Conversational AI in Azure

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What is question answering?

- **Question answering leverages a form of language model that brings conversational intelligence to a traditional frequently asked questions (FAQ) publication.**
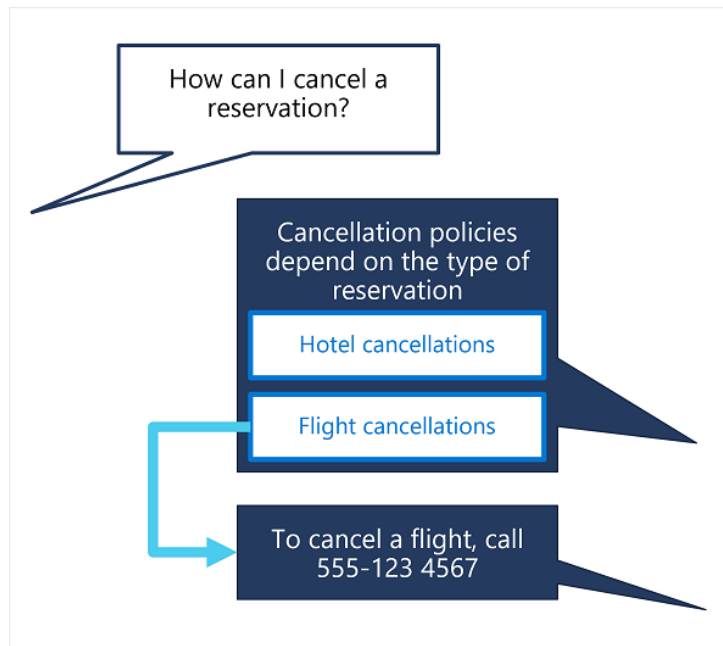
What is the difference between question answering and language understanding?

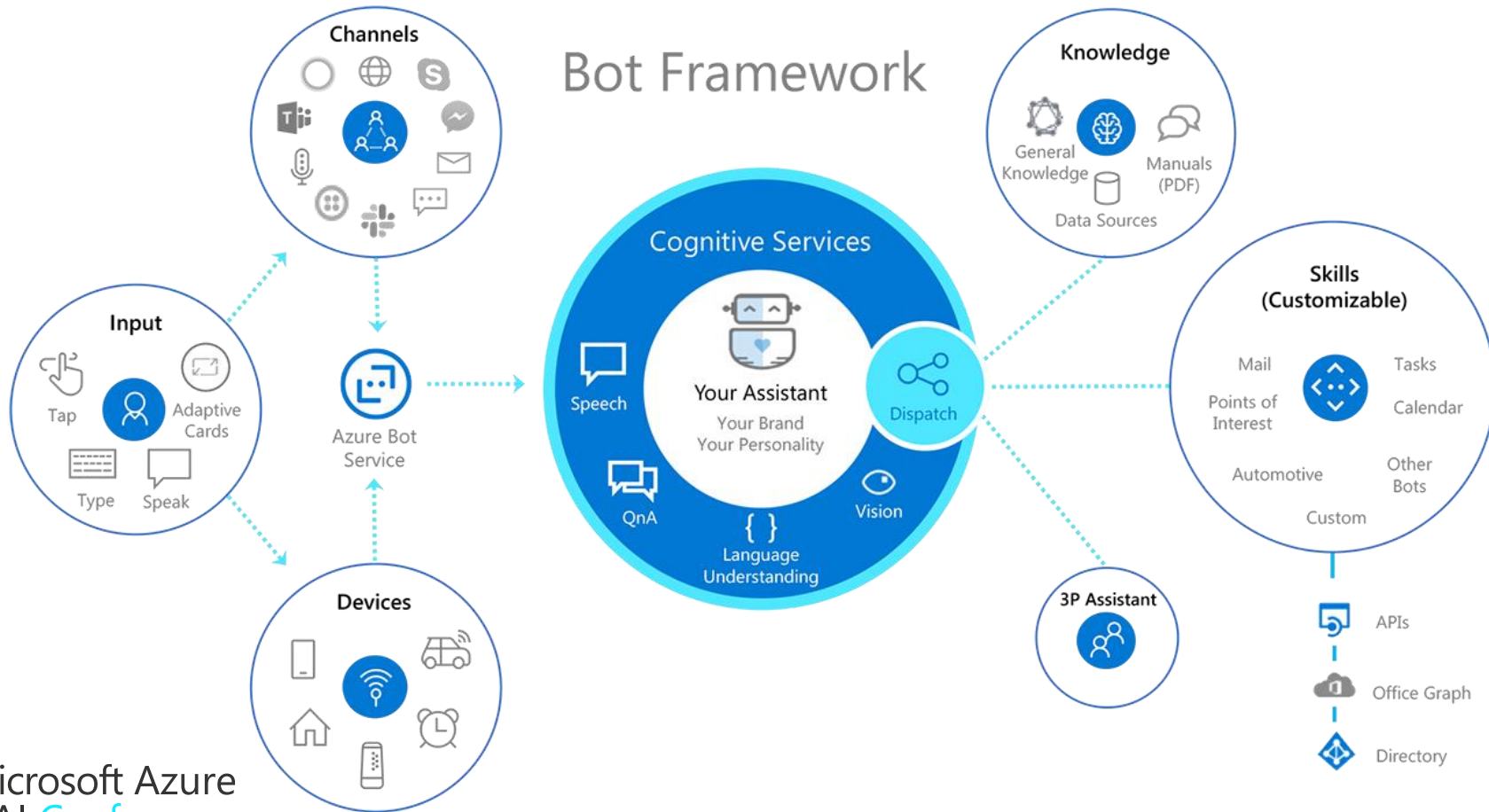|	Question Answering	Language Understanding
Usage pattern	User submits a question, expecting an answer	User submits an utterance, expecting an appropriate response or action
Query processing	Service uses natural language understanding to match the question to an answer in the knowledge base	Service uses 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

