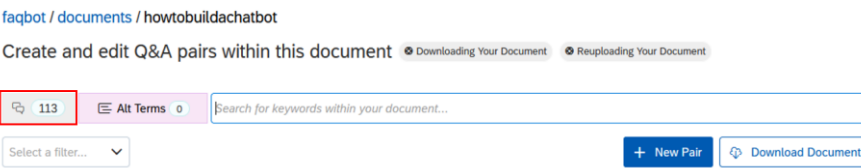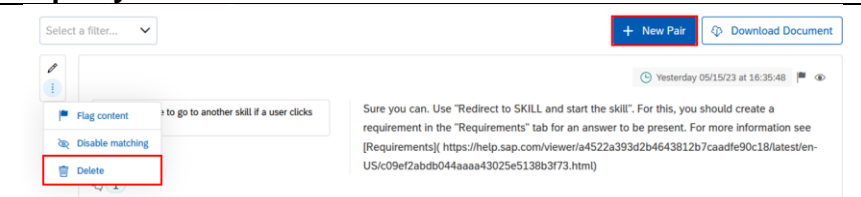
Select **Retrieve Answers from FAQ documents**	**1** What do you want your chatbot to do? Perform Actions using conversational flows intent-based — Retrieve Answers from FAQ documents FAQ Create
Put **FAQBot** as the name Put **A bot help users find answers** as description	**2** Create your bot jmlalisan / FAQBot Your new bot will be created as: faqbot Description (optional) A bot help users find answers Topics (optionally categorize your bot with up to 6 topics to improve your bot training) Add topics Try: Customer support · Food and beverage · Telecommunications Default language (your bot is multilingual, you can add more languages later on) English Advanced
Select **non-personal**	**3** Data Policy **Type of data** Select the most restrictive type of data used by your bot. Note that health-related data is not allowed. ○ Non-personal ○ Personal ○ Sensitive Personal ○ Health
Select **Public** Click **Create**	**4** Bot visibility ● Public Your bot is open to everyone ○ Private Your bot is private and accessible only by you and the developers you decide to share it with Create
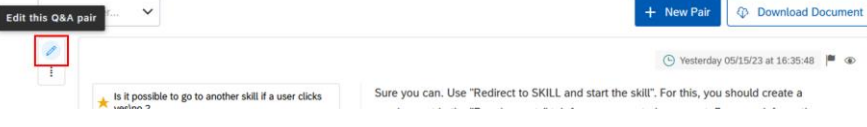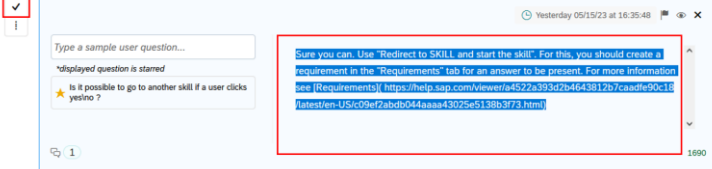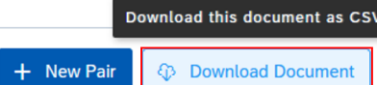
Upload CSV File

Select **Train** tab Click on **Upload CSV File**	‹ jmlalisan / faqbot FAQ v1 development Train ● Fork 0 Export 0 Created today at 16:28 A bot help users find answers Add Topics Train Build Connect Monitor Settings Documents Alternative Terms **Create and manage your FAQ documents** + Add Language You have no documents. Drag & drop or fetch one. Q&A Best Practices · Document uploading format Upload document Fetch document Drag and drop or browse to upload your CSV file. Fetch your document using an API. ⊕ Upload CSV File ⚡ Fetch Via API
Select your **CSV File** with Questions and Answers. [CSVFile](#)	Drag and drop files or Browse ⚙ CSV UTF-8 Formatting ⚙ File Restrictions ⚙ alternative questions Close Upload
Click on **Upload**	Drag and drop files or Browse ⚙ CSV UTF-8 Formatting ⚙ File Restrictions ⚙ alternative questions HowToBuildAChatbot.csv ✕ 0 uploaded. 1 in queue. **Click upload to proceed.** Close Upload
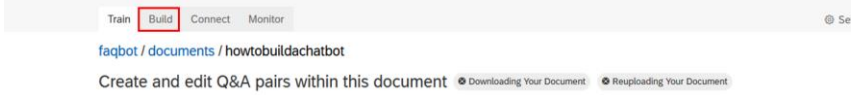
Once done, Hit **Close**	
The file should be listed in under the T**rain** tab > **Documents**	

