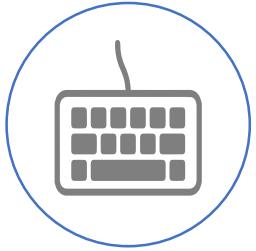


Azure Bot Service

Intelligent Apps and Agents

Bot Scenarios

Why a Bot?



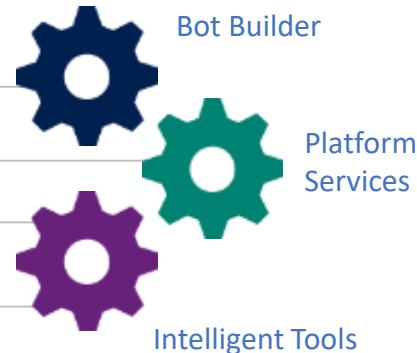
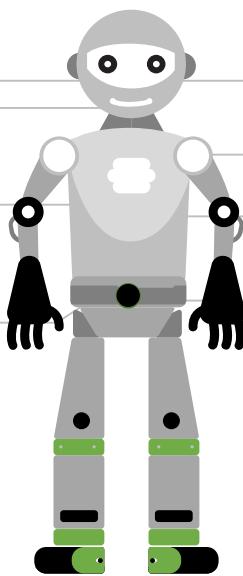
Type