https://docs.microsoft.com/en-us/learn/modules/build-qna-solution-qna-maker/3-compare-to-language-understanding

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QnA Maker Service / Language question answering

- **Create a knowledge base**
  - Use the portal, Language Studio, or SDK
  - Easiest to use the portal
  - Generate from website FAQ, structured files, chit-chat datasets, or manual entry
- **Train and test the knowledge base**
- **Publish the knowledge base**
- **Consume the knowledge base with:**
  - Knowledge Base ID
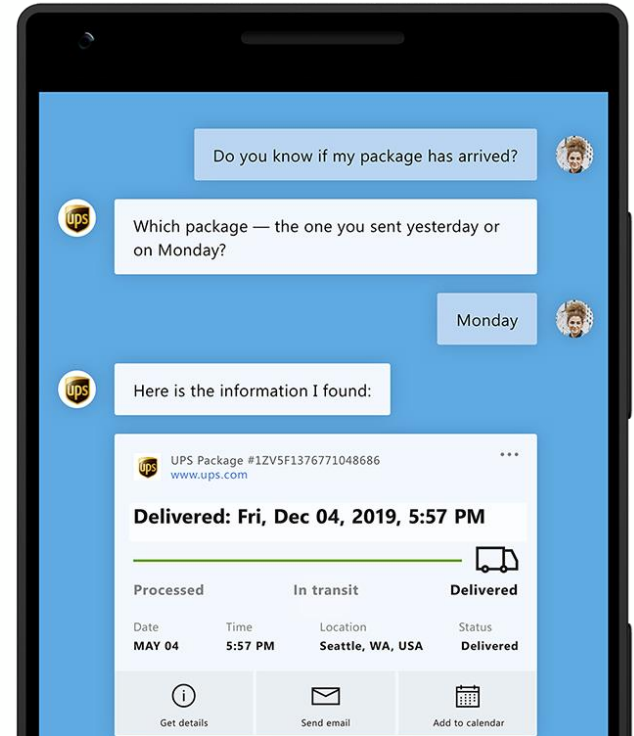 - Endpoint
  - Authorization key

Bot Framework

Channels

Knowledge
General Knowledge · Manuals (PDF) · Data Sources

Input
Tap · Adaptive Cards · Type · Speak

Azure Bot Service

Cognitive Services
Your Assistant
Your Brand
Your Personality
Speech · QnA · Vision · Language Understanding · Dispatch

Skills (Customizable)
Mail · Tasks · Points of Interest · Calendar · Automotive · Other Bots · Custom

Devices

3P Assistant

APIs · Office Graph · Directory

Azure Bot Service

- **Bot Framework SDK**
- **Bot Framework Composer**
- **Power Virtual Agents**
- **Automatic bot creation from QnA Maker**

Bot implementation

- **In order to consume a bot, it must be connected to a channel**

- **A bot may be connected to multiple channels**

- **Implementation of the bot is agnostic of the channels that it is connected to**

- **The Bot Connector Service handles any message formatting**

- **Available in the Bot resource, "Channels" (sampling below)**

  - Alexa

  - Facebook

  - Slack

  - Microsoft Teams

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