Explore the Questions
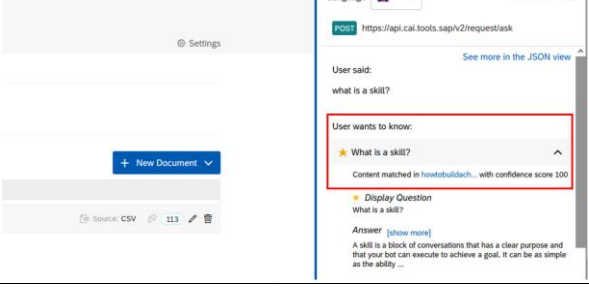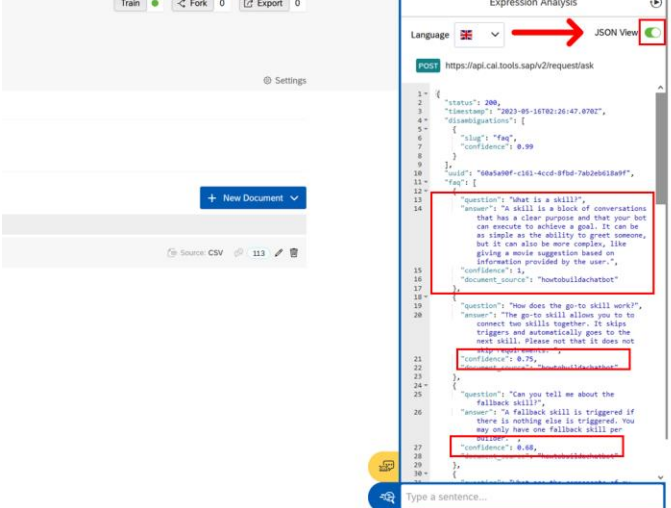
Click on your **Document** **howtobuildchatbot**	
Here you can see the entries in your document	
What you can see/do:	
You can see how many **question-answer** pairs you defined (113).	
For each question-answer pair you can:	
Add or delete the entire question-answer pair	

Disable the entire question-answer pair	
Modify the questions by editing, adding questions, or deleting questions	
Modify the answer	
Download all the question-answer pairs as a **CSV** file.	
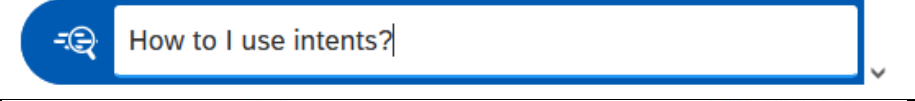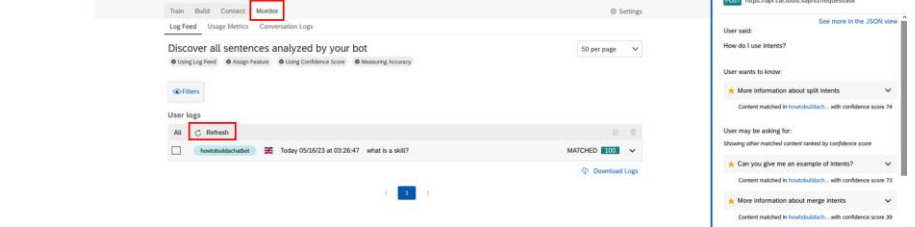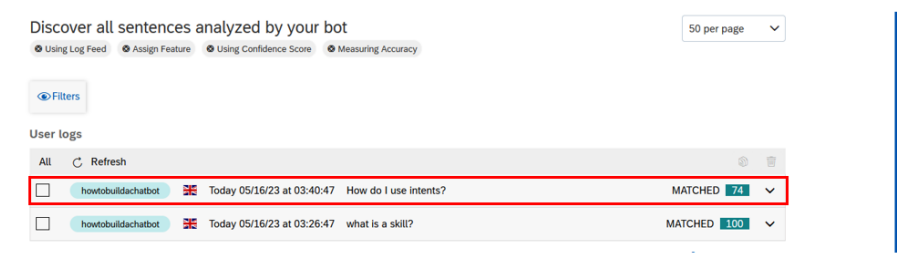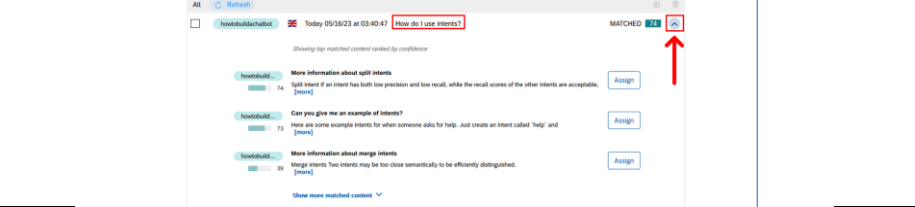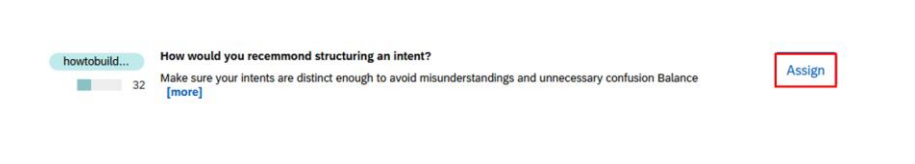
Explore the Skills

