✓ 100 XP

Introduction

1 minute

We are used to being able to communicate at any time of the day or night, anywhere in the world, putting organizations under pressure to react fast enough to their customers. We want personal responses to our queries, without having to read in-depth documentation to find answers. This often means that support staff get overloaded with requests for help through multiple channels, and that people are left waiting for a response.

Conversational AI describes solutions that enable a dialog between an AI agent and a human. Generically, conversational AI agents are known as bots. People can engage with bots through channels such as web chat interfaces, email, social media platforms, and more.

Azure AI Language's question answering feature provides you with the ability to create conversational AI solutions. Next you'll learn about question answering.

Next unit: Understand question answering

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