

Language Understanding (LUIS)

Michelle Sandford

2 tickets from Cairo to Seattle

```
intent = bookFlight  
source = cairo  
destination = seattle  
quantity = 2
```

Cognitive Services with:



Michelle Sandford
Developer Engagement Lead
@Microsoft

Connect to me on LinkedIn



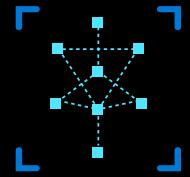
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<https://github.com/codess-aus>



Azure Cognitive Services

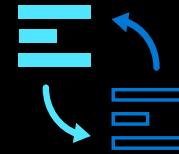
Pre-Trained and Customizable models with your data



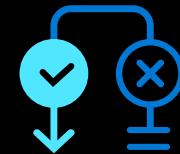
Vision



Speech



Language



Decision

Customization

Pre-trained Deep Learning Models

Compare question answering to language understanding

QnA or LUIS

	Question answering	Language understanding
Usage pattern	User submits a question, expecting an answer	User submits an utterance, expecting an appropriate response or action
Query processing	Service uses natural language understanding to match the question to an answer in the knowledge base	Service uses natural language understanding to interpret the utterance, match it to an intent, and identify entities
Response	Response is a static answer to a known question	Response indicates the most likely intent and referenced entities
Client logic	Client application typically presents the answer to the user	Client application is responsible for performing appropriate action based on the detected intent
Query processing	Service uses natural language understanding to match the question to an answer in the knowledge base	Service uses natural language understanding to interpret the utterance, match it to an intent, and identify entities

{ }

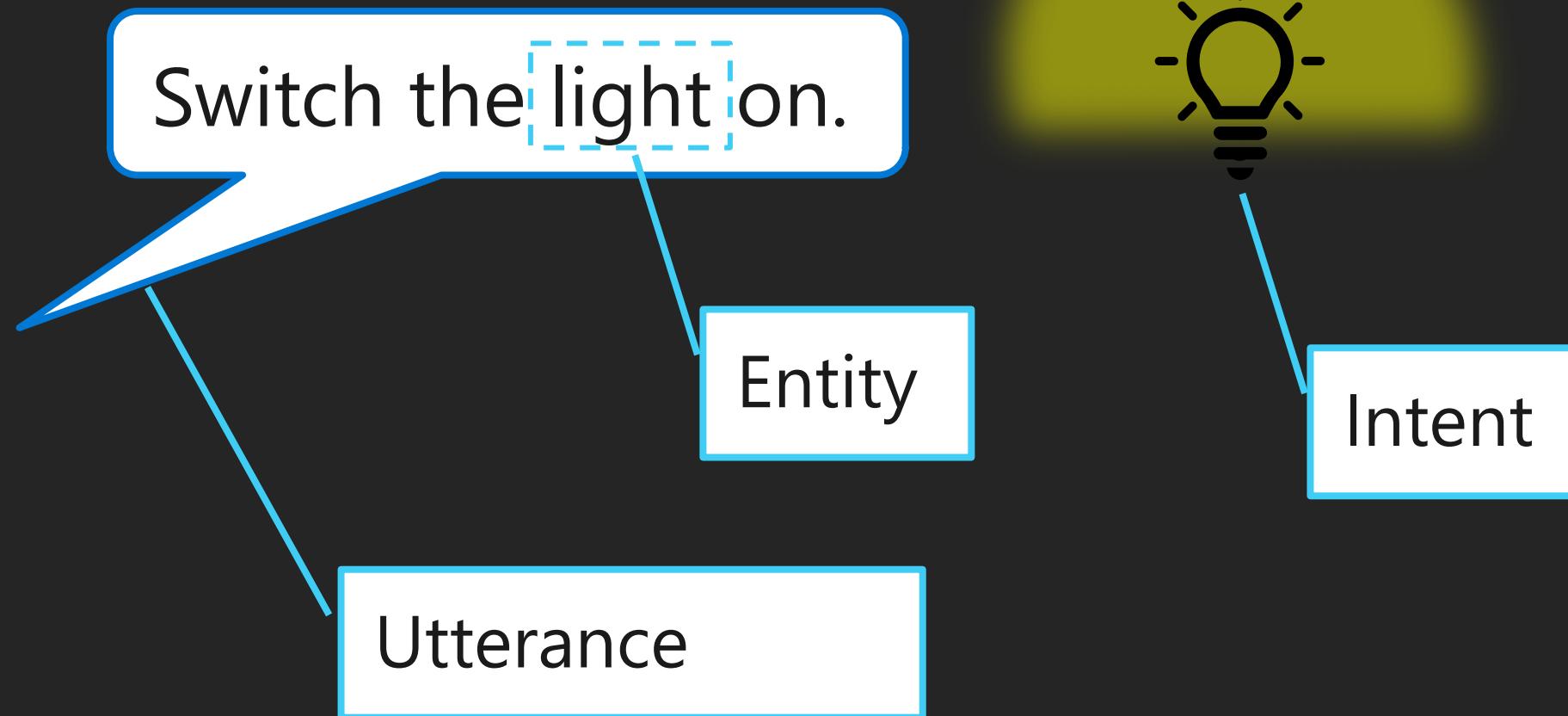
Language Understanding Intelligent Service

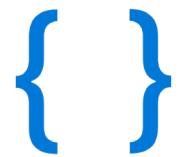
**Understand what
your users are saying**

Use pre-built models or create your own



Language Understanding





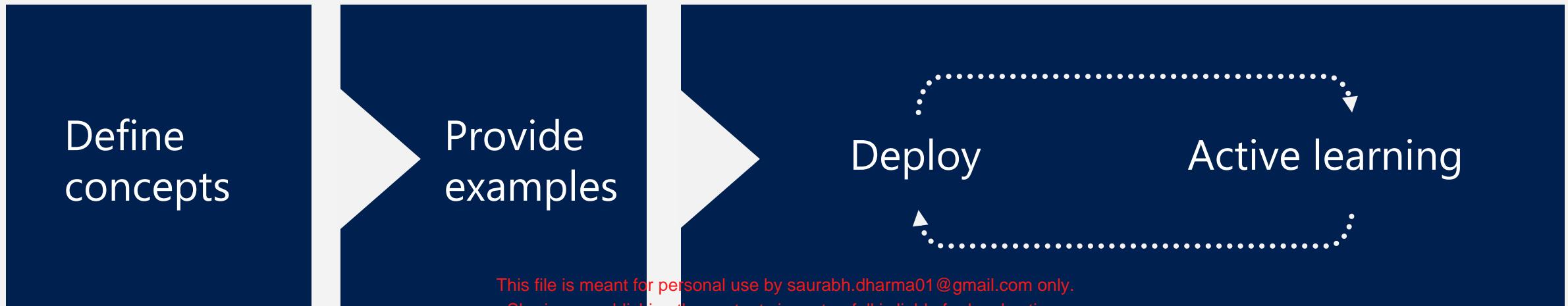
Language understanding intelligent service

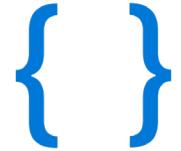
Reduce labeling effort with interactive featuring

Use visualizations to gauge performance and improvements

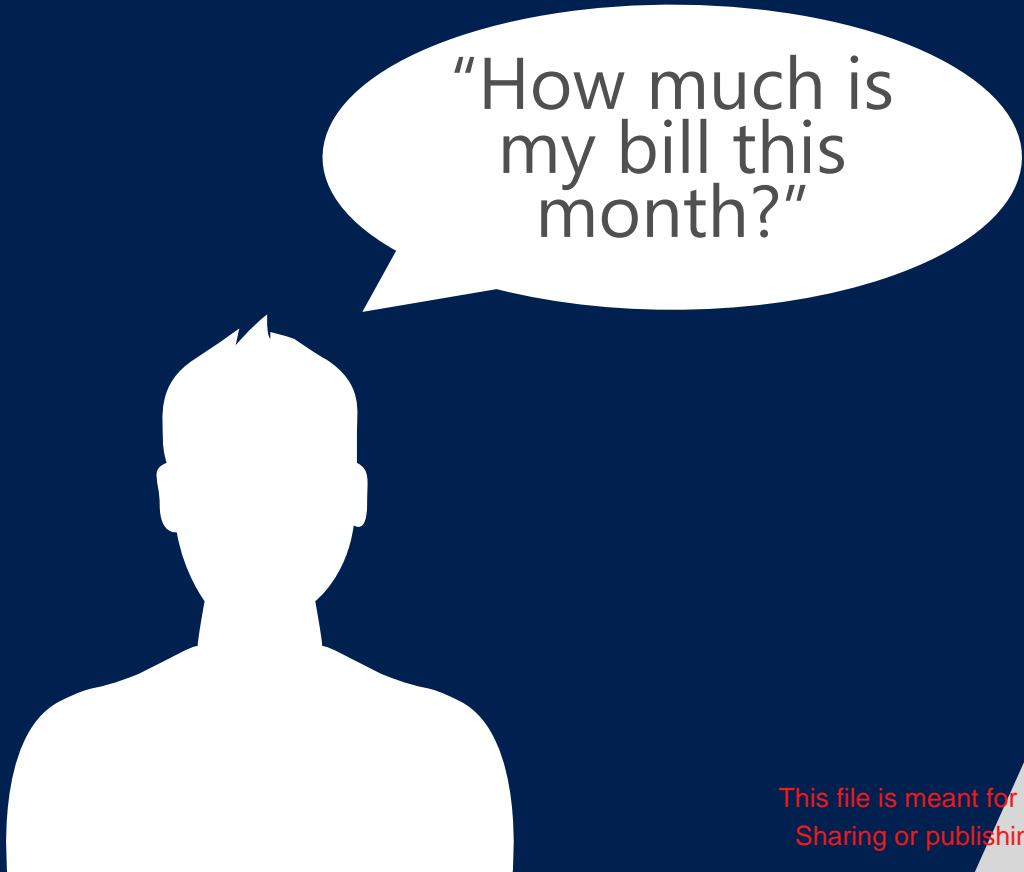
Leverage speech recognition with seamless integration

Deploy using just a few examples with active learning





Language understanding models



```
{  
  "entities": [  
    {  
      "entity": "bill",  
      "type": "Topic"  
    },  
    {  
      "entity": "month",  
      "type": "date"  
    }  
],  
  "intents": [  
    {  
      "intent": "GetBillAmount",  
      "score": 0.99853384  

```

Language Understanding in Action

What the User Says (utterances)

Book me a flight to Cairo

Order 2 pizzas

Remind me to call my dad tomorrow

Where is the nearest club?

