

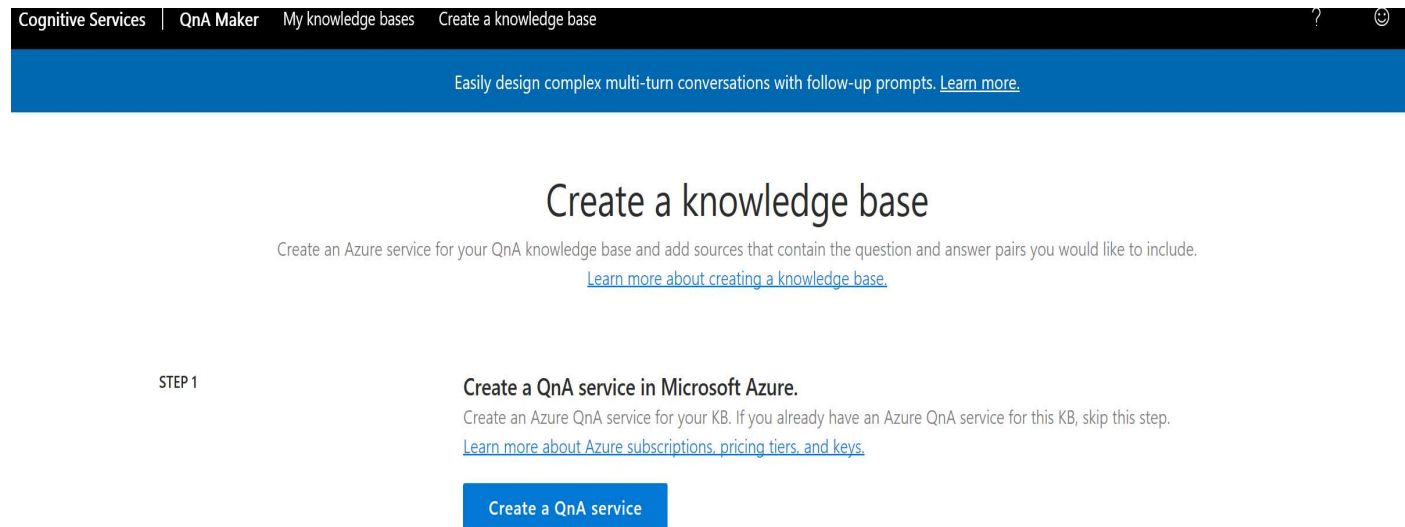


Let's build Bot some friends!

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# Create a knowledge base

1. Sign in to the [QnA Maker](https://www.qnamaker.ai/) portal: <https://www.qnamaker.ai/>
2. Select **Create a knowledge base** from the top menu.



The screenshot shows the QnA Maker portal interface. At the top, there is a navigation bar with links for 'Cognitive Services', 'QnA Maker', 'My knowledge bases', and 'Create a knowledge base'. Below the navigation bar is a blue banner with the text 'Easily design complex multi-turn conversations with follow-up prompts. [Learn more.](#)'. The main heading is 'Create a knowledge base', followed by a subheading 'Create an Azure service for your QnA knowledge base and add sources that contain the question and answer pairs you would like to include.' and a link '[Learn more about creating a knowledge base.](#)'. The page is divided into steps, with 'STEP 1' on the left. The main content area for Step 1 is titled 'Create a QnA service in Microsoft Azure.' and contains the text 'Create an Azure QnA service for your KB. If you already have an Azure QnA service for this KB, skip this step.' and a link '[Learn more about Azure subscriptions, pricing tiers, and keys.](#)'. At the bottom of the step content is a blue button labeled 'Create a QnA service'.

Cognitive Services | QnA Maker | My knowledge bases | Create a knowledge base

Easily design complex multi-turn conversations with follow-up prompts. [Learn more.](#)

## Create a knowledge base

Create an Azure service for your QnA knowledge base and add sources that contain the question and answer pairs you would like to include.  
[Learn more about creating a knowledge base.](#)

STEP 1

### Create a QnA service in Microsoft Azure.

Create an Azure QnA service for your KB. If you already have an Azure QnA service for this KB, skip this step.  
[Learn more about Azure subscriptions, pricing tiers, and keys.](#)

Create a QnA service

# Create a Q&A Service

3. Sign in to the Azure portal
4. Create the QnA Maker

Home > Create

## Create

QnA Maker

\* Name

\* Subscription  
Microsoft Azure Internal Consumption


\* Pricing tier ([View full pricing details](#))

\* Resource group  
Select existing...  
[Create new](#)

\* Azure Search pricing tier ([View full pricing details](#))

