

Microsoft Bot Framework Getting Started

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Agenda

- What is Chatbot?
- Benefits of Chatbot
- Understanding Bot Framework Architecture
- Channels
- Bot Connector Service
- Chatbot Communication Flow
- Bot Framework V3, V4

What is Chatbot?

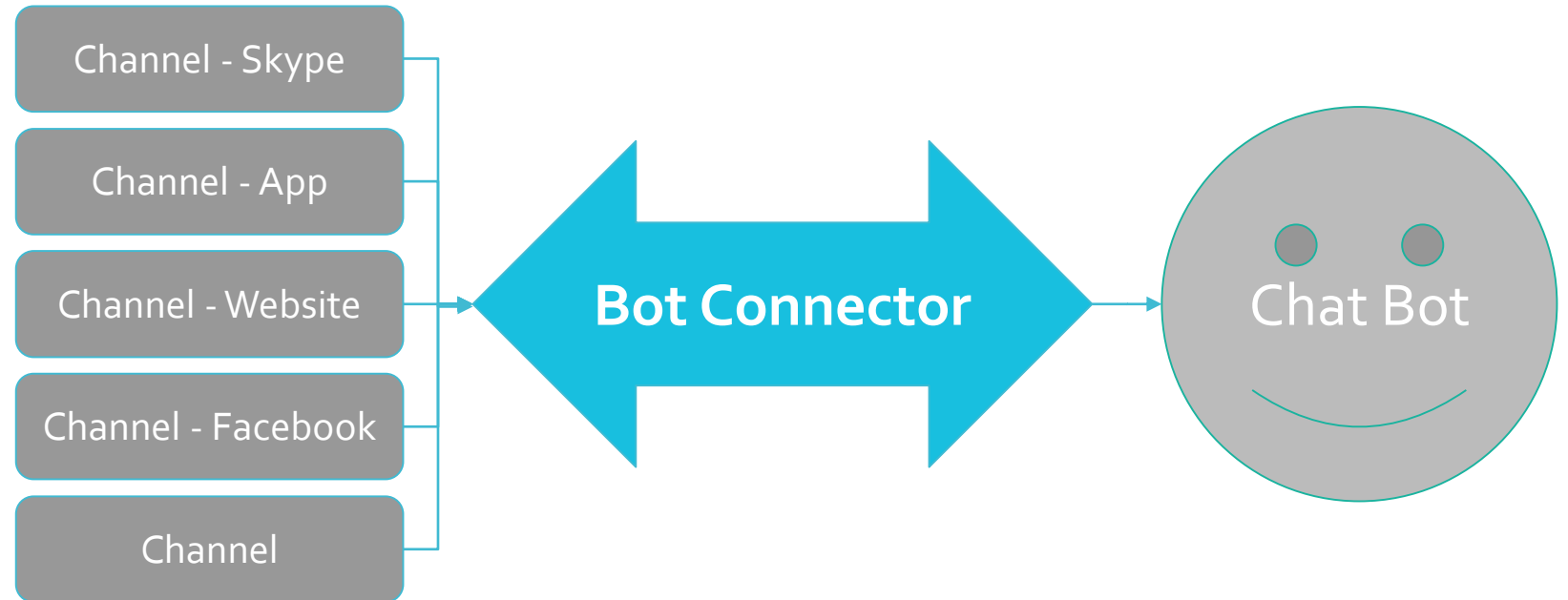
- An application which interacts with user via an conversational interface using some form of intelligence.
- Conversational interface could be voice, text or images...
- Process the inputs taken from user and responds back.
- Leverages AI to process inputs and replies to the user accordingly
- Can use GUI elements in conversation
- Uses Natural Language Processing to understand inputs

Benefits of Chatbot

- It communicates
- Resides in various messaging apps like skype, slack, Microsoft team, websites, Desktop or Mobile Application.
- Works with Any device as it communicates using web
- Doesn't have to follow any hierarchy. Example : Interactive Voice Response (IVR)

Bot Framework Architecture

- Important to understand how Bot works
- Understanding what are the artifacts making Bot
- How these artifacts are connected and their relationship



Bot Framework Architecture

- Channels could be any messaging apps which users use to communicate with their counterpart.
- Bot Connector is a MS Cloud service which maintains conversation between Channels and Chatbot by sending and receiving messages
- Chatbot is an application developed by developers

Channels

- A place where a user can communicate with Chatbot
- Bot Framework allows to integrate Chatbot with various third-party messaging apps.
- Chatbot also can be integrated with Email or SMS
- Webchat control by Bot Framework can be integrated with websites.
- Bot Framework supports custom channels.