What LUIS returns

```
{  
  "query": "Book me a flight to Cairo",  
  "prediction": {  
    "topIntent": "BookFlight",  
    "intents": {  
      "BookFlight": {  
        "score": 0.9887482  
      },  
      "None": {  
        "score": 0.04272597  
      },  
      "Location Finder": {  
        "score": 0.0125702191  
      },  
      "Reminder": {  
        "score": 0.00375502417  
      },  
      "FoodOrder": {  
        "score": 3.765154e-7  
      }  
    },  
    "entities": {  
      "Location": [  
        "Cairo"  
      ]  
    }  
  }  
}
```

Language Understanding in Action

What the User Says (utterances)

Book me a flight to Cairo

Order 2 pizzas

Remind me to call my dad tomorrow

Where is the nearest club?

```
{  
  "query": "Order me 2 pizzas",  
  "prediction": {  
    "topIntent": "FoodOrder",  
    "intents": {  
      "FoodOrder": {  
        "score": 0.9999981  
      },  
      "None": {  
        "score": 0.0604290478  
      },  
      "LocationFinder": {  
        "score": 0.0201619361  
      },  
      "Reminder": {  
        "score": 0.00177723425  
      },  
      "BookFlight": {  
        "score": 0.00110256893  
      }  
    },  
    "entities": {  
      "number": [  
        2  
      ],  
      "FoodType": [  
        "pizzas"  
      ]  
    }  
  }  
}
```

What LUIS returns

Language Understanding in Action

What the User Says (utterances)

Book me a flight to Cairo

Order 2 pizzas

Remind me to call my dad tomorrow

Where is the nearest club?

```
{  
  "query": "Remind me to call my dad tomorrow",  
  "prediction": {  
    "topIntent": "Reminder",  
    "intents": {  
      "Reminder": {  
        "score": 0.9337804  
      },  
      "None": {  
        "score": 0.0900467858  
      },  
      "LocationFinder": {  
        "score": 0.009403142  
      },  
      "BookFlight": {  
        "score": 0.002218235  
      },  
      "FoodOrder": {  
        "score": 1.519075e-7  
      }  
    },  
    "entities": {  
      "datetimeV2": [  
        {  
          "type": "date",  
          "values": [  
            {  
              "timex": "2017-05-50",  
              "resolution": [  
                {  
                  "value": "2017-05-50"  
                }  
              ]  
            }  
          ]  
        }  
      ]  
    }  
  }  
}
```

What LUIS returns

Language Understanding in Action

What the User Says (utterances)

Book me a flight to Cairo

Order 2 pizzas

Remind me to call my dad tomorrow

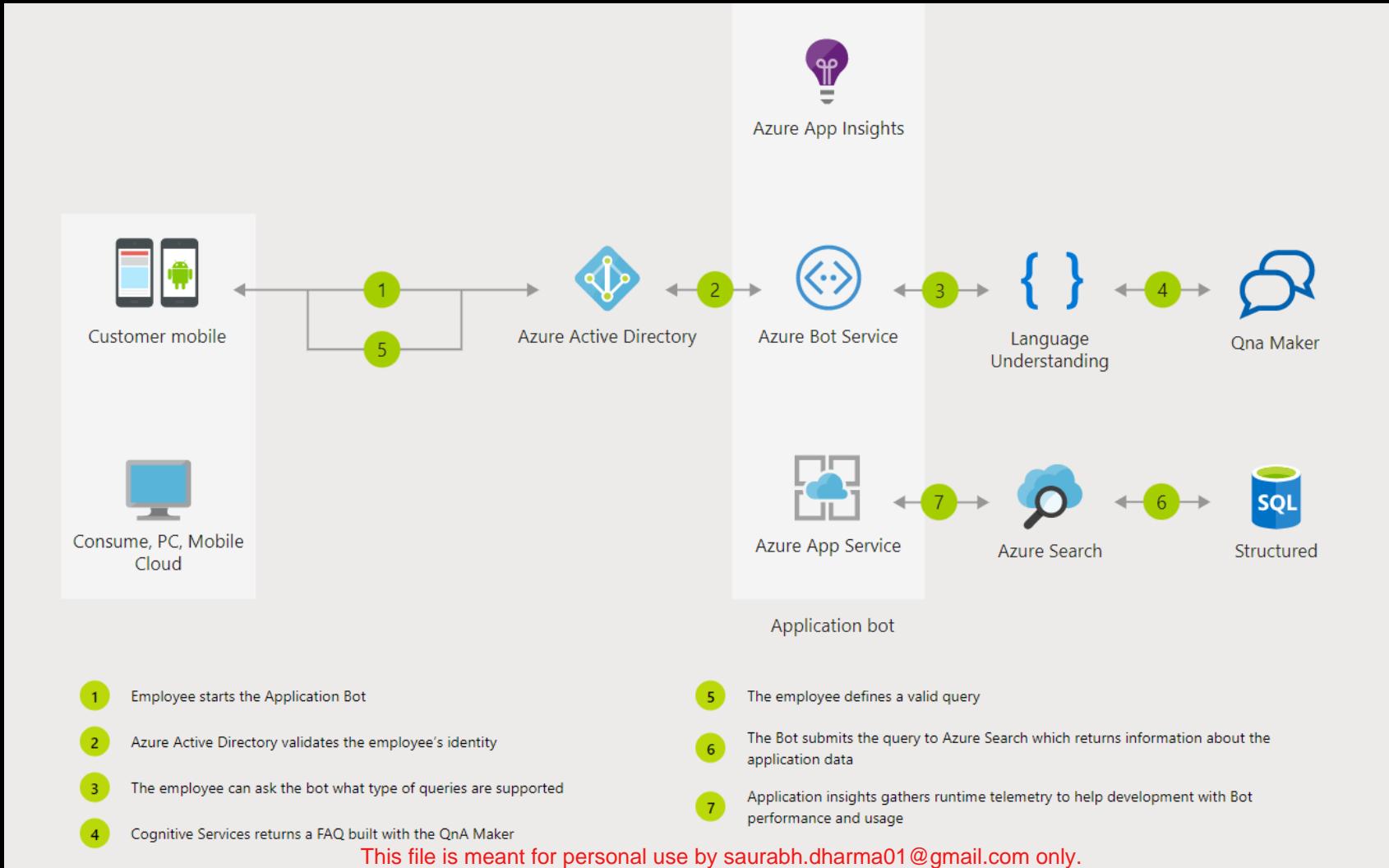
Where is the nearest club?

What LUIS returns

```
{  
  "query": "Where is the nearest club?",  
  "prediction": {  
    "topIntent": "LocationFinder",  
    "intents": {  
      "LocationFinder": {  
        "score": 0.8996477  
      },  
      "None": {  
        "score": 0.08387748  
      },  
      "BookFlight": {  
        "score": 0.00309361285  
      },  
      "Reminder": {  
        "score": 0.002991894  
      },  
      "FoodOrder": {  
        "score": 0.0000014773135  
      }  
}
```