Talk



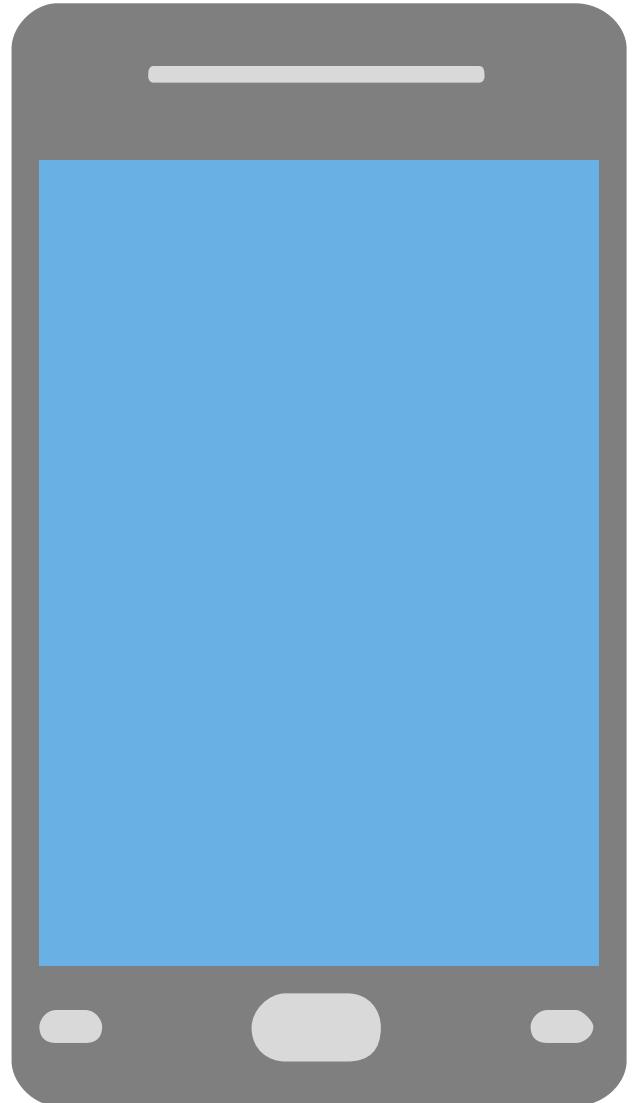
Tap



Bot Builder

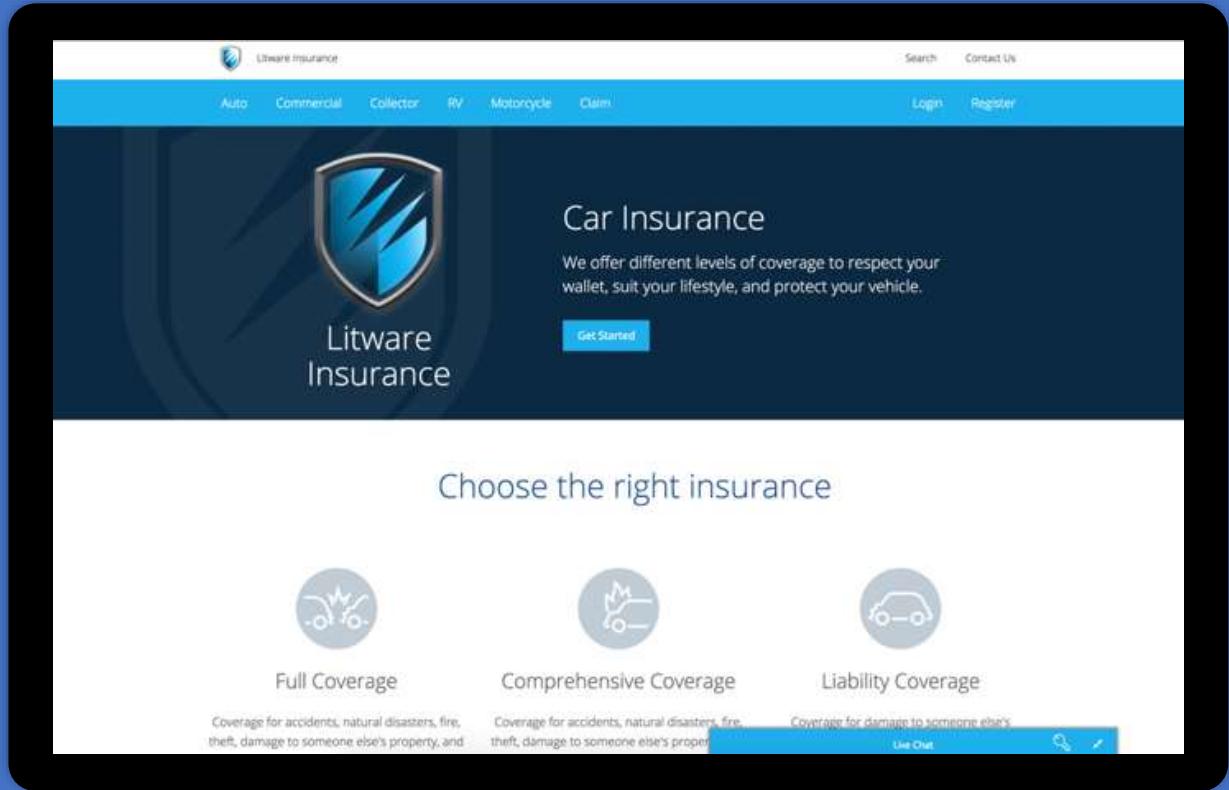
Platform Services

Intelligent Tools

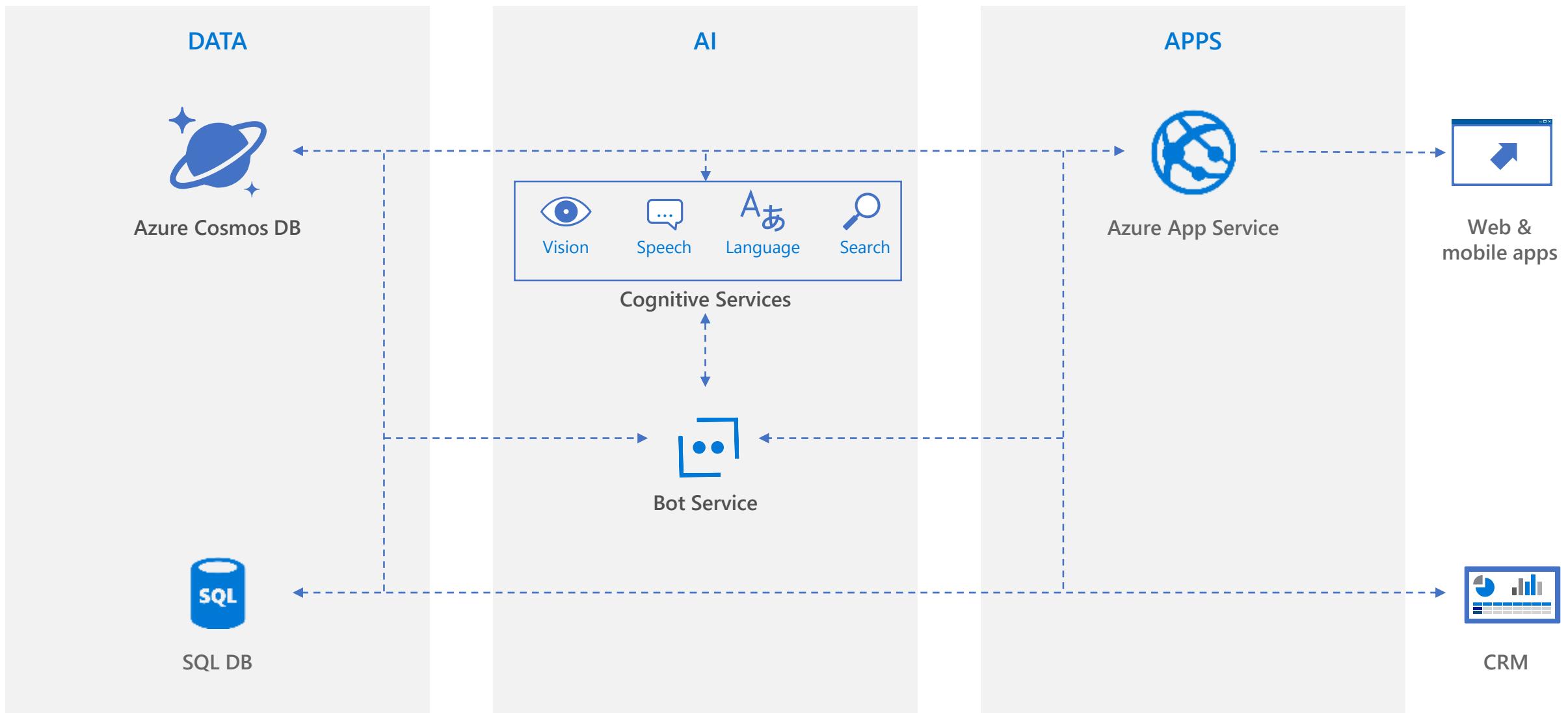


Intelligent Apps & Agents Demo

Litware



AI Apps & Agents: How the Demo was Built



Why Now?



Artificial
Intelligence

Machine Learning
Natural Language
Processing



Data

Volume of Data
Need to extract
“Insight”

