edX

Training and Publishing a Knowledge Base
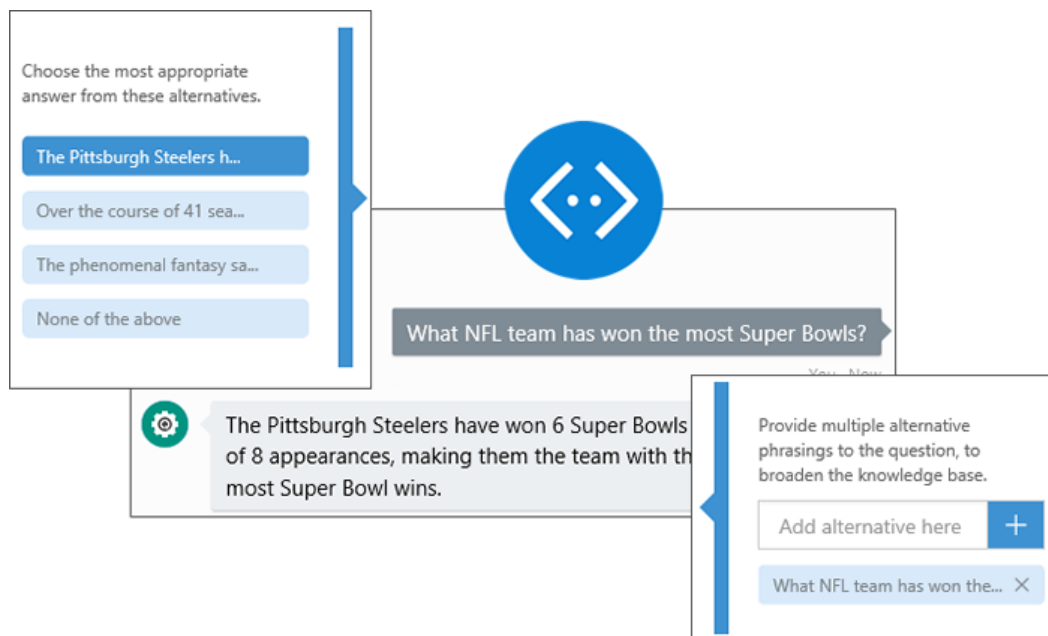## Training and Publishing a Knowledge Base

Similar to all artificial intelligence and machine learning processes, QnA Maker relies on the concept of language modeling and training, in order to "teach" the service to understand the intent of written or spoken human language. Without this process, a bot experience would only be able to "parse" a question and look for keywords, instead of truly attempt to understand the meaning of what's being asked.

For example, when properly trained, the QnA Maker service can understand all of the following questions/statements as essentially having the same intent:

- I bought an eraser, can I return it?

- I purchased an eraser, can I send it back?

- My new eraser came today, but I don't like it and want to get my money back.

Manual training

To make your language model even smarter, QnA Maker provides a test experience where users can enter questions and then review the relevance of the responses, add variations to an existing question, as well as choose a different answer for a question.

Manual training

Publishing

When you're satisfied with the system's understanding and relevance of question and answer pairs, the process of publishing makes the knowledge base content "live", meaning its available for use in a bot experience. How hard is it to publish a knowledge base? Easy. The QnA Maker user experience supplies a publish button on every page. Just click the button, and your knowledge base is live!

Although you won't need to write any code, this quick overview of knowledge base and QnA Maker concepts provides all the information you need to head over to Microsoft QnA Maker and start **creating a knowledge base**.

Quick Check (Multiple Choice)

1.0/1.0 point (graded)

Which of the following processes are designed to make knowledge base content "live" and available to bot experiences? (Choose one)

- ◯ The training process

- ◉ The publishing process
  ✔

- ◯ The import process

- ◯ The crawl process

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