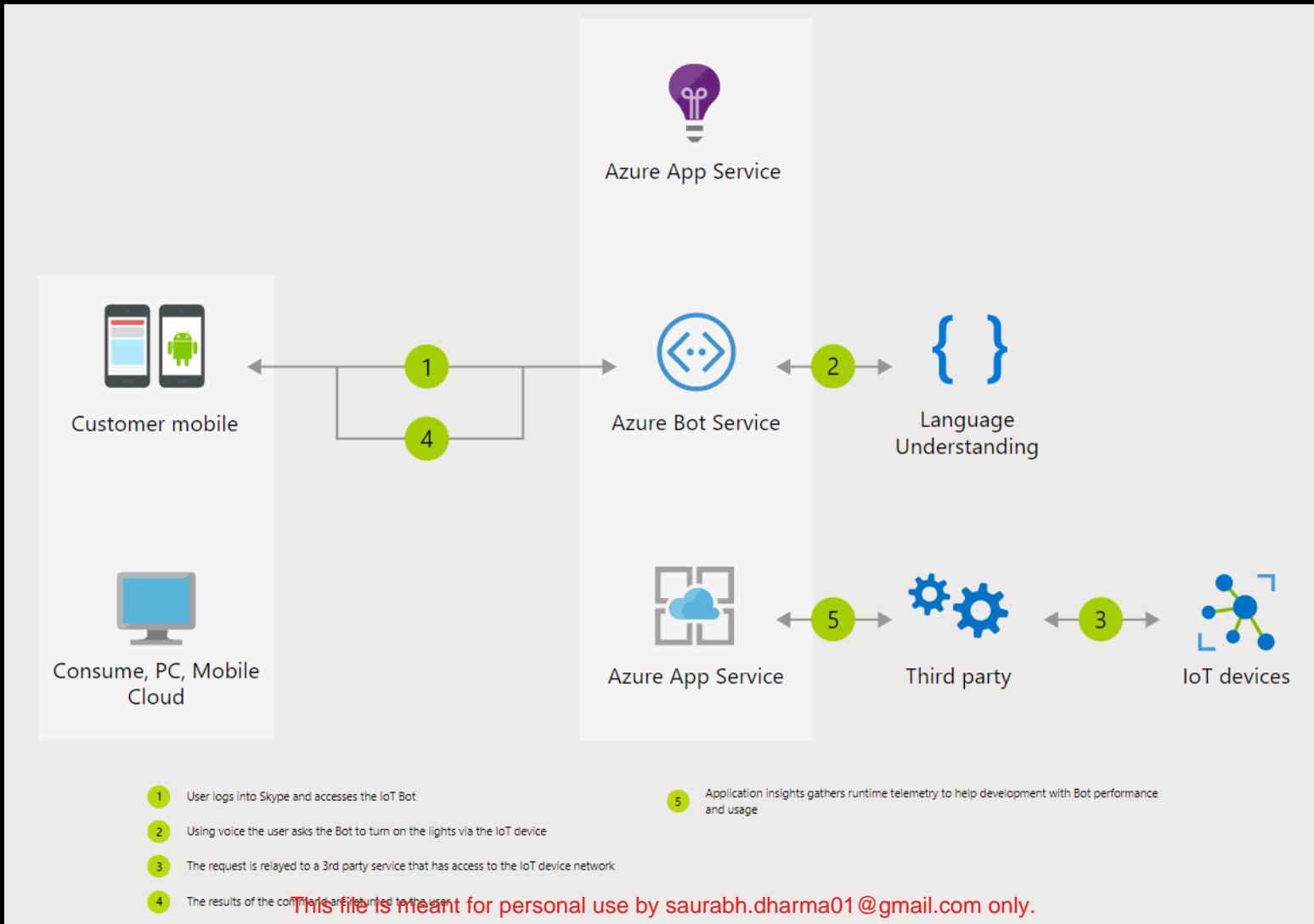
Information Chat Bot

Add natural language to your apps



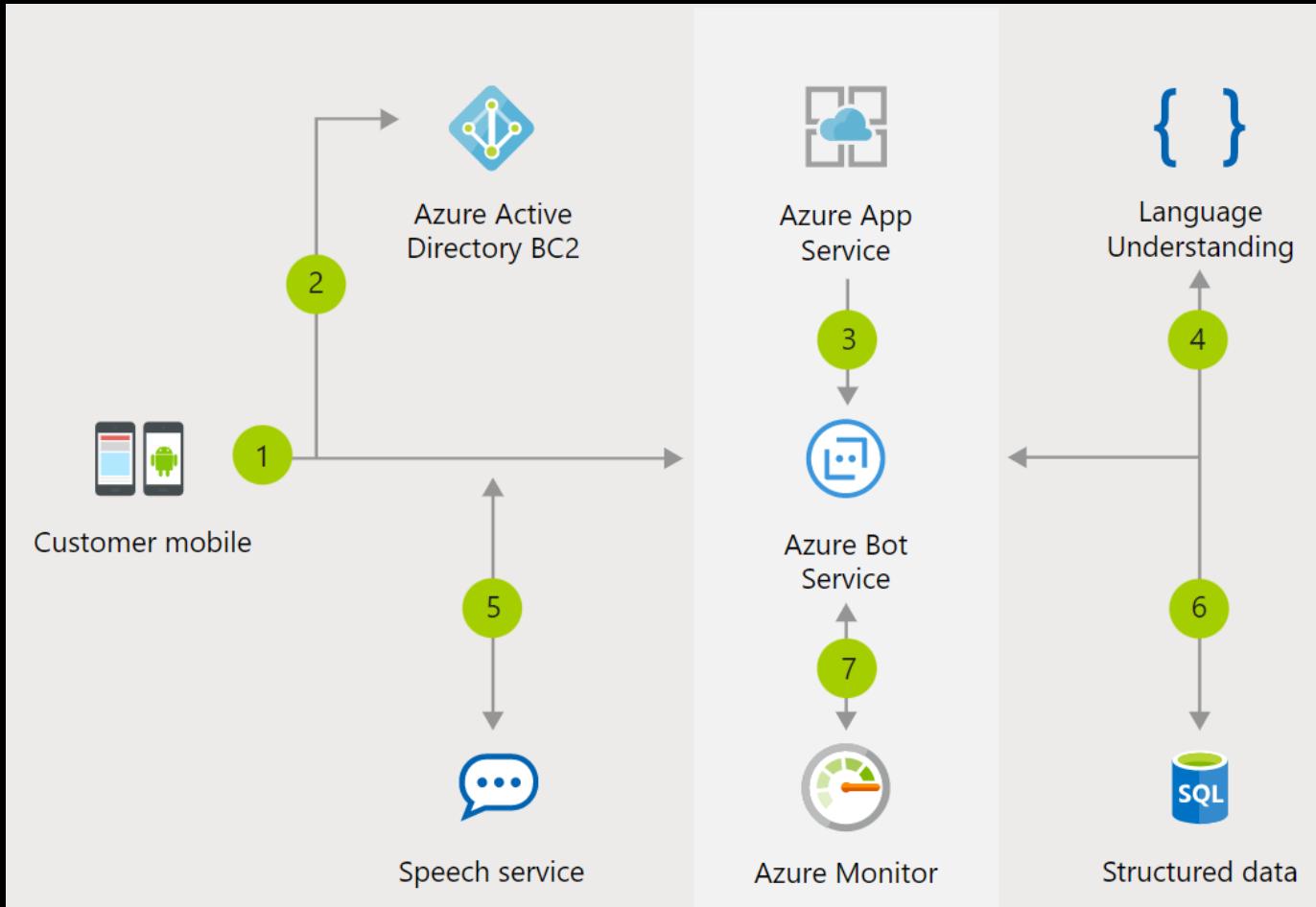
IOT Bot

Add natural language to your apps



Commerce Chat Bot

Travel, Banking, Entertainment



- 1 Customer uses your mobile app
- 2 Using Azure AD B2C, the user authenticates

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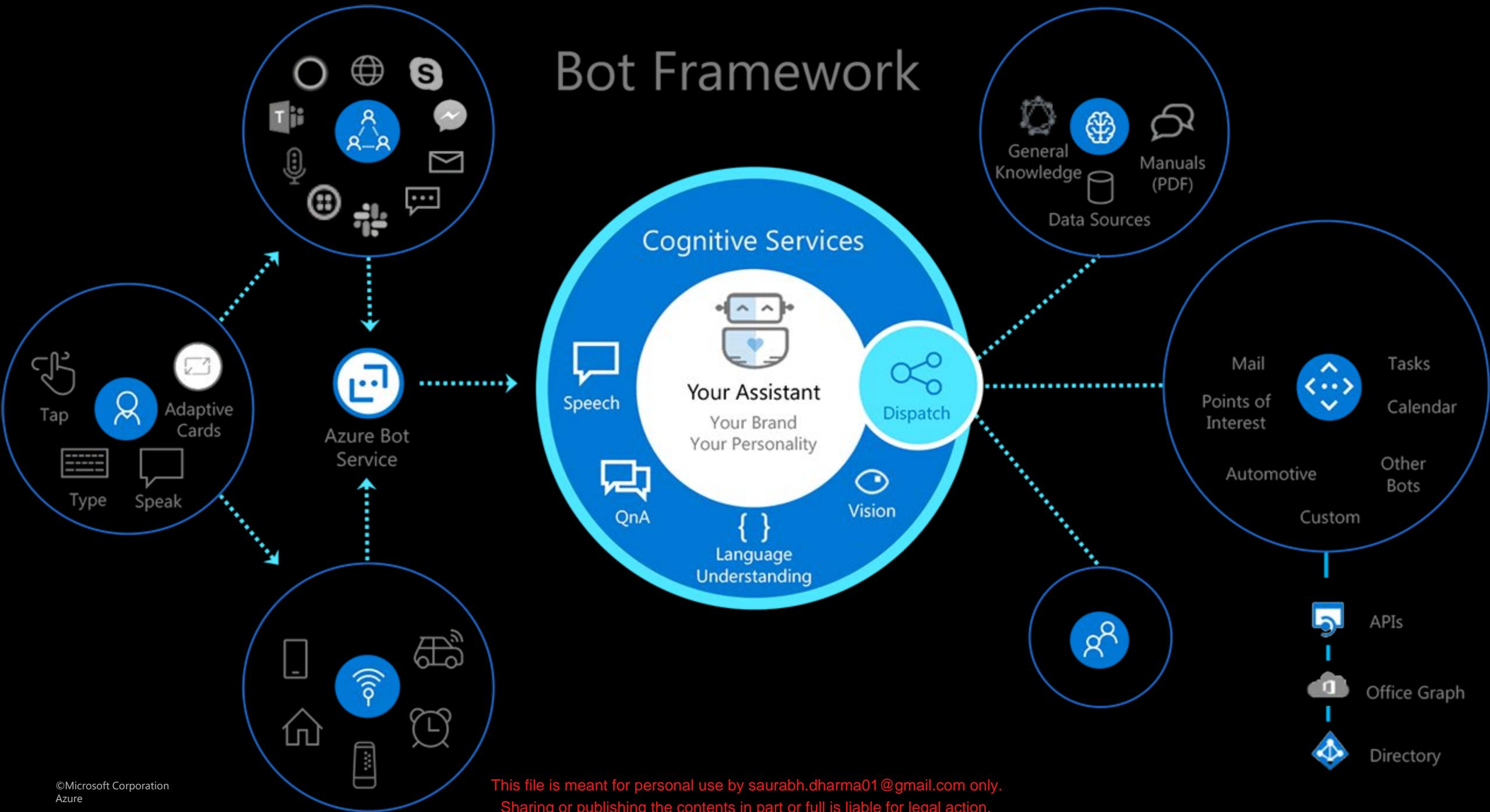
- 5 Response is reviewed by customer who can refine the question using natural conversation

6 Once the user is happy with the results, the Application Bot updates the customer's reservation

Application Insights gathers runtime telemetry to help development with Bot Framework and Azure

7 If there is an issue

Bot Framework



1. Be transparent about what the bot can (and can't) do
2. Make it clear that the user is communicating with a bot
3. Enable the bot to seamlessly hand-off to a human if necessary
4. Ensure the bot respects cultural norms
5. Ensure the bot is reliable
6. Respect user privacy
7. Handle data securely
8. Ensure the bot meets accessibility standards
9. Assume accountability for the bot's actions

QnA Maker

Create a FAQ service from existing content

Extract questions and answers

Extract all possible pairs of questions and answers from user provided content – FAQ URLs, documents and editorial content

Test, train and publish

Edit, remove, or add pair before testing and training the knowledge base and publishing your knowledge base as an API endpoint

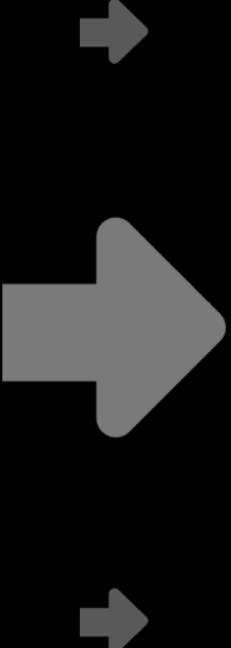
Integrates with other APIs and solutions

Use QnA Maker with Cognitive Services such as LUIS & create something as elegantly simple as a chat bot that answers FAQs, or as complex as an interactive virtual guide



What is QnA Maker?

From data to bot in minutes



What are your hours today?

Today we are open from 7:00 AM to
10:00 PM.

Do you have vegetarian options?

Yes, we have vegetarian options
available.

Welcome to Language Studio

Azure Cognitive Services



Welcome to Language Studio

All the tools you need to identify and analyze content within text.

Note:

The QnA Maker service is being retired on the 31st of March, 2025. A newer version of the question and answering capability is now available as part of Azure Cognitive Service for Language. For question answering capabilities within the Language Service, see [question answering](#). Starting 1st October, 2022 you won't be able to create new QnA Maker resources. For information on migrating existing QnA Maker knowledge bases to question answering, consult the [migration guide](#).

Welcome to Language Studio

Choose a Language Resource

The screenshot shows the Microsoft Language Studio - Preview interface. At the top, there's a navigation bar with links for Cognitive Services and Language Studio - Preview, along with icons for help, feedback, and user profile.

The main content area displays a "Welcome to Language Studio" message and a section for "Recent custom projects you've worked on". A modal window titled "Choose a language resource" is open in the center. The modal contains fields for "Azure directory" (set to "Default Directory") and "Azure subscription" (set to "Visual Studio Ultimate with MSDN"). It also has a dropdown for "Language resource" with the placeholder "Select a language resource ...". Below these fields are two buttons: "Create a new language resource" and "Done".

On the left side of the modal, there's a note: "Switching your language resource will also switch to your projects. You can switch back at any time. [Learn more about resources in Azure](#)".

The background of the studio interface shows sections for "Extract information", "Extract PII", "Extract key phrases", "Identify and disambiguate the identity of an entity found in text", "Identify different entities in text and categorize them into pre-defined types", and "Extract health information". Each section has a "Try it out" button.

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Language Studio

Create a New Language Resource

Create a new language resource X

Unlock insights from unstructured text using advanced natural language processing. [Learn more about Language service](#)

Azure subscription *

Visual Studio Ultimate with MSDN

Azure resource group ⓘ *

MSLearn

Azure resource name *

LangResource

Location *

southeastasia

Pricing Tier ⓘ *

F0

Managed Identity ⓘ

Done Cancel

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Language Studio

Custom Question Answering

Cognitive Services | Language Studio - Preview ?

Help us improve Language Studio. [Give us feedback!](#)

Language Studio >

Understand questions and conversational language

Customize your domain specific Conversational Language Understanding model to classify conversational utterances and extract detailed information from them. [Learn more about understanding conversational language](#)



Answer questions (GA)

Use the prebuilt question answering api to get answers to questions over unstructured text.

[Try it out](#)



Custom question answering (GA)

Customize the list of questions and answers extracted from your content corpus to provide a conversational experience that suits your needs.

[Open custom question answering](#)



Conversational Language Understanding

Build natural language into apps, bots, and IoT devices.

[Open Conversational Language Understanding](#)



Orchestration workflow

Connect and orchestrate CLU, Custom question answering & LUIS projects together in one single project.

[Open Orchestration workflow](#)

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Language Studio

Connect to Azure Search

Language Studio > Custom question answering

Select the project you want to work with

+ Create new project Export Import Delete



Start by connecting Azure search to the language resource

To create a custom question answering project and add data sources to it, you would need to link an Azure search resource to the language resource. [Connect to Azure search](#).

After connecting your resource to Azure Search, please refresh the page to continue with project creation.

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Azure Portal

Connect to Azure Search

The screenshot shows the Microsoft Azure Portal interface. The top navigation bar includes the Microsoft Azure logo, a search bar, and various navigation icons. The main title is "LangResource | Features". On the left, there's a sidebar with "Language" selected under "Features". Other options in the sidebar include Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, Resource Management, Monitoring, Alerts, and Metrics.

The main content area displays configuration options for "Enable custom question answering". A checked checkbox indicates "Enable custom question answering". Below it, a description explains that this feature lets you answer user's questions over your data corpus. It also mentions "Azure Cognitive Search Service" and a dropdown menu for selecting it. A "Create new" button is available for creating a new service.

Below this, there's a checkbox for "Sync keys linked to the selected Azure Cognitive Search service". A note below the checkbox states: "Custom text classification / Custom Named Entity Recognition feature is not available for the selected region or SKU."