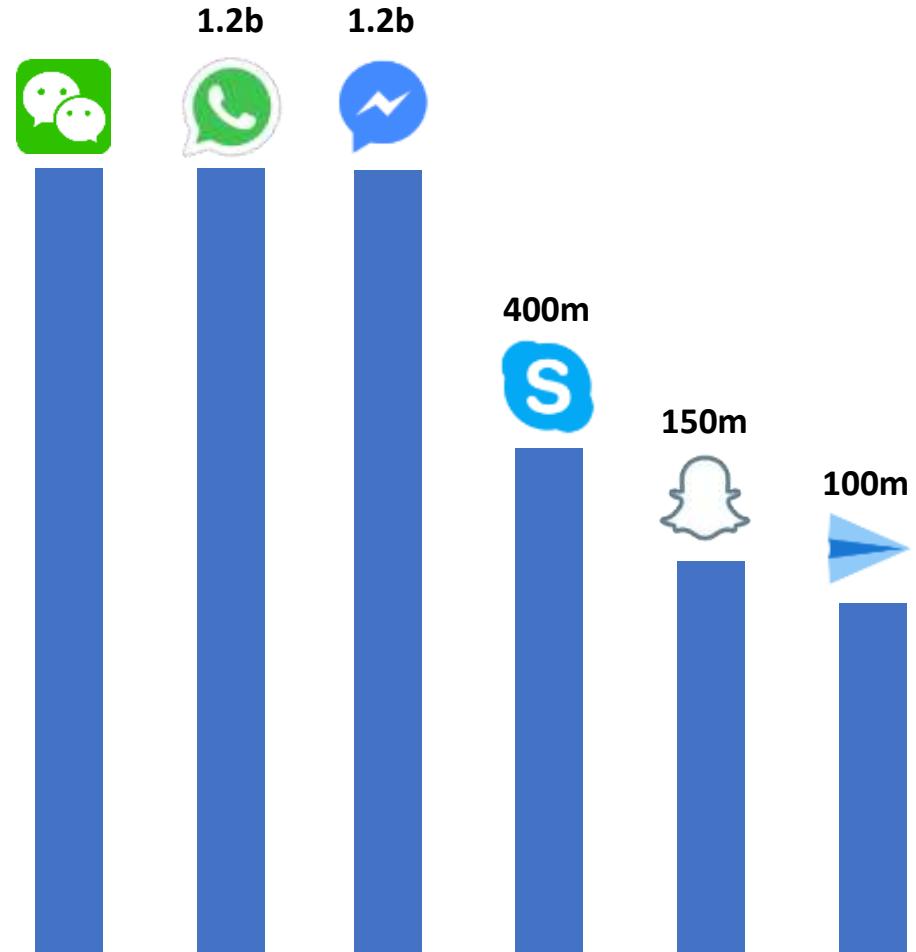


Conversational
Platforms

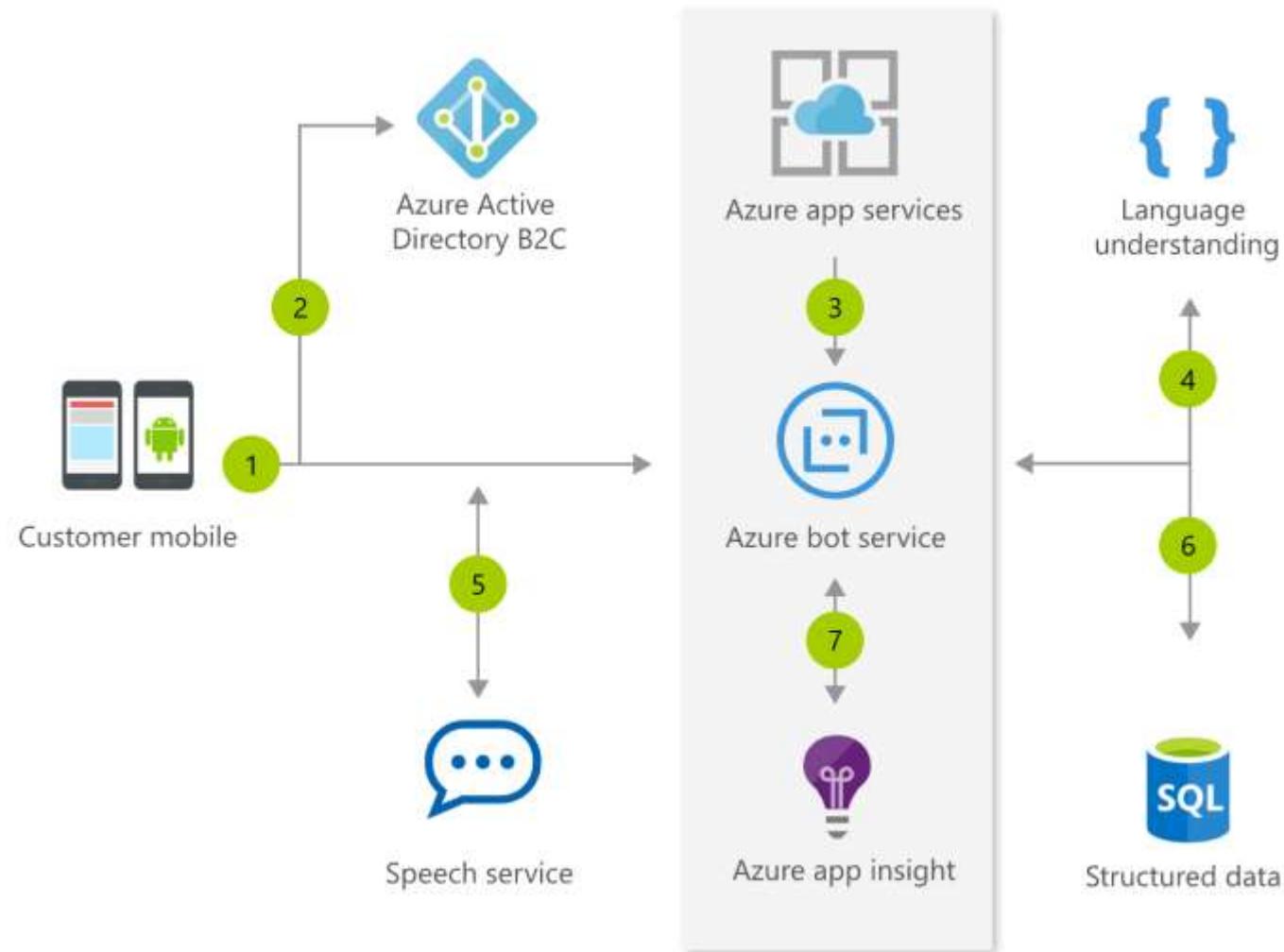
Conversational