\* Azure Search location  
West Europe

\* App name  
  
.azurewebsites.net

 The App service plan currently defaults to standard(S1) tier ([Pricing](#)). It can be modified by visiting the app service plan resource page once the resource

Create Automation options

# Connect your QnA service to your KB

5. Go back to the Q&A Maker portal: <https://www.qnamaker.ai/>
6. Click the refresh button on Step 2.
7. Select your QnA Service

STEP 2

## Connect your QnA service to your KB.

After you create an Azure QnA service, refresh this page and then select your Azure service using the options below

Refresh

\* Microsoft Azure Directory ID

Select tenant

\* Azure subscription name

Select subscription

\* Azure QnA service

Select service

# Name your KB and Populate it

8. Give a name to your KB

9. Go to Chit-chat in Step 4

10. Choose a pre-build personality

**Name your KB.**

The knowledge base name is for your reference and you can change it at anytime.

\* Name

Name your knowledge base

## Chit-chat

Add chit-chat to your knowledge base, by choosing from one of our 5 pre-build personalities: Professional, Friendly, Witty, Caring and Enthusiastic. This gives you an initial set of chit-chat data (English only), that you can edit. [Learn more about the chit-chat personalities.](#)

- ☒ None
- ☐ Professional
- ☐ Friendly
- ☐ Witty
- ☐ Caring
- ☐ Enthusiastic

# Create your KB

11. Click 'Create your KB' button. It will take 2 mins to create...

## Create your KB

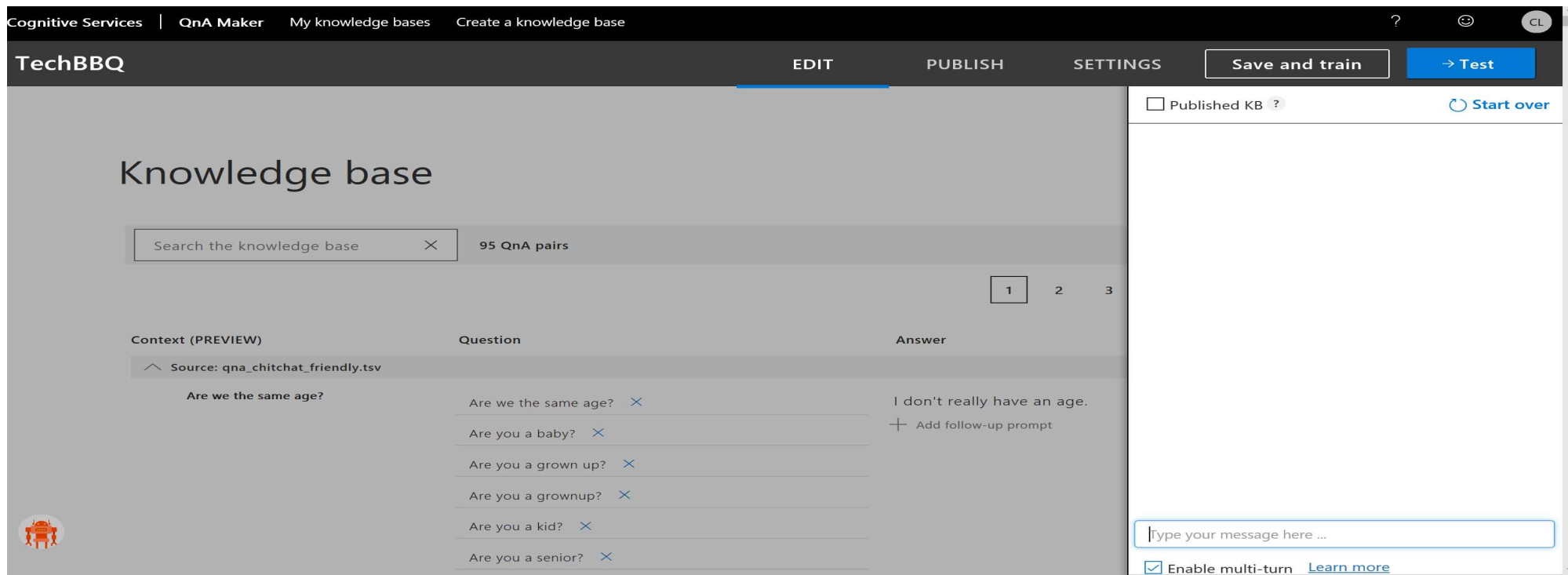
The tool will look through your documents and create a knowledge base for your service. If you are not using an existing document, the tool will create an empty knowledge base table which you can edit.