Further down, there's another checkbox for "Enable Custom text classification / Custom Named Entity Recognition". Descriptions for both "Custom text classification" and "Custom NER" are provided. Both features are noted as being unavailable for the selected region or SKU.

At the bottom, there's a dropdown for "Azure Storage Account" with "- None -" selected, and a "Create a new storage account" link.

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Azure Portal

Create a Search Service

The screenshot shows the Microsoft Azure portal interface for creating a new search service. The top navigation bar includes the Microsoft Azure logo, a search bar, and a menu icon. Below the header, the breadcrumb navigation shows 'Home > LangResource'. The main title is 'Create a search service'. The 'Basics' tab is selected, while other tabs like 'Scale', 'Networking', 'Tags', and 'Review + create' are visible.

Project Details

Subscription *: Visual Studio Ultimate with MSDN

Resource Group *: MSLearn

[Create new](#)

Instance Details

Service name *: lang

Location *: Southeast Asia

Pricing tier *: Standard

25 GB/Partition*, max 12 replicas, max 12 partitions, max 36 search units

[Change Pricing Tier](#)

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Azure Portal

Enable custom question answering

Microsoft Azure Search resources, services, and docs (G+/-) ... codeswa@outlook.com DEFAULT DIRECTORY

Home > LangResource

LangResource | Features

Language

Search (Ctrl+/)

Enable custom question answering

Custom question answering lets you answer user's questions over your data corpus. You can extract questions and answers from your data, customize them and create a knowledge base. The knowledge base is stored in an Azure Cognitive Search index in your own subscription. [Learn more](#) about the best practices to select the right search service.

Azure Cognitive Search Service *

lang

Sync keys linked to the selected Azure Cognitive Search service.

i Custom text classification / Custom Named Entity Recognition feature is not available for the selected region or SKU.

Enable Custom text classification / Custom Named Entity Recognition

Custom text classification is a Language Service feature that allows you to classify your text documents by training a classification model using your own dataset stored in your storage account.

Custom NER is a Language Service feature that allows you to extract information from unstructured text by training an entity extraction model on top of your dataset stored in your storage account.

One Language resource can be configured to be linked to one storage account. Once this is set, you can not re-assign another storage account to the resource.

Azure Storage Account * ⓘ

- None -

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Language Studio

Create new Project

Language Studio > Custom question answering

Select the project you want to work with

+ Create new project Export Import Delete



Create a new project to get started

Create a project

Choose language setting

Enter basic information

Review and finish

Choose language setting for resource LangResource.

Permanently set whether or not you can create projects in multiple languages using your Azure resource LangResource. [Learn more about projects in multiple languages and pricing.](#)

How do you want to select the language for projects in this resource?*

I want to select the language when I create a project in this resource
When creating a project in this resource you will be able to select what language the data is in. Selecting this option will incur more costs. [Learn more about pricing](#)

I want to set the language for all projects created in this resource
All projects created in this resource will always use the same language for the data.

Select the language for all projects* [①](#)

English

Back Next Create project Cancel

Create a project

Choose language setting

Enter basic information

Review and finish

Enter basic information

Enter the basic information for your custom question answering knowledge base such as name and description.

To change your resource go to [Settings](#)

Azure search resource

lang

To change your resource go to [Azure Search](#)

Name * sample-project

Description my 1st project

Source language * English

Default answer when no answer is returned * No answer found

Back Next Create project Cancel

Create a project

Choose language setting

Enter basic information

Review and finish

Review and finish

Review the configurations you set for your project in the previous steps.

Projects in multiple languages allowed? No

Language resource LangResource

Azure Search resource lang

Project name sample-project

Description my 1st project

Source language English

Default answer when no response is returned No answer found

Back Next Create project Cancel

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Cognitive Services Language Studio

Create Project

The screenshot shows the 'Create a project' dialog box overlaid on the main 'Language Studio > Custom question answering' interface.

Main Interface (Background):

- Header: Cognitive Services | Language Studio - Preview
- Help us improve Language Studio. Give us feedback!
- Navigation: Language Studio > Custom question answering
- Actions: Create new project, Export
- Projects list: shecodes, sample-project

Create a project Dialog:

Step 1: Enter basic information

Enter basic information
Enter the basic information for your custom question answering knowledge base such as name and description.

Language resource: LangResource
To change your resource go to [Settings](#)

Azure search resource: lang
To change your resource go to [Azure Search](#)

Name *: MSA

Description: QnA Bot for MSA Program

Source language *: English

Default answer when no answer is returned *: No answer found

Buttons: Back, Next, Create project, Cancel

Step 2: Review and finish

Review and finish
Review the configurations you set for your project in the previous steps.

Projects in multiple languages allowed? No

Language resource: LangResource

Azure Search resource: lang

Project name: MSA

Description: QnA Bot for MSA Program

Source language: English

Default answer when no response is returned: No answer found

Buttons: Back, Next, Create project, Cancel

Cognitive Services Language Studio

Manage Sources

The screenshot shows the 'Manage sources' page in the Language Studio. On the left, a sidebar menu includes 'Language Studio', 'Custom question answering', 'MSA', and 'Project settings'. Under 'MSA', 'Manage sources' is selected. The main area displays a table with one item: 'MSA QnA' (Source name), 'No' (Unstructured), and 'file' (Source type). At the top, there's a toolbar with 'Add source', 'Edit name', 'Refresh URL', and 'Delete' buttons. A modal window titled 'Add files' is open, showing a table with one row: 'MSA QnA.pdf' (File name) and 'Auto-detect' (Classify file structure). Buttons for 'Add all' and 'Cancel' are at the bottom of the modal.

The screenshot shows the 'Manage sources' page with a modal overlay titled 'Edit your knowledge base'. The modal contains the text: 'After adding your sources, edit your knowledge base to view the extracted question and answer pairs, add alternative phrasing, or add conversational flow.' It has 'Skip all' and 'Got it' buttons. A large blue callout box points from the 'Edit your knowledge base' text towards the right side of the screen. The main table on the page shows one item: 'MSA QnA' (Source name), 'No' (Unstructured), and 'file' (Source type). A tooltip 'Look at questions from one source' is visible over the first row. The bottom of the page features a red warning message: 'This file is meant for personal use by saurabh.dharma01@gmail.com only. Sharing or publishing the contents in part or full is liable for legal action.'

Cognitive Services Language Studio

Edit Knowledge base

The screenshot shows the 'Edit questions in MSA' page in the Language Studio. The left sidebar includes links for Language Studio, Custom question answering, MSA, Manage sources, Edit knowledge base (which is selected), Deploy knowledge base, Review suggestions, and Project settings. The main content area displays a list of question-answer pairs. A modal dialog titled 'Filter question answers pairs' is open, containing the text: 'Filter question and answers by source and metadata. You can also filter unsaved changes.' It has 'Skip all' and 'Got it' buttons. Below the modal, there are sections for 'Answer and prompts' and 'Metadata'. The 'Answer and prompts' section contains the text: 'The program started in April 2022, and will run until December 2022. Students may join at any time and take part in as much as they would like.' The 'Metadata' section contains the text: 'Although we do advise taking part in as much as you can. Students will get as much out of the program as they put in i.e. Having Microsoft Certifications and Portfolio Projects to augment your Degree or Diploma will put you ahead of those students with less to show. Interacting at Networking events will give you opportunities to make connections with Microsoft and Industry and attending Careers Panels will give you insider knowledge that will help you better prepare for the career you want. In 2021 we issued both Certificates and NFT Badges to students who completed at least one Certification and one project.' Navigation buttons at the bottom include 'Previous', '1', '2', and 'Next'.

Cognitive Services Language Studio

Edit knowledge base

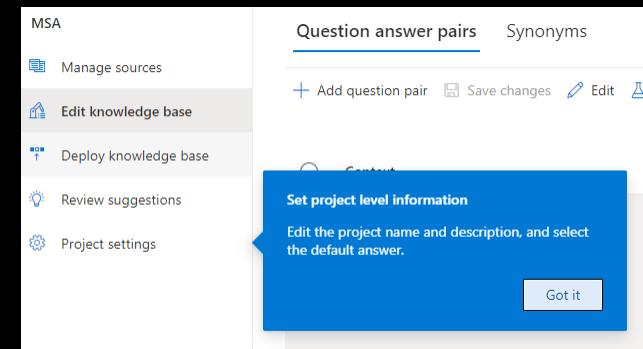
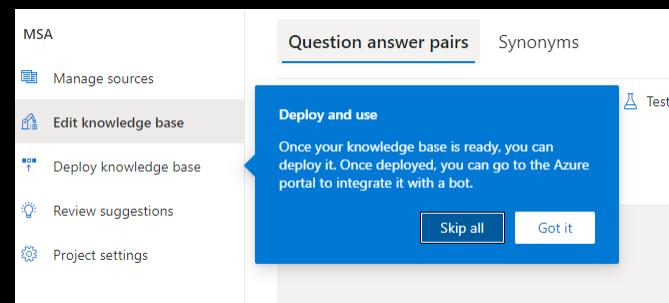
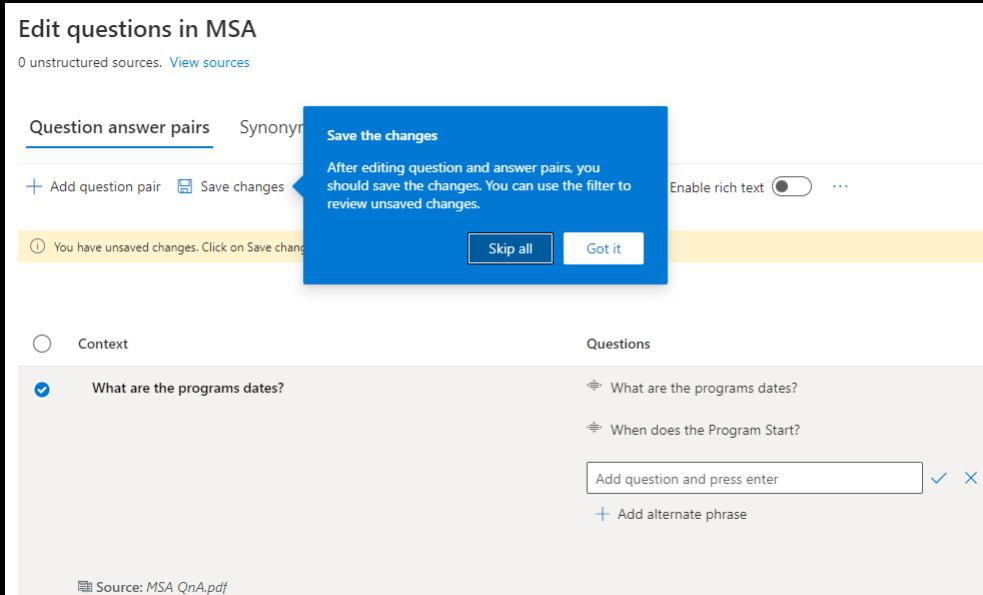
The screenshot shows the 'Edit questions in MSA' page in the Language Studio. The left sidebar includes links for 'Language Studio', 'Custom question answering', 'Manage sources', 'Edit knowledge base' (which is selected), 'Deploy knowledge base', 'Review suggestions', and 'Project settings'. The main area displays 'Question answer pairs' and 'Synonyms' tabs. Under 'Question answer pairs', there are two entries:

Context	Questions	Answer and prompts
What Microsoft Certifications could I get?	What Microsoft Certifications cou... + Add alternate phrase	Microsoft AI Fundamentals - AI-900 is the first exam voucher on offer, as well as Data Fundamentals DP-900. Azure Fundamentals and Power Platform Fundamentals are also on offer as learning paths and may have vouchers available to them later in the program. The AI Fundamentals has a 97% pass rate for those that follow the learning path and watch the exam prep session provided prior to sitting the exam. + Add follow up prompts
Are Work Placements or Internships available as part of the pro...	Are Work Placements or Internship... + Add alternate phrase	Microsoft will offer advice on how to apply for Internships and Grad Hire Programs as part of the Program by providing career panels and networking opportunities but graduates of the program have no direct pathway to a placement. They are just more likely to secure one as a result of the training and insider advice. + Add follow up prompts

At the bottom, there are navigation buttons for 'Previous', '1', '2', and 'Next'.