Platform
Growth

>4 Billion

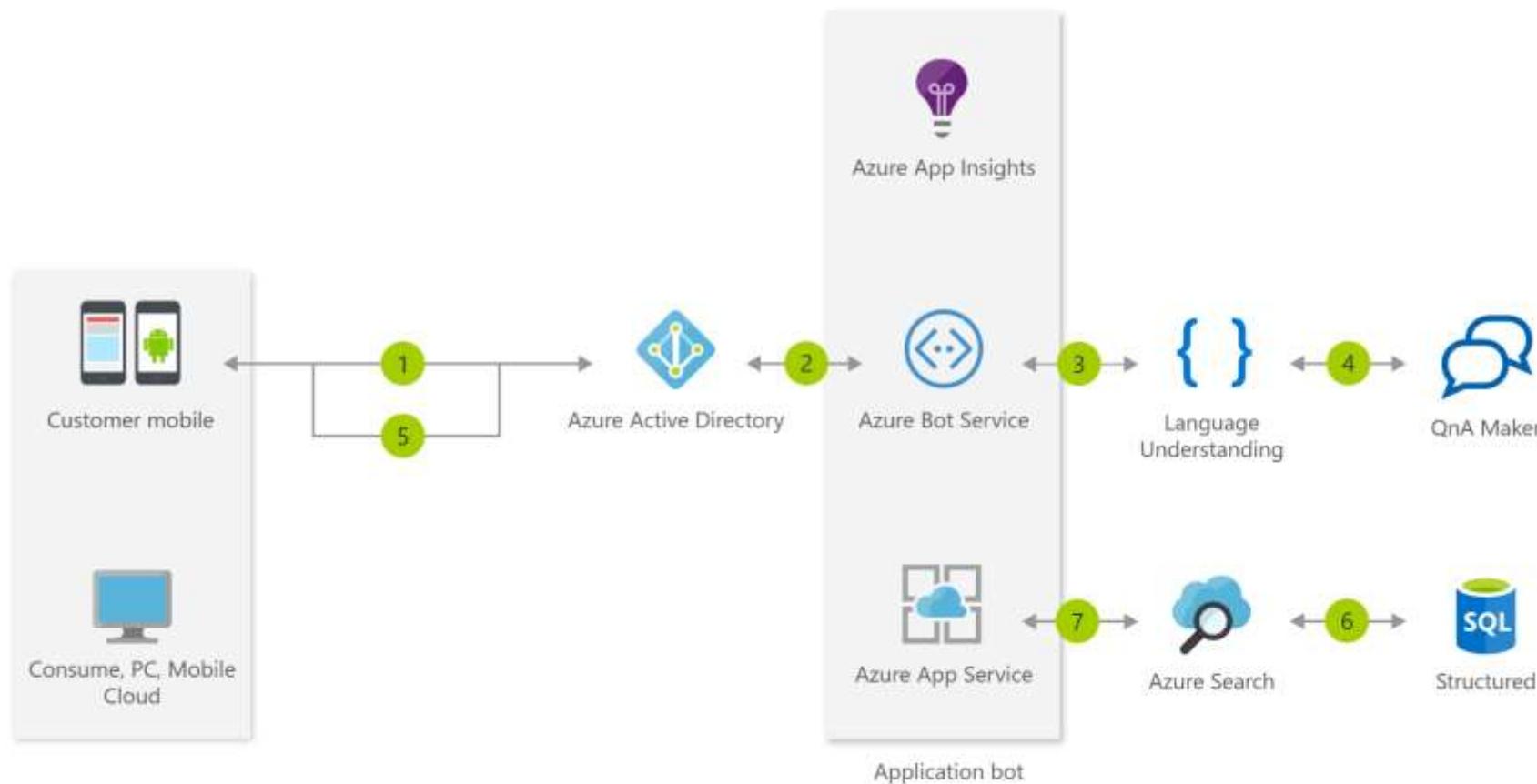
people use messaging and chat
apps every day



