edX

Working with Knowledge Bases
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Creating a QnA Maker knowledge base is as simple as pointing the QnA Maker tool to the existing content, and allowing the service to extracts questions and answers. In QnA Maker-speak, these values are referred to as QnA "pairs".

QnA Maker supports to following methods for creating a knowledge base:

- **Crawling** an existing FAQ, KB, or product manual
- **Importing** a collection of existing questions and answers
- **Manually entering** questions and answers

Content crawl

When populating a QnA Maker knowledge base from an existing online source, such as a website FAQ page, KB article, or product manual, the QnA Maker service essentially "parses" the HTML source of the page, similar to old fashioned "screen scraping" techniques, or extracts table of contents elements, in the case of a PDF-based product manual. Although the service is smart enough to make adjustments for non-compliant HTML, in general, target HTML content should follow one of the following standards:

- **Standard FAQ** pages: Questions are immediately followed by answers
- **Section Links FAQ** pages: Questions are aggregated and linked to answers on the same page
- **Linked Answer FAQ** pages: Questions are aggregated and linked to answers on a different page.

Collections import

When populating a QnA Maker knowledge base from an existing file source, such as text file, Word document, or Excel spreadsheet, the service uses standard delimiters to identify question and answer pairs, similar to this example for a tab-delimited text file:

Question	Delimiter	Answer
How many letters are in the English alphabet?	TAB	There are 26 letters in the English alphabet.
How many words are there in English?	TAB	There are too many words to count.
How many languages are there in the world?	TAB	There are too many languages to count.
What is your mother tongue?	TAB	Binary.

When importing collections from a Word document or Excel spreadsheet, the service extracts information in a similar way to crawling a product manual.

Manual entry

If there is no existing knowledge base source, or if you feel more comfortable entering information manually, QnA Maker provided a clean, easy to use graphical user interface to enter, edit, and manage question and answer pairs, including the ability to remove pairs after creation.

Once a QnA Maker knowledge base has been populated, you need to make it available for ingestion into a bot experience by **training and publishing the knowledge base**.

Quick Check (Multiple Selection)

1.0/1.0 point (graded)

Which of the following mechanisms are supported for populating a QnA Maker knowledge base? (Choose all that apply)

- ☑ Importing a collection of existing questions and answers

- ☑ Crawling an existing FAQ, KB, or product manual

- ☐ Linking to an Azure Cosmos DB

- ☑ Manually entering questions and answers

✔

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