Cognitive Services Language Studio

Wizard helps you



Cognitive Services Language Studio

Deploy knowledge base

The screenshot shows the Language Studio - Preview interface. On the left, a sidebar lists options like Language Studio, Custom question answering, MSA, Manage sources, Edit knowledge base, Deploy knowledge base (which is selected), Review suggestions, and Project settings. The main area is titled "Deploy knowledge base" and contains a sub-header "Deploy knowledge base and create a bot in a few clicks." Below this are two buttons: "Deploy" and "Get prediction URL". A modal window titled "Deploy this project?" is displayed, asking "Deploy MSA? Once deployed you can integrate it within a bot." It has "Deploy" and "Cancel" buttons. At the bottom of the main area, a note says "Deploying your knowledge base will copy the knowledge base from the test index to the production index." To the right, a separate window titled "Deploy knowledge base" shows a success message: "Your knowledge base is now deployed. You can get your prediction URL or create a bot." It displays "Knowledge base status" with details: State: Deployed (green checkmark), Deployment Date: 4/10/2022 (green checkmark), Deployment Time: 12:02:47 PM (green checkmark), Resource: LangResource, Location: southeastasia, and Tier: Free (F0). Below this, a section titled "Next steps: Create a bot" includes "Step 1: Read the documentation" and "Step 2: Go to Azure portal". A blue callout box points to a "Create a bot" button with the text "Click to create a bot in Azure. You will be redirected to the Azure portal to create a bot. Click on create after filling all details to provision a bot resource." At the bottom right of the callout are "Skip all" and "Got it" buttons.

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Azure Portal

Bot Service

Microsoft Azure

Home >

Web App Bot ...

Bot Service

Bot handle * ⓘ
MSAchat ✓

Subscription *
Visual Studio Ultimate with MSDN

Resource group *
(New) MSARG
Create new

Location * ⓘ
West US

Pricing tier *
Standard
Change plan

App name * ⓘ
MSAchat .azurewebsites.net

SDK language *
 C# Node.js

Language Resource Key * ⓘ [REDACTED]

App service plan/Location *
(new) MSAchat/East US >

Application Insights ⓘ
 Off

Microsoft App ID and password ⓘ
Auto create App ID and password >

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Cognitive Services – Language Studio

Custom question answering - Edit Knowledge Base

The screenshot shows the Microsoft Cognitive Services - Language Studio interface. The left sidebar includes options like Language Studio, Custom question answering, MSA, Manage sources, Edit knowledge base (which is selected), Deploy knowledge base, Review suggestions, and Project settings. The main area displays 'Edit questions in MSA' with a table of 'Question answer pairs'. The table has columns for Context, Questions, and Answer and prompts. There are three rows of data:

Context	Questions	Answer and prompts
How do I complete the program?	How do I complete the program? What are the minimum requireme... Will I get a Certificate? What do I need to do to graduate?	Although we do advise taking part in as many activities as possible, Students will get as much out of the program as they put in. Having Microsoft Certifications and Portfolio will augment your Degree or Diploma will put students with less to show. Interacting at Microsoft events, giving you opportunities to make connections with Industry and attending Careers Panels will give you knowledge that will help you better prepare for your future career. In 2021 we issued both Certificates and Diplomas to students who completed at least one Certification project.
Who can participate in this program?	Who can participate in this program... I'm not at University, can I still take... Do I need to be in Australia or NZ?	Any University, TAFE, Polytechnique or Community College over 18 years of age may take part in the program. Students registered as a student in Australia or New Zealand.

A 'Test' pane on the right shows response options and examples of generated responses for different user queries like 'how much does it cost?', 'Microsoft does not charge any party any fees to take part.', 'when does it start?', 'The program started in April 2022, and will run until December 2022. Students may join at any time and take part in as much as they would like.', and 'what do I need to complete the program?'. A message input field at the bottom says 'Type your message and press enter'.

Cognitive Services - Language Studio

Custom question answering – Deploy knowledge base

The screenshot shows the Microsoft Language Studio interface for a project named "shecodes". The left sidebar includes options like Language Studio, Custom question answering, shecodes, Manage sources, Edit knowledge base, Deploy knowledge base (which is selected), Review suggestions, and Project settings. The main content area displays a "Deploy knowledge base" page with a sub-header "shecodes - Deploy knowledge base". It contains a "Deploy" button and a "Get prediction URL" link. A modal dialog titled "Deploy this project?" is open, asking if the user wants to "Deploy shecodes? Once deployed you can integrate it within a bot." with "Deploy" and "Cancel" buttons. Below the modal, a message says "Deploying your knowledge base will copy the knowledge base from the test index to the production index." To the right, a success message states "Your knowledge base is now deployed. You can get your prediction URL or create a bot." It lists deployment details: State: Deployed, Deployment Date: 4/8/2022, Deployment Time: 3:43:56 PM, Resource: LangResource, Location: southeastasia, Tier: Free (F0). Below this, a "Next steps: Create a bot" section is shown, with Step 1: "Read the documentation" and Step 2: "Go to Azure portal". A callout box with a blue background provides instructions: "Click to create a bot in Azure. You will be redirected to the Azure portal to create a bot. Click on create after filling all details to provision a bot resource." It includes "Create a bot", "Skip all", and "Got it" buttons.

Azure Portal

Configure Azure Bot Service

Setting	Value
Bot handle	Unique identifier for your bot. This value needs to be distinct from your App name
Subscription	Select your subscription
Resource group	Select an existing resource group or create a new one
Location	Select your desired location
Pricing tier	Choose pricing tier
App name	App service name for your bot
SDK language	C# or Node.js. Once the bot is created, you can download the code to your local development environment and continue the development process.
QnA Auth key	This key is automatically populated deployed question answering project/knowledge base
App service plan/Location	This value is automatically populated, do not change this value

Azure Portal

Web App Bot

Microsoft Azure Search resources, services, and docs (G+) X

Home > MSachat ...  

MSachat Web App Bot

Search (Ctrl+) Download bot source code Refresh Move Delete

Help us improve Bot Service. Take our survey!

Essentials

Resource group ([move](#)) : [MSARG](#) Bot Service pricing tier : S1
Subscription ([move](#)) : [Visual Studio Ultimate with MSDN](#) Messaging endpoint : <https://msachat.azurewebsites.net/api/messages>
Subscription ID Click here to add tags Linked app service : [msachat](#)

Build enterprise-grade conversational AI

Develop enterprise-grade, conversational AI experiences, while maintaining control of your data. Edit your bot in Bot Framework Composer or SDK, host your bot in any environment and enable customers from a variety of channels, such as your app or website, Direct Line Speech, Microsoft Teams and more. [Learn more](#)

Get set up with local development Download bot source code

Test and refine your bot Test in Web Chat

Publish to Azure Connect to channels

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Overview Activity log Access control (IAM) Tags

Settings Bot profile Configuration Channels Channels (deprecated) Pricing Test in Web Chat Encryption Properties Locks

Monitoring Conversational analytics Alerts Metrics Diagnostic settings Logs

Automation Tasks (preview) Export template

Support + troubleshooting New Support Request

Azure Portal

Test in Web Chat

The screenshot shows the Microsoft Azure portal interface with the title 'MSAchat | Test in Web Chat' and 'Web App Bot'. The left sidebar lists various settings like Overview, Activity log, Access control (IAM), Tags, and Test in Web Chat (which is selected). The main area displays a chat window titled 'Test' with a 'Start over' button. The conversation starts with a welcome message from the bot: 'Welcome to the QnA Maker sample! Ask me a question and I will try to answer it.' A user types 'hi' and the bot responds with 'Hello I am the MSA bot, how can I help you?'. The user then asks 'What is MSA?' and the bot suggests 'Did you mean:' with options: 'What is the Structure of the Program?', 'What is the Microsoft Student Accelerator Program?', and 'None of the above.'. The user selects the second option, and the bot provides a detailed response about the Microsoft Student Accelerator (MSA) programme, mentioning its focus on training students to solve real-world problems and its connection to the Imagine Cup competition.

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Connect to bot to Facebook

Meta for Developers

The screenshot shows the Facebook Developers App Dashboard at <https://developers.facebook.com/apps/>. The dashboard displays two admin apps: "MSA Helpbot" and "Michelle's first app". The "MSA Helpbot" app is listed under "Admin Apps" and has a status of "Complete". The "Michelle's first app" app is also listed under "Admin Apps" and has a status of "Complete". The dashboard includes sections for "Products", "Programs", "Support", "News", and "Terms and Policies". The footer features the Meta logo and social media links.

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The screenshot shows the Microsoft Student Accelerator (MSA) 2022 Facebook page. The page header reads "Welcome to MSA 2022" and "Microsoft Student Accelerator". It features a purple background with a rocket ship icon. The page has sections for "ABOUT", "GENERAL", "HOURS", "BUSINESS DETAILS", "ADDITIONAL CONTACT INFO", and "MORE INFO". The "GENERAL" section shows 836 likes and 908 followers. The "BUSINESS DETAILS" section includes a phone number and email address. The "ADDITIONAL CONTACT INFO" section lists a website, a phone number, an email address, and a message about typical reply times. The "MORE INFO" section includes links for "About", "Add additional information", "Edit impression", "Edit Privacy Policy", "Page ID", and "Edit other accounts".

Connect to bot to Facebook

Meta for Developers

Create an App

Select an app type

The app type can't be changed after your app is created. [Learn more](#)

Business
Create or manage business assets such as Pages, events, groups, ads, Messenger and Instagram Graph API using the available business permissions, features and products.

Consumer
Connect consumer products and permissions, like Facebook Login and Instagram Basic Display to your app.

Instant Games
Create an HTML5 game hosted on Facebook.

Gaming
Connect an off-platform game to Facebook Login.

Workplace
Create enterprise tools for Workplace from Meta.

None
Create an app with combinations of consumer and business permissions and products.

[Next](#)

Create an App

Type
 Details

Provide basic information

Display name
This is the app name associated with your app ID. You can change this later.

App contact email
This email address is used to contact you about potential policy violations, app restrictions or steps to recover the app if it's been deleted or compromised.

Business Account - Optional
To access certain permissions or features, apps need to be connected to a Business Account.

By proceeding, you agree to the [Facebook Platform Terms](#) and [Developer Policies](#).

[Previous](#) [Create app](#)

Connect to bot to Facebook

Meta for Developers

App ID
[REDACTED]

App secret
[REDACTED] [Show](#)

Display name
MSA test

Namespace

App domains

Contact email [?](#)
msanford@outlook.com

Privacy Policy URL
Privacy policy for Login dialog and app details

Terms of Service URL
Terms of Service for Login dialog and App Details

App icon (1024 x 1024)
 1024 x 1024

Category
[Choose a category](#) [?](#)
Find out more information about app categories here

App purpose
This app's primary purpose is to access and use data from Facebook's Platform on behalf of:

Yourself or your own business

Clients
Select this option if the primary purpose of this app is to manage data or assets on behalf of an individual client or multiple clients.

