**CHATBOT SERVICES IN MICROSOFT AZURE**

1. **Azure Bot Service:** A platform for building, deploying, and managing intelligent chatbots using various frameworks, making it easy to connect them to multiple communication channels.
2. **Bot Framework SDK:** A comprehensive toolkit for creating customized chatbots with support for multiple channels and languages, empowering developers to design conversational experiences.
3. **Azure Bot Framework Composer:** A visual development tool that simplifies the creation of conversational experiences by allowing developers to design, build, and test chatbots using a graphical interface, reducing the complexity of bot development.

*NOTE:* Microsoft Bot Framework and Azure AI Bot Service are a collection of libraries, tools, and services that let you build, test, deploy, and manage intelligent bots. The Bot Framework includes a modular and extensible SDK for building bots and connecting to AI services.

*For further enhancement and personalization:*

1. **Language Understanding (LUIS):** A natural language processing service that enables chatbots to understand and interpret user input, allowing for more context-aware interactions.
2. **QnA Maker:** A tool for building knowledge bases and integrating frequently asked questions into chatbots, simplifying the process of creating information-rich chatbots.
3. **Azure Cognitive Services:** A suite of AI services, including text analytics and speech recognition, for enhancing chatbot capabilities, enabling them to handle complex language tasks.
4. **Azure Speech SDK:** Allows chatbots to incorporate speech recognition and synthesis for voice interactions, making them accessible through voice commands.
5. **Azure Web App Bot:** Provides templates and tools for quickly creating web-based chatbots hosted on Azure, simplifying bot deployment and management.
6. **Azure Search:** Enables chatbots to deliver fast and relevant search results within conversations, improving user experiences.
7. **Azure Databricks:** A service for processing and analysing large datasets, useful for data-driven chatbot applications, ensuring data-driven insights.
8. **Azure Monitor and Azure Application Insights:** Tools for monitoring and analysing the performance and usage of chatbots and related applications, ensuring optimal operation and user satisfaction.
9. **Azure Logic Apps:** While not exclusively a chatbot service, Azure Logic Apps can be used to automate workflows and integrate chatbots with various services and data sources, enhancing their functionality and connectivity, enabling seamless integration with external systems.

# REFERENCES

* <https://www.youtube.com/watch?v=ERU8Ehq9fss&t=594s>
* <https://www.youtube.com/watch?v=Nh3S_sljkpI&t=132s&pp=ygUNYXp1cmUgY2hhdGJvdA%3D%3D>