Create your KB

# Test your knowledge base

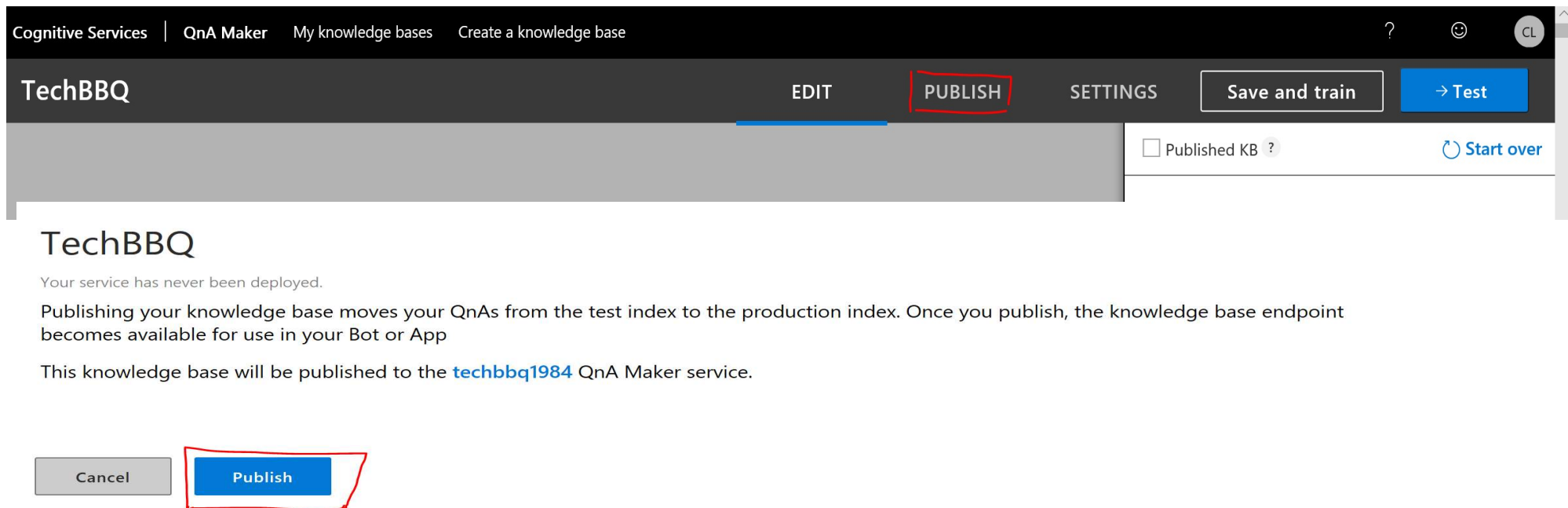
12. Click the 'Test' blue button at the top right corner and say hi to your bot!



The screenshot displays the TechBBQ QnA Maker interface. At the top, a navigation bar includes links for 'Cognitive Services', 'QnA Maker', 'My knowledge bases', and 'Create a knowledge base'. The main header shows 'TechBBQ' and tabs for 'EDIT', 'PUBLISH', and 'SETTINGS'. A 'Save and train' button and a blue '> Test' button are located in the top right. Below the header, the 'Knowledge base' section features a search bar and indicates '95 QnA pairs'. A tabbed interface shows three tabs, with the first tab selected. The main content area is divided into three columns: 'Context (PREVIEW)', 'Question', and 'Answer'. The 'Context (PREVIEW)' column shows the source 'qna\_chitchat\_friendly.tsv' and a preview question 'Are we the same age?'. The 'Question' column lists several questions with 'X' icons for editing: 'Are we the same age?', 'Are you a baby?', 'Are you a grown up?', 'Are you a grownup?', 'Are you a kid?', and 'Are you a senior?'. The 'Answer' column shows the response 'I don't really have an age.' and a '+ Add follow-up prompt' button. On the right side, a chat window is visible with a 'Published KB' checkbox, a 'Start over' button, and a text input field labeled 'Type your message here ...'. At the bottom of the chat window, there is a checkbox for 'Enable multi-turn' and a 'Learn more' link.

# Publish your knowledge base

13. Click the 'PUBLISH' buttons. The knowledge base will be published to your QnA Maker service.



The screenshot shows the Azure Cognitive Services QnA Maker interface. The top navigation bar includes 'Cognitive Services', 'QnA Maker', 'My knowledge bases', and 'Create a knowledge base'. The main header for the 'TechBBQ' knowledge base has tabs for 'EDIT', 'PUBLISH' (highlighted with a red box), and 'SETTINGS'. To the right of these tabs are buttons for 'Save and train' and '→ Test'. Below the header, there is a section for 'TechBBQ' with the text 'Your service has never been deployed.' and 'Publishing your knowledge base moves your QnAs from the test index to the production index. Once you publish, the knowledge base endpoint becomes available for use in your Bot or App'. Below this, it states 'This knowledge base will be published to the [techbbq1984](#) QnA Maker service.' At the bottom, there are two buttons: 'Cancel' and 'Publish' (highlighted with a red box).