 If you are developing an app that accesses and uses data from Facebook's Platform on behalf of clients, you are subject to [Section 5b of the Platform Terms](#).

Require app secret
 Require app secret or app secret proof for API calls with access tokens used outside of trusted contexts.

Require 2-factor reauthorization
 Require 2-fac to change application settings

Allow API Access to app settings
 Set to No to prevent changes to app settings through API calls

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Connect to bot to Facebook

Meta for Developers

The screenshot shows the Meta for Developers dashboard for an app named "MSA test" with App ID 714965582972959 and App type Business. A reminder at the top states: "Reminder: Graph API v6.0 will be deprecated on May 05, 2022. Please use the API Upgrade Tool to understand how this might impact your app. For more details see the changelog". The left sidebar includes links for Dashboard, Settings, Roles, Alerts, App Review, Products (with "Add Product" button), Activity Log, and Activity Log. The main content area is titled "Add products to your app" and lists various products with their icons and descriptions:

- App Events**: Understand how people engage with your business across apps, devices, platforms and websites. [Read Docs](#) [Set up](#)
- Audience Network**: Monetize your app and grow revenue with ads from Meta advertisers. [Read Docs](#) [Set up](#)
- Facebook Login**: The world's number one social login product. [Read Docs](#) [Set up](#)
- Fundraisers**: Create and manage fundraisers for charities. [Read Docs](#) [Set up](#)
- Instagram Graph API**: Integrate your app with the Instagram API to let businesses use your app with their Instagram accounts. [Read Docs](#) [Set up](#)
- Jobs**: Post jobs to the Facebook platform and receive applications from users. [Read Docs](#) [Set up](#)
- Marketing API**: Integrate Facebook Marketing API with your app. [Read Docs](#) [Set up](#)
- Messenger**: Customize the way you interact with people on Messenger. [Read Docs](#) [Set up](#)
- Web Payments**: Accept in-app payments through Facebook's secure payment system. [Read Docs](#) [Set up](#)
- ThreatExchange**: Share and learn about potential threats to help everyone stay more secure. [Read Docs](#) [Set up](#)
- Webhooks**: Subscribe to changes and receive updates in real time without calling the API. [Read Docs](#) [Set up](#)

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Connect to bot to Facebook

Meta for Developers

Require app secret Require app secret or app secret proof for API calls with access tokens used outside of trusted contexts. Require 2-factor reauthorization Require 2-fac to change application settings

Allow API Access to app settings
Set to No to prevent changes to app settings through API calls

App ID App secret [Show](#)

Display name Namespace

App domains Contact email [?](#)

Privacy Policy URL Terms of Service URL

App icon (1024 x 1024) 

Category Find out more information about app categories [here](#)

App purpose
This app's primary purpose is to access and use data from Facebook's Platform on behalf of:

Yourself or your own business

Clients
Select this option if the primary purpose of this app is to manage data or assets on behalf of an individual client or multiple clients.

ⓘ If you are developing an app that accesses and uses data from Facebook's Platform on behalf of clients, you are subject to [Section 5b of the Platform Terms](#).

[Discard](#) [Save changes](#)

Connect to bot to Facebook

Meta for Developers - Messenger

Meta for Developers

MSAchatbot App ID: 54883519871760 App type: Business

Reminder: Graph API v6.0 will be deprecated on May 05, 2022. Please use the API Upgrade Tool to understand how this might impact your app. For more details see the changelog.

Required actions

You don't have any required action items to display. If any of your apps need immediate attention in the future, an item will show here.

Application Rate Limit	User Rate Limit
MSAchatbot App ID: 54883519871760	0 Users throttled
0% of limit used	100% Remaining

Add products to your app

We've streamlined the app creation process by surfacing the products and permissions needed to build the app type you selected.

App Events	Audience Network	Facebook Login
Understand how people engage with your business across apps, devices, platforms and websites.	Monetize your app and grow revenue with ads from Meta advertisers.	The world's number one social login product.
Read Docs	Set up	Read Docs
Fundraisers	Instagram Graph API	Jobs
Create and manage fundraisers for charities.	Integrate your app with the Instagram API to let businesses use your app with their Instagram accounts.	Post jobs to the Facebook platform and receive applications from users.
Read Docs	Set up	Read Docs
Marketing API	Messenger	Web Payments
Integrate Facebook Marketing API with your app.	Customize the way you interact with people on Messenger.	Accept in-app payments through Facebook's secure payment system.
Read Docs	Set up	Read Docs

Messenger Platform

Welcome to the Messenger Platform!

The Messenger Platform offers a rich set of APIs, web plug-ins, and a complete webview that give you everything you need to build awesome experiences. Reach people across every device and platform they use, support multiple communication channels, create hybrid experiences that incorporate automated and live chat, and more, all in Messenger.

To ensure quality and prevent abuse of the platform, all Messenger apps must be submitted for review before they can interact with everyone on Messenger. During development you will be able to send messages to anyone that has been granted either the administrator, developer or tester role for your app.

To get started, please read the developer documentation for complete details. Your access to and use of the platform are subject to Platform Policies and Developer Policies, together with all other applicable terms and policies.

Get started

Check out some resources that may help you in development: Quick Start (build a Messenger app in 10 minutes) and Complete Documentation. Also join our Messenger Platform Developers Community on Facebook to get latest news and learn more!

Access Tokens

Generate a Page access token to start using the platform APIs. You will be able to generate an access token for a Page if:

1. You are one of the Page admins, and
2. The app has been granted the Page's permission to manage and access Page conversations in Messenger.

Note: If your app is in dev mode, you can still generate a token but will only be able to access people who manage the app or Page.

No page permissions granted

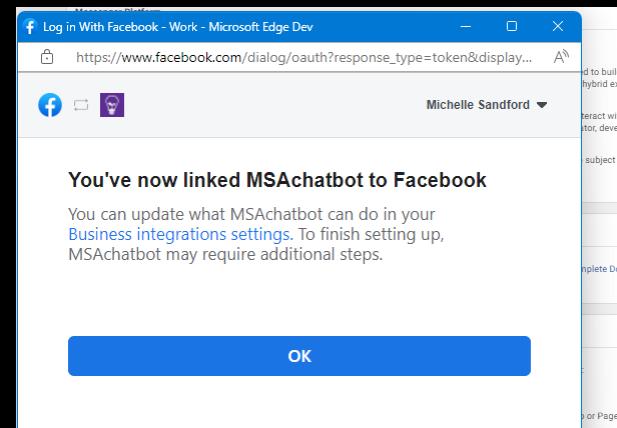
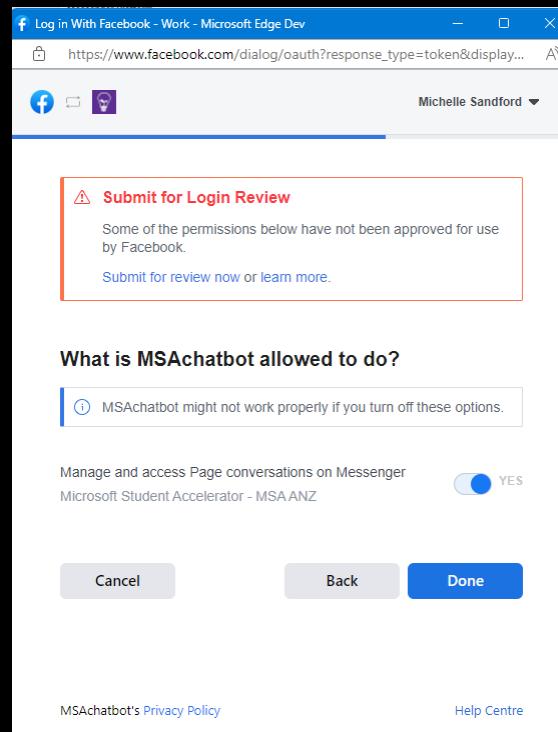
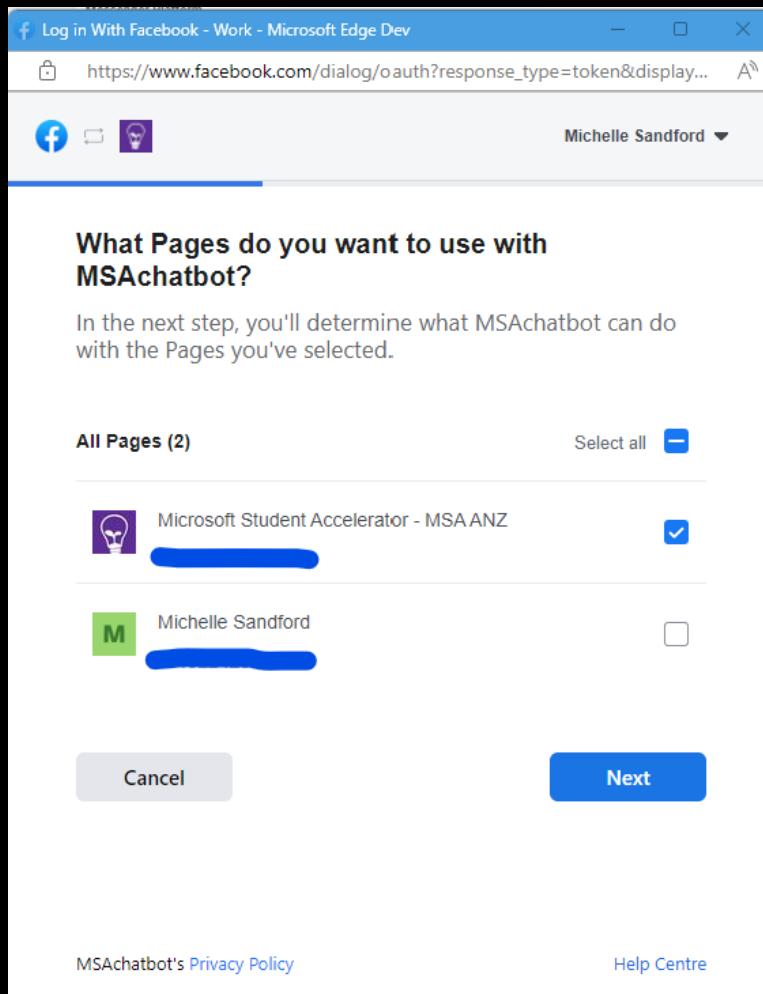
You'll need to connect pages and grant them the required permissions in order for tokens to be generated.

[Add or remove Pages](#)

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Connect to bot to Facebook

Meta for Developers - Messenger



Connect to bot to Facebook

Meta for Developers - Messenger

The image shows two screenshots of the Meta for Developers platform. The left screenshot displays the 'Messenger Platform' settings page, which includes sections for 'Welcome to the Messenger Platform', 'Get started', and 'Access Tokens'. The right screenshot shows a 'Token generated' dialog box containing a Microsoft Student Accelerator - MSA ANZ access token, a warning about token safety, an 'I Understand' checkbox, and a 'Copy' button.

Meta for Developers

M\$Achatbot App ID: 54836519871760 App type: Business

Reminder: Graph API v6.0 will be deprecated on May 05, 2022. Please use the API Upgrade Tool to understand how this might impact your app. For more details see the changelog X

Messenger Platform

Welcome to the Messenger Platform!

The Messenger Platform offers a rich set of APIs, web plug-ins, and a complete webview that give you everything you need to build awesome experiences. Reach people across every device and platform they use, support multiple communication channels, create hybrid experiences that incorporate automated and live chat, and more, all in Messenger.

To ensure quality and prevent abuse of the platform, all Messenger apps must be submitted for review before they can interact with everyone on Messenger. During development you will be able to send messages to anyone that has been granted either the administrator, developer or tester role for your app.