Connector Service

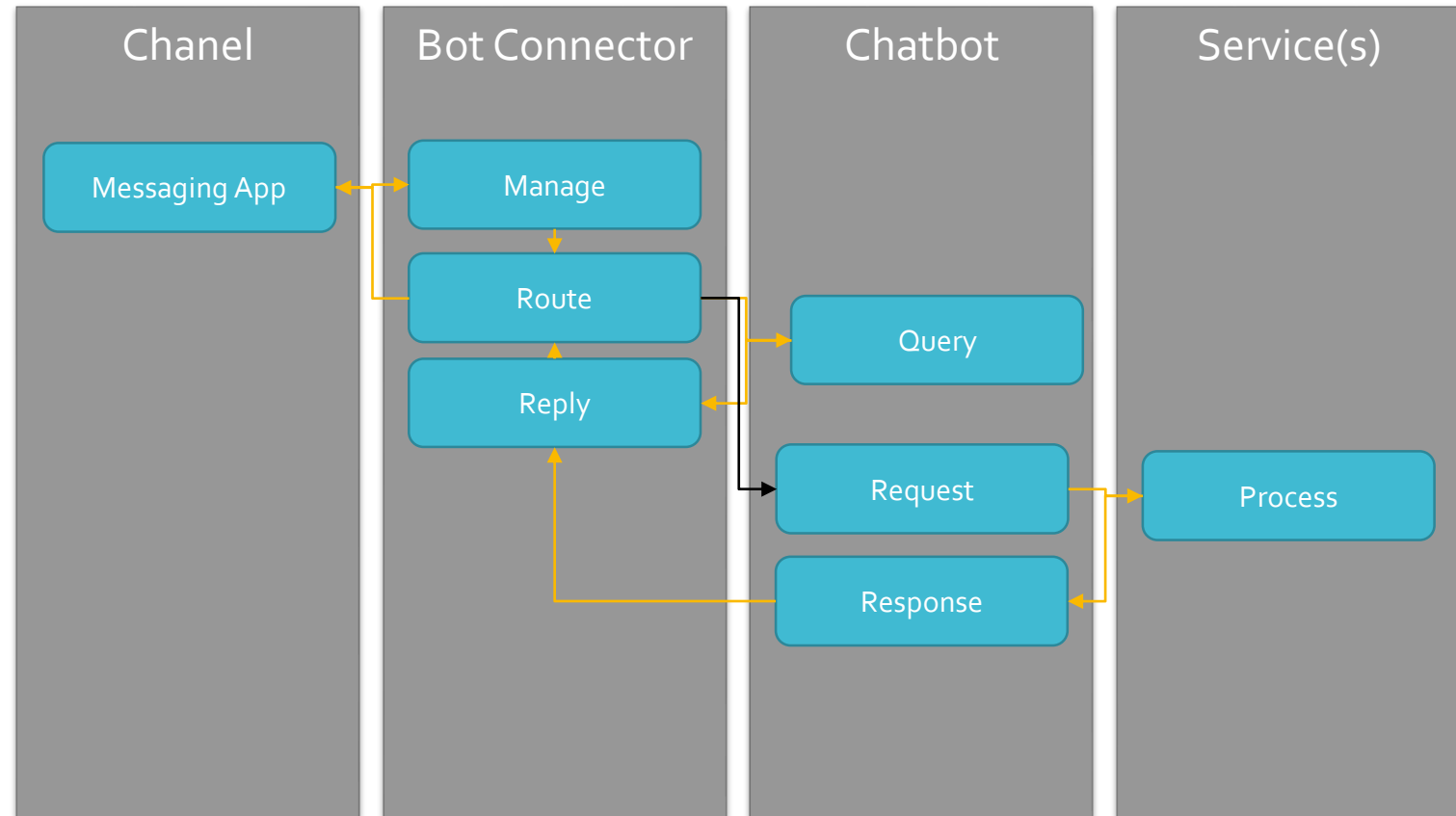
- Bot Connector Service enables communication between user and Chatbot, which is also known as routing
- Can store custom user data, aka state
- It doesn't manage identifiers
- Passes formatted message between channel and Chatbot
- Connector service receives messages from Chatbot aka Activities.
- Bot Connector exposes a connector REST API, hence supports any programming languages which can consume REST API

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Chatbot Communication flow

- It's a user interface which guide and manage a conversation
- Responsible for the flow of conversation
- Components of Chatbots communicates across the internet as shown below



Connector Service

- Currently working on V₃, refer v₃ documents
- In future will be working on V₄

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