Click on **Build** tab	
You should see **skills** here	
Every FAQ bot comes automatically with a set of helper skills for letting users ask questions. You can modify these for your use case.	
small-talk	Provides responses if the user says hello, goodbye, or thank you.
customer-satisfaction-prompt	Provides responses to ask the user if the answer was helpful.
customer-satisfaction-reply	Provides responses after asking the user if the answer was helpful.
faq	Provides the appropriate answer based on the how sure the bot is that they understood what question the user was asking.
	If the bot is sure (>=90%), the top-matched question-answer is returned.
	If the bot is somewhat sure (between 90% and 5%), the top 3 possible questions are returned for the user to choose.
	If the bot is completely flummoxed (<=5%), a message is returned saying the bot could not find the answer.
{qna.faq.answers.0.question}	specifies the top-ranked question. You can access the top 10 ranked questions and answers, specified with numbers 0-9.

Test and Monitor your Bot

Click on the fly out tab **Expression Analysis**	
Type **what is a skill** Hit **enter**	
The bot indicates what it thinks is the question the **user intended** (highlighted above). Below that are additional questions that the bot also considered as the intended question.	
Turn on the **JSON View,** to see for each question how certain the bot was about whether the user was asking that question. For the first question, the bot was 100% sure, so it showed this as the question the user was asking. The second question had 75% confidence, and the next 68%.	

Monitor and Improve the Bot

Go to **Monitor Tab**	A bot help users find answers Add Topics Train Build Connect **Monitor** ⚙ Settings Documents Alternative Terms
Click on the fly out tab **Expression Analysis**	Expression Analysis *Shift+Alt+e*
Put **How do I use intents?** Hit **Enter**.	How to I use intents?
In the **Monitor** tab Click **Refresh**	Train Build Connect **Monitor** ⚙ Settings Log Feed Usage Metrics Conversation Logs Discover all sentences analyzed by your bot [50 per page] ⊗ Using Log Feed ⊗ Assign Feature ⊗ Using Confidence Score ⊗ Measuring Accuracy ⊙ Filters User logs All ↻ Refresh ☐ howtobuildachatbot 🇬🇧 Today 05/16/23 at 03:26:47 what is a skill? MATCHED 100 ⌄ ⬙ Download Logs [1]
You can see the **latest** conversation, the most **recent** what you just entered into the test.	Discover all sentences analyzed by your bot [50 per page ⌄] ⊗ Using Log Feed ⊗ Assign Feature ⊗ Using Confidence Score ⊗ Measuring Accuracy ⊙ Filters User logs All ↻ Refresh ☐ howtobuildachatbot 🇬🇧 Today 05/16/23 at 03:40:47 How do I use intents? MATCHED 74 ⌄ ☐ howtobuildachatbot 🇬🇧 Today 05/16/23 at 03:26:47 what is a skill? MATCHED 100 ⌄
Click on the **Dropdown triangle** You can see the top 3 best matches for what was entered	All ↻ Refresh ☐ howtobuild... 🇬🇧 Today 05/16/23 at 03:40:47 How do I use intents? MATCHED 74 ⌃ *Showing top matched content ranked by confidence* howtobuild... 74 **More information about split intents** Split intent if an intent has both low precision and low recall, while the recall scores of the other intents are acceptable. [more] Assign howtobuild... 73 **Can you give me an example of intents?** Here are some example intents for when someone asks for help. Just create an intent called 'help' and [more] Assign howtobuild... 39 **More information about merge intents** Merge intents Two intents may be too close semantically to be efficiently distinguished. [more] Assign Show more matched content ⌄
Next to How would you recommend structuring an intent?, click **Assign**.	howtobuild... 32 **How would you recemmond structuring an intent?** Make sure your intents are distinct enough to avoid misunderstandings and unnecessary confusion Balance [more] **Assign**
In this Dialog Click **Assign**	Would you like to assign this sentence as a sample user question to this content? ⓘ Why should I do this? How do I use intents? ★ More information about split intents Split intent if an intent has both low precision and low recall, while the recall scores of the other intents are acceptable. It may reflect a use case that is too broad semantically. Try splitting this intent into several intents. ASSIGNED TO: HOWTOBUILDACHATBOT V1 Cancel Assign
Now enter again into the chat **How do I use intents**? This time it assigns it to a different question.	MATCHED 74 ⌃ See more in the JSON view User said: How do I use intents? User wants to know: ★ How would you recemmond structuring an intent...? Content matched in howtobuildach... with confidence score 100

-END OF DEMO-