To get started, please read the developer documentation for complete details. Your access to and use of the platform are subject to Platform Policies and Developer Policies, together with all other applicable terms and policies.

Get started

Check out some resources that may help you in development: Quick Start (build a Messenger app in 10 minutes) and Complete Documentation. Also join our Messenger Platform Developers Community on Facebook to get latest news and learn more!

Access Tokens

Create new Page

Generate a Page access token to start using the platform APIs. You will be able to generate an access token for a Page if:

1. You are one of the Page admins, and
2. The app has been granted the Page's permission to manage and access Page conversations in Messenger.

Note: If your app is in dev mode, you can still generate a token but will only be able to access people who manage the app or Page.

Pages + Tokens

Pages	Tokens
Microsoft Student Accelerator - MSA ANZ	—

Add or remove Pages

Token generated

Microsoft Student Accelerator - MSA ANZ

To protect your security, ONLY share this token with app developers you trust.

This token will only be shown once, so keep it safe. If it gets lost, you'll need to create a new one. Anyone could potentially use this token to impersonate this page, depending on the privacy settings of your app. If you wish to revoke all previously generated tokens for this app, you can go to Business Integrations settings. [Learn More](#)

I Understand

Done

Copy

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Azure Portal

Channels - Facebook

The screenshot shows the Microsoft Azure portal interface for the MSA-chatbot resource. The left sidebar navigation includes Home, msa-chatbot_node_qna4_sdk_0c5, MSA-chatbot, Overview, Activity log, Access control (IAM), Tags, Settings, Bot profile, Configuration, Channels (selected), Channels (deprecated), Pricing, Test in Web Chat, Encryption, Properties, Locks, Monitoring, Conversational analytics, and Alerts.

The main content area displays the configuration for the Facebook channel. It includes sections for Facebook credentials (App ID and Secret), Callback URL, and Verify Token. Below this, there's a section for Pages credentials, which lists a Page ID and Access Token. A 'Facebook Workplace' section is also present, providing instructions for connecting the bot to a workplace account.

The screenshot shows the Facebook Meta for Developers portal. At the top, a modal window titled 'Edit Callback URL' is open, containing fields for 'Callback URL' and 'Verify token', both of which are redacted with blue ink. Below the modal, a button for 'Learn more' is visible. To the right, there are 'Cancel' and 'Verify and save' buttons. The background shows the 'Messenger' settings page under the 'Meta for Developers' tab. The 'Messenger' section is expanded, showing the 'Settings' sub-section. On the right side of the page, there are sections for 'Access Tokens', 'Pages', and 'Webhooks'.

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Connect to bot to Facebook

Pages - Webhooks – Add Subscriptions

The screenshot shows the 'Edit page subscriptions' dialog box over a background of the 'Access Tokens' page. The dialog box has a title bar 'Edit page subscriptions' and a close button 'X'. It displays a list of 'Subscription Fields' with checkboxes. The checked fields are: messages, messaging_postbacks, messaging_optins, message_deliveries, messaging_reads, messaging_payments, messaging_pre_checkouts, messaging_checkout_updates, messaging_account_linking, messaging_referrals, messaging_echoes, messaging_game_plays, standby, messaging_handovers, messaging_policy_enforcement, message_reactions, inbox_labels, and messaging_feedback. Below the list are 'Learn more', 'Cancel', and 'Save' buttons. The background page shows a table with one row for 'Microsoft Student Accelerator - MSA ANZ' under 'Pages' and 'Webhooks' with '0 fields'. There is a 'Add subscriptions' button and a 'Webhook field version controls' section at the bottom.

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Test your bot in Facebook Messenger

The screenshot shows a Facebook Messenger conversation between a user and a bot. The user's messages are in blue rounded rectangles, and the bot's responses are in grey rounded rectangles. The user asks about the program start date and registration, and the bot provides information about the MSA program, including its duration, registration link, and details about bootcamps and workshops.

17:27

Hello I am the MSA bot, how can I help you?

when does the program start?

17:27

The program started in April 2022, and will run until December 2022. Students may join at any time and take part in as much as they would like.

17:27

where do I register?

18:48

Register here for MSA this year: <https://www.microsoft.com/en-au/business/learn/cloud-training-events/cloud-skills-challenge-events/msa/>

18:48

what workshops are there?

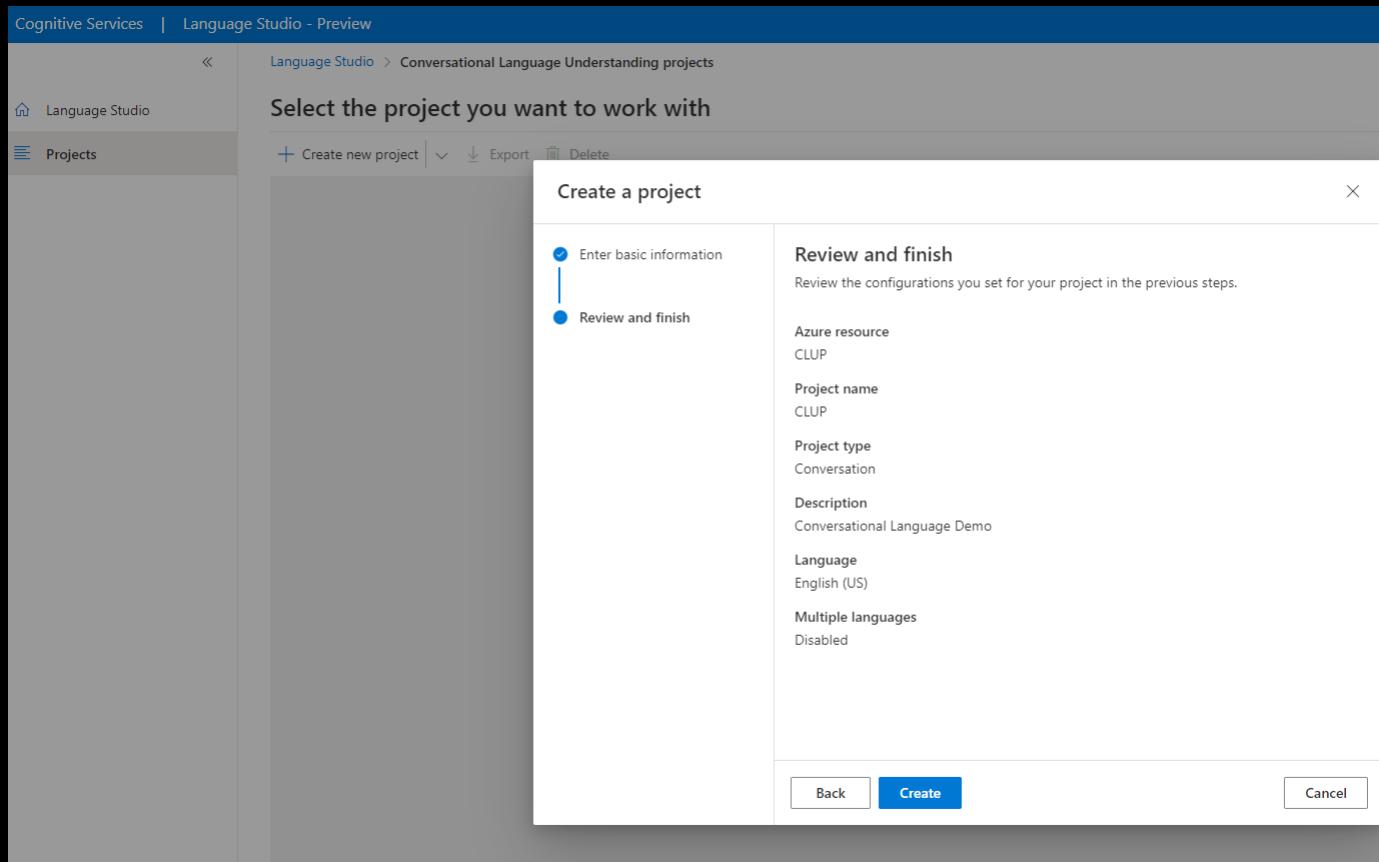
18:48

The MSA program will host a series of bootcamps and workshop via Teams and at Microsoft selected venues (as regulations ease). You can choose to take part in the whole programme or part of it – no strings attached. The programme is tailored to give you flexibility around your other commitments while maintaining some structure.
Participants will be taught how to build portfolios projects on bootcamp topics to consolidate their learnings and how demonstratable evidence to show industry hiring managers that they can build on Azure or Power Platform (Low-Code/No-Code option for Business and Marketing Students).
In addition to projects, students can engage in Microsoft Learn platform to learn you concepts and skills and obtain Microsoft Credentials and Certifications for Free. Completing the Learning Pathway unlocks Free Exam Vouchers.
Throughout the program, the participants would have access to exclusive tools, resources and networking events with Microsoft. We will provide students support throughout the whole program in forms of Monthly Meetups, Facebook and LinkedIn Community and more.

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Conversational language understanding

Language Studio



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Cognitive Services – Language Studio

Build Schema

The screenshot shows the 'Build schema' page in the Cognitive Services - Language Studio - Preview. The left sidebar lists project actions: Language Studio, Projects, CLUP, Build schema (which is selected and highlighted in grey), Tag utterances, Train model, View model details, Deploy model, Test model, and Project settings. The main content area has a breadcrumb navigation: Language Studio > Conversational Language Understanding projects > CLUP - Build schema. The title 'Build schema' is displayed above a subtitle: 'Add intents and entities to your schema. Intents are tasks or actions the user wants to perform. Entities are terms relevant to the user's intent and can be extracted to help fulfill the user's intent.' Below the subtitle are two tabs: 'Intents' (selected) and 'Entities'. Under the 'Intents' tab, there are 'Add' and 'Delete' buttons. A table displays the current state: 'None' under 'Intents ↑', '0' under 'Tagged utterances', and 'Entities used with this intent'.

Intents ↑	Tagged utterances	Entities used with this intent
None	0	

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Cognitive Services – Language Studio

Build Schema

Build schema

Add intents and entities to your schema. Intents are tasks or actions the user wants to perform. Entities are terms relevant to the user's intent and can be extracted to help fulfill the user's intent.

Intents **Entities**

+ Add Delete

○ Intents ↑
○ Delete
None
○ Read

Add an intent

An intent represents a task or action that the user wants to perform. It is a purpose or goal expressed in a user's utterance.

For example, these utterances:

- "Book me a flight to Rio next week"
- "Fly me to Rio on the 24th"

would fall under "BookFlight" intent.

Name an intent

Intent name *

Add intent Cancel

Language Studio > Conversational Language Understanding projects > CLUP - Build schema

Build schema

Add intents and entities to your schema. Intents are tasks or actions the user wants to perform. Entities are terms relevant to the user's intent and can be extracted to help fulfill the user's intent.

Intents **Entities**

+ Add Edit entity components Delete

○ Entities ↑
○ FileName
○ Sender

Add an entity

An entity is an item or element that is relevant to the user's intent or goal.

For example, these utterances:

- "Book me a flight to Rio next week"
- "Fly me to Rio on the 24th"

"Rio" would be under "Destination" entity, and "24th" would be "Date" entity.

Name an entity

Entity name *

An entity can be extracted by different methods. They can be learned through context, matched from a list, or detected by a prebuilt. Every entity in your project is composed by one or more of these methods that are defined as your entity's components.

Learned List Prebuilt

The learned component uses the entity tags you label your utterances with to train a machine learned model. The model learns to predict where the entity is based on the context within the utterance.