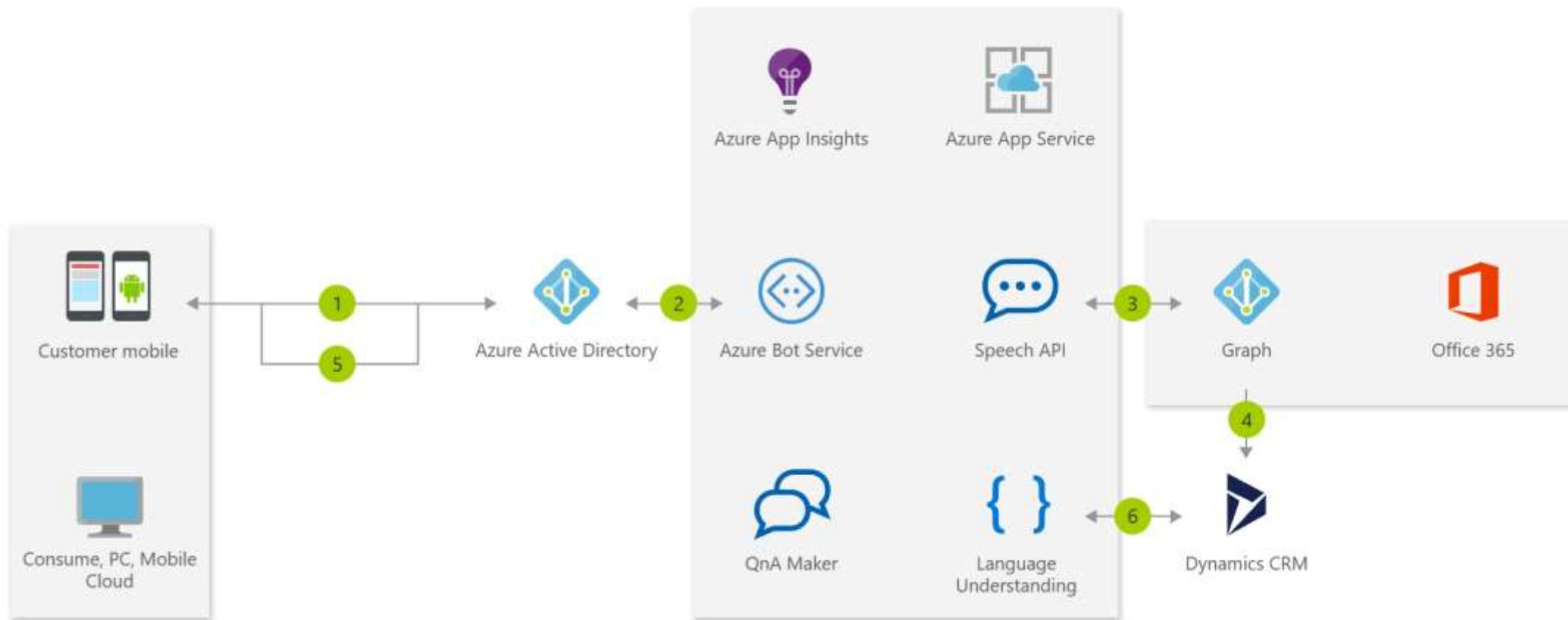
Bot Scenarios – Commerce Chatbot



Bot Scenarios – Information Chatbot