Cognitive Services | QnA Maker | My knowledge bases | Create a knowledge base

TechBBQ

EDIT PUBLISH SETTINGS

Save and train → Test

☐ Published KB ? [Start over](#)

TechBBQ

Your service has never been deployed.

Publishing your knowledge base moves your QnAs from the test index to the production index. Once you publish, the knowledge base endpoint becomes available for use in your Bot or App

This knowledge base will be published to the [techbbq1984](#) QnA Maker service.

Cancel Publish



# Create Bot Service

14. Click on 'Create Bot' button.

You will be redirect to Azure portal.

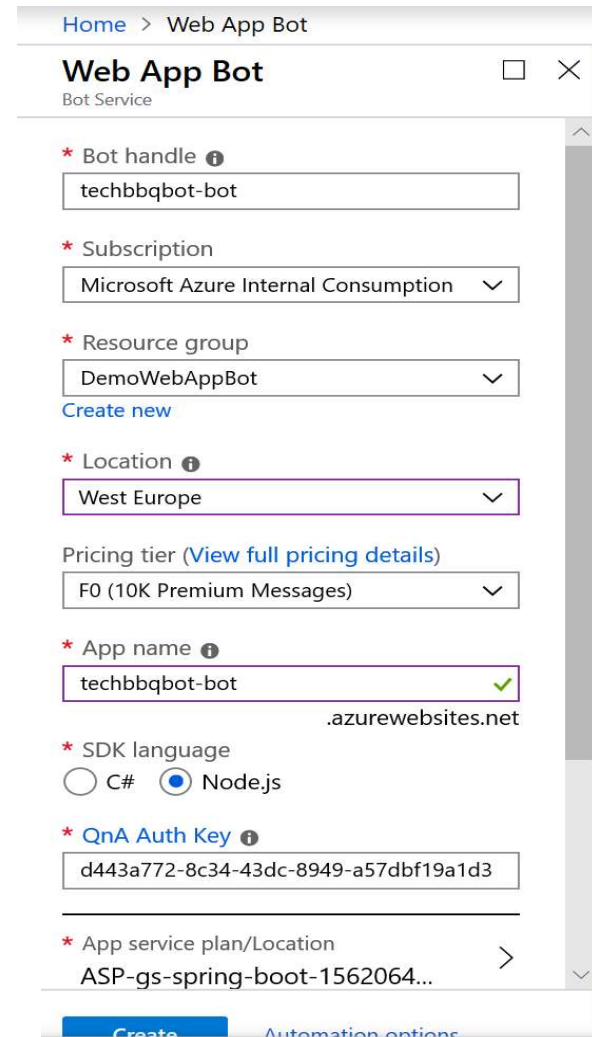
15. Create Bot Service

Success! Your service has been deployed. What's next?

You can always find the deployment details in your service's settings.

Create Bot

[View](#) all your bots on the Azure Portal.



The screenshot shows the 'Web App Bot' creation form in the Azure Portal. The breadcrumb navigation at the top reads 'Home > Web App Bot'. The form title is 'Web App Bot' with a subtitle 'Bot Service'. The form contains several fields:

- Bot handle**: A text input field containing 'techbbqbot-bot'.
- Subscription**: A dropdown menu showing 'Microsoft Azure Internal Consumption'.
- Resource group**: A dropdown menu showing 'DemoWebAppBot'.
- Location**: A dropdown menu showing 'West Europe'.
- Pricing tier**: A dropdown menu showing 'F0 (10K Premium Messages)', with a link to 'View full pricing details'.
- App name**: A text input field containing 'techbbqbot-bot', followed by '.azurewebsites.net'.
- SDK language**: Radio buttons for 'C#' and 'Node.js', with 'Node.js' selected.
- QnA Auth Key**: A text input field containing 'd443a772-8c34-43dc-8949-a57dbf19a1d3'.
- App service plan/Location**: A dropdown menu showing 'ASP-gs-spring-boot-1562064...'.

At the bottom of the form, there is a blue 'Create' button and a link to 'Automation options'.

# Test the Azure Web App Bot

16. Return to the web app bot in the Azure portal, and select **Test in Web Chat** on the left to open the test console.