"Book 2 business tickets from **Cairo** to **Seattle**"

source destination

The "source" and "destination" use learned components to extract entity values based on their context within the utterance

Add entity Cancel

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Cognitive Services – Language Studio

Tag Utterances

Language Studio > Conversational Language Understanding projects > CLUP - Tag utterances

Tag utterances ▲ You have unsaved changes.

To add an utterance, first select an intent that the speaker intends to accomplish when they speak the utterance. Then write an example of what they'd say in that situation. For example, for an intent of Order Pizza an utterance might be "I'd like to get a large pizza." The word "large" might then be tagged as a Pizza Size entity.

Training set **Testing set**

Save changes **Upload utterance file** **Move to** **Edit** **Delete** **Filter**

We'll use these utterances to create your conversation model during training. A separate set of utterances can test the performance of your model. [Learn more about splitting data between training and testing sets.](#)

Intent ↑	Utterance
Attach	Write your example utterance and press enter
Attach	Add the PDF file with the name signed contract
Attach	Attach the PowerPoint file
Attach	Attach the excel file called reports q1
Delete	Move this to the deleted folder
Delete	Remove this one
Delete	Delete this
Delete	Delete my last email from Martha
Read	Open Blake's email
Read	What did the email from Matt say

Tagging entities for training

Make sure to tag any entities in your utterances that won't get recognized by the entity's prebuilt or list components.

Tags **Distribution**

Add entity **Filter**

- FileType (3)
- FileName (2)
- Sender (5)

Intent ↑ **Utterance**

Read **Write your example utter**

Read **Read John's email f**

Search for an entity

FileType

FileName

Sender

View in tagging pane

Utterance	Intent	Entities
Read John's email for me	Read	"John": Sender
What did the email from Matt say	Read	"Matt": Sender
Open Blake's email	Read	"Blake": Sender
Delete my last email from Martha	Delete	"Martha": Sender
Delete this	Delete	No entities
Remove this one	Delete	No entities
Move this to the deleted folder	Delete	No entities
Attach the excel file called reports q1	Attach	"excel": FileType, "reports q1" -> FileName
Attach the PowerPoint file	Attach	"PowerPoint": FileType
Add the PDF file with the name signed contract	Attach	"PDF": FileType, "signed contract": FileName

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Cognitive Services – Language Studio

Train Model

Cognitive Services | Language Studio - Preview

Language Studio > Conversational Language Understanding projects > CLUP - Train

Train model

After you have completed tagging, submit a training job. If your training job succeeds, you will be able to view your model. Training jobs can only be viewed for 7 days after their completion.

+ Start a training job

Examine your model

Once your model is trained, you can view details such as performance metrics and information about the test set.

Got it



You do not have any trained models yet. Select "Start a training job" to begin creating a model.

Start a training job

Select Model

You can train a new model or overwrite an existing one. Training a new model is best at the beginning or for comparing between model performances. Overwriting a model will replace the old model with the new data.

Train a new model
v1

Overwrite an existing model

Run evaluation with training

Enabled evaluation

Choose how to split training and testing data

We use separate datasets to train your model and test its accuracy. [Learn more about data splitting](#).

Automatically split the testing set from training data
We'll select stratified samples from all training data according to the percentages that you provide here. Any data already assigned to the testing set will be ignored completely.
80 % for training
20 % for testing

Use a manual split of training and testing data
We'll use the training and testing sets that you've assigned in [Tagging](#) to create your custom model and measure its performance.

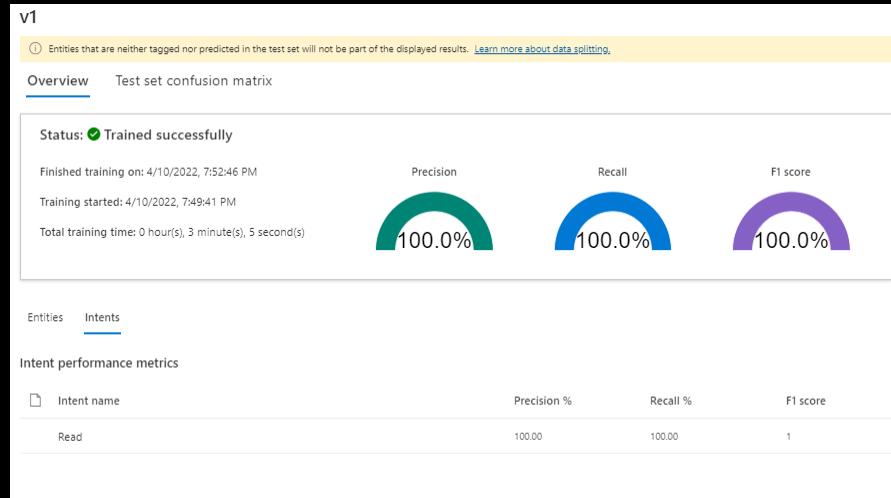
Your current split of data

100% training 0% testing
[View distribution of data](#)

Train Cancel

Cognitive Services – Language Studio

View Model Details



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Cognitive Services – Language Studio

Deploy Model

Cognitive Services | Language Studio - Preview

Language Studio > Conversational Language Understanding projects > CLUP - Deploy model

Deploy Model

Choose which model to deploy or get the prediction URL for a deployed model. To view pricing for endpoint hosting and service requests after deployment, [click here](#)

Add deployment Get prediction URL Swap deployments Delete deployment

Add deployment

Create or select an existing deployment name
You can create a new deployment name or override an existing deployment name to add a trained model to them

Create a new deployment name

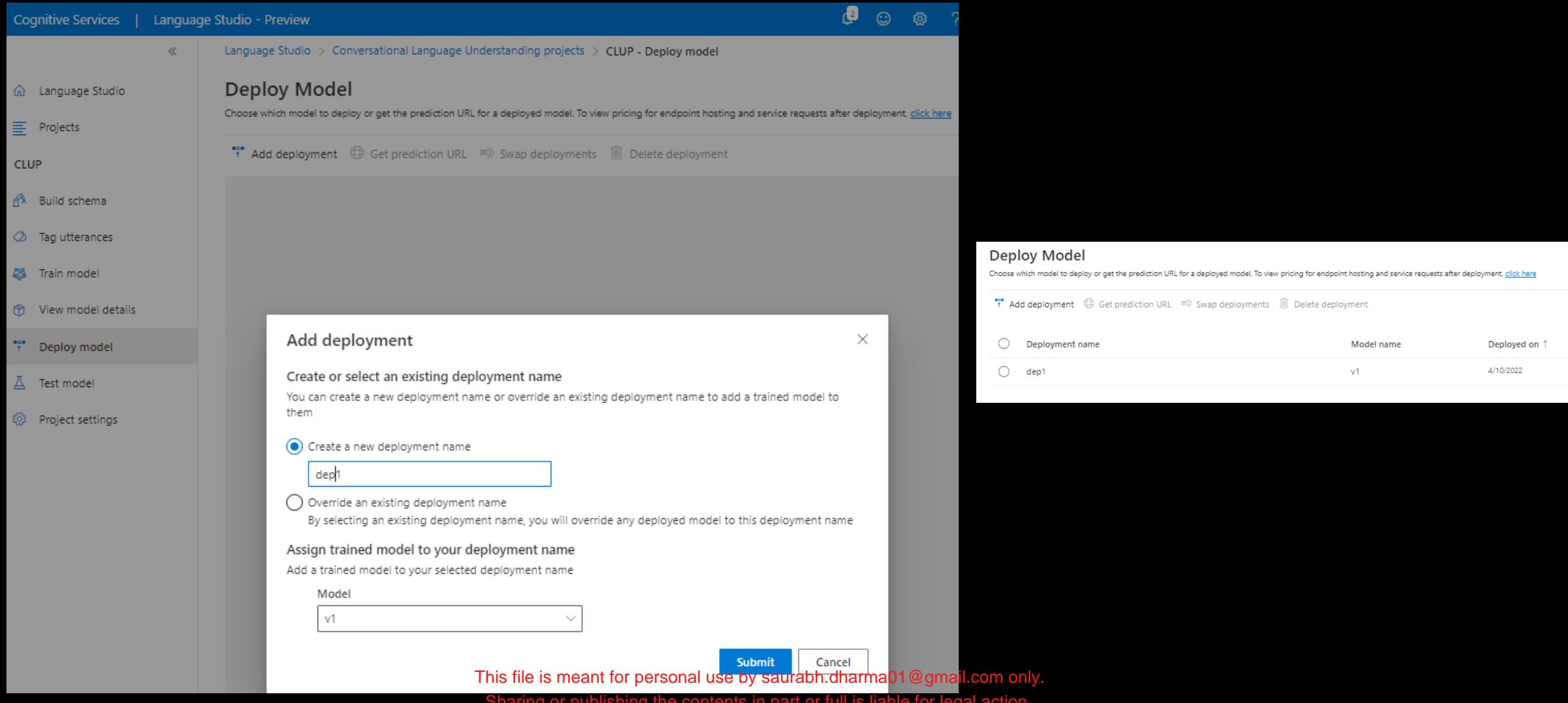
Override an existing deployment name
By selecting an existing deployment name, you will override any deployed model to this deployment name

Assign trained model to your deployment name
Add a trained model to your selected deployment name

Model

Submit Cancel

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Deployment name	Model name	Deployed on
dep1	v1	4/10/2022

Cognitive Services – Language Studio

Test Model

Language Studio > Conversational Language Understanding projects > CLUP - Test model

Test Model: v1

[Run the test](#)

Deployment name
dep1

Enter your own text
trash this one

Result [JSON](#)

Intent

Top intent
Delete
Confidence: 99.96%

Entities

No entities predicted

Original text

trash this one

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Language Studio > Conversational Language Understanding projects > CLUP - Test model

Test Model: v1

[Run the test](#)

Deployment name
dep1

Enter your own text
send with the invoice

Result [JSON](#)

Intent

Top intent
Attach
Confidence: 56.05%

Entities

No entities predicted

Original text

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Language Studio > Conversational Language Understanding projects > CLUP - Test model

Test Model: v1

[Run the test](#)

Deployment name
dep1

Enter your own text
send with Janines invoice

Result [JSON](#)

Intent

Top intent
Read
Confidence: 99.98%

Entities

Sender
Janines
Confidence: 100.00%

Original text

send with **Janines** invoice
Sender

Resources

Create a Bot with Language Studio	https://docs.microsoft.com/en-us/azure/cognitive-services/language-service/question-answering/quickstart/sdk?
Connect an Azure Bot to Facebook	https://docs.microsoft.com/en-us/azure/bot-service/bot-service-channel-connect-facebook
Join the Community	https://aka.ms/microsoft.source
Join Microsoft Student Accelerator	https://aka.ms/MSA22-Rego
MSA Playlist	https://aka.ms/MSAPlay
Docs	https://aka.ms/CogSer



Fairness



Reliability & Safety



Privacy & Security



Inclusiveness



Transparency



Accountability

<https://www.microsoft.com/ai/responsible-ai>

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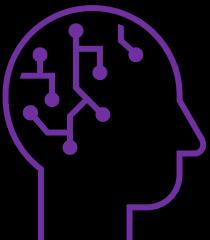
Join us - Microsoft Student Accelerator



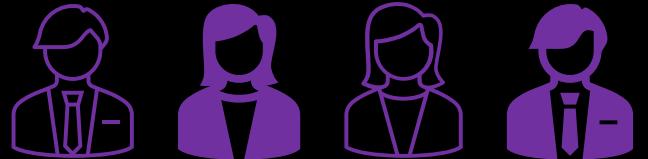
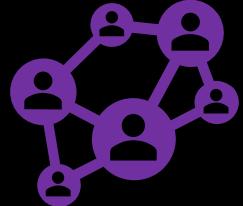
Certify



Build



Connect



Register <https://aka.ms/MSA22-rego>

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