



[Course](#) > [Module 2: Azure Bo...](#) > [Activity-Creating a...](#) > Activity-Creating a ...

Activity-Creating a Knowledge Base

Activity: Creating a Knowledge Base

In this short exercise, you will be creating a simple knowledge base, using Microsoft QnA Maker, as well as testing the question and answer process in the QnA Maker bot test chat experience.

Creating a Knowledge Base

[Start of transcript. Skip to the end.](#)



Creating a knowledge base to serve a Microsoft Bot Framework experience is extremely simple using Microsoft Q&A maker. Let's just review the simple steps of creating and validating Microsoft Q&A maker knowledge base. Now I've already gone through the login and authentication process. So now I can simply click on Create new

Video

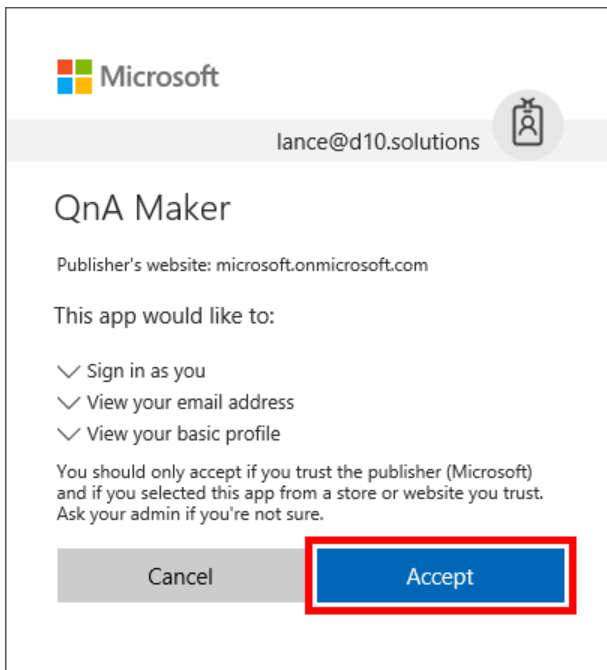
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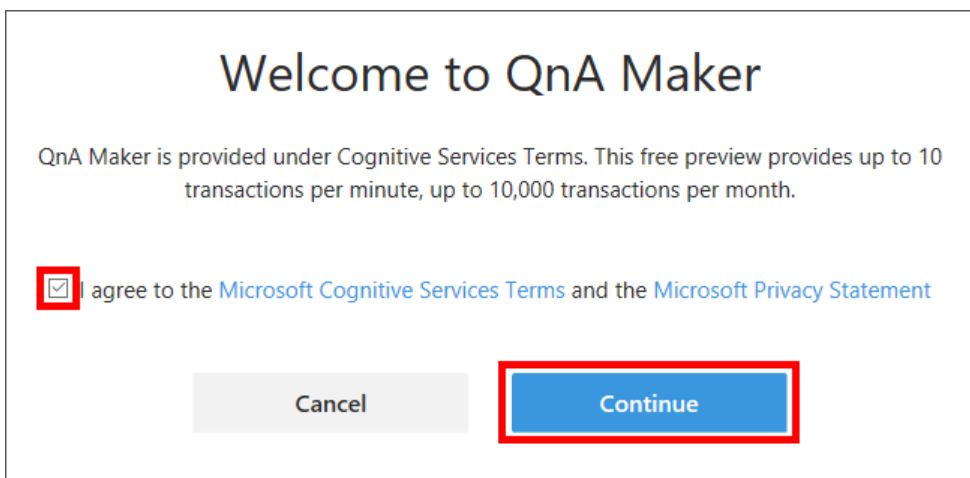
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1. Open a browser to the **Microsoft QnA Maker portal** at <https://qnamaker.ai>, and sign in with an active Microsoft school, organization, or personal account. If you don't have one, [sign up for free](#).
2. If prompted, review the QnA Maker permission request, then click **Accept**.



Granting permission to QnA Maker

3. Again, if prompted, review any related terms of service and privacy statements, check "I agree" to accept, then click **Continue** to be redirected to the "My QnA services" page.



Accepting the agreement

4. On the QnA Maker portal top navigation menu, click **Create new service**.
5. Name the service "QnA Factbot" (without quotation marks) then enter the following FAQ address in the **URL(S)** entry: `http://traininglabs.io/help/faqs.html` to instruct QnA Maker to crawl the FAQ content located at the web address.

Creating a QnA service

Add sources which contain question and answer pairs you would like to include in your knowledge base.

What would you like to name your service?
The service name is for your reference and you can change it at anytime.

SERVICE NAME

QnA Factbot

Enter URL(s) of the knowledge base (FAQ pages or product manuals) that you'd like to crawl.
This will help us gather relevant data about your business and extract QnA pairs that you can later use in your bot. See examples of an [FAQ page](#) or a [product manual page](#).

URL(S)

http://traininglabs.io/help/faqs.html

+ Add another

Entering service information

6. Scroll to the bottom of the page and click **Create**.
7. After a short delay, the service will crawl and analyze the content, and automatically populate the QnA Factbot knowledge base with the extracted question and answer (QnA) pairs.

QnA Maker PREVIEW
My services Create new service Documentation Feedback

QnA Factbot

Download Knowledge Base | Replace Knowledge Base

Save and retrain
Publish

Retrained a few seconds ago

Knowledge Base	KNOWLEDGE BASE 21 QnA pairs		+ Add new QnA pair
<div>Test</div> <div>Settings</div>	<div style="display: flex; justify-content: space-between;"> Question Answer </div>		
	<div style="display: flex; justify-content: space-between;"> ^ Original source: Editorial </div>		
	1	Hi	Hello
	<div style="display: flex; justify-content: space-between;"> ^ Original source: http://traininglabs.io/help/faqs.html </div>		
	1	What NFL team has won the most Super Bowls?	The Pittsburgh Steelers have won 6 Super Bowls out of 8 appearances, making them the team with the most Super Bowl wins.
2	What movies have one the most Academy Awards?	Ben-Hur (1959), Titanic (1997), The Lord of the Rings: The Return of the King (2003) have all received 11 Academy awards.	
3	What's the largest city in the world?	Tokyo-Yokohama, Japan is the largest city in the world, with a population of almost 40 million	

A newly populated QnA Maker knowledge base

8. Locate the default QnA pair displaying "Hello" in the **Answer** column at the top of the knowledge base, then change the value from "Hello" to Hello! Ask me a question to get started..
9. In the upper-right corner of the portal, click **Save and retrain**.

Save and retrain

Retrained an hour ago

Publish

+ Add new QnA pair

Answer

Hello! Ask me a question to get started.

Saving and retraining a knowledge base

With your QnA Maker knowledge base populated, saved, and trained, you're ready to start **testing the knowledge base**.

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