layout: page title: QNA Maker

permalink: qna.html

Create your first QNA Maker Knowledge Base

One of the basic requirements in writing your own Bot service is to seed it with questions and answers. In many cases, the questions and answers already exist in content like FAQ URLs/documents, etc.

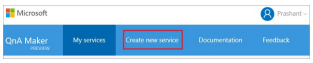
Microsoft QnA Maker is a free, easy-to-use, REST API and web-based service that trains AI to respond to user's questions in a more natural, conversational way. Compatible across development platforms, hosting services, and channels, QnA Maker is the only question and answer service with a graphical user interface—meaning you don't need to be a developer to train, manage, and use it for a wide range of solutions.

With optimized machine learning logic and the ability to integrate industry-leading language processing with ease, QnA Maker distills masses of information into distinct, helpful answers.

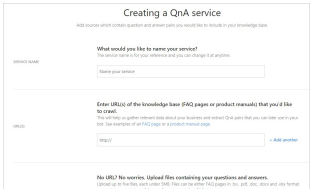
Create a Knowledge Base

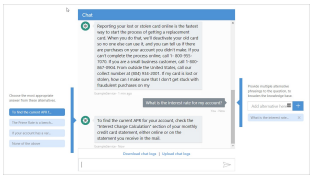
Creating your knowledge base is as simple as pointing the QnA Maker tool to the existing content. The tool then extracts questions and answers.

1. In your browser, navigate to the **Capital One** *Credit Card Frequently Asked Questions* website: https://www.capitalone.com/credit-cards/faq/.
2. Review the current FAQ questions.
3. Download the following PDF file that contains the same questions: faq.pdf.
4. In your browser, navigate to the **QNA Maker** website: https://qnamaker.ai/.
5. Click the **Get Started** button. You may be prompted to login using your Azure credentials.
6. Once logged in, select the **Create new service** option.



7. Fill out the form by using the following values:
   - **Service Name**: Give you service a unique name
   - **URL(s)**: Leave this section blank
   - **Files**: Upload the PDF file you downloaded earlier in this exercise
   - **Starting from Scartch**: Skip this section



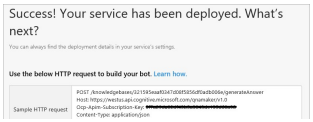


6. Click the **Save and retrain** button at the top of the page to reflect any changes/inputs you have provided.

Publish and Validate the Knowledge Base

Once satisfied with the content and relevance of your knowledge base, you can proceed to publishing it as a service.

1. Click the **Publish** button at the top of the page.

2. Before the final publish, you can preview the changes that will affect the knowledge base on final publish. Download the diff file to see what changes will be published.

3. Once satisfied with the preview, click the **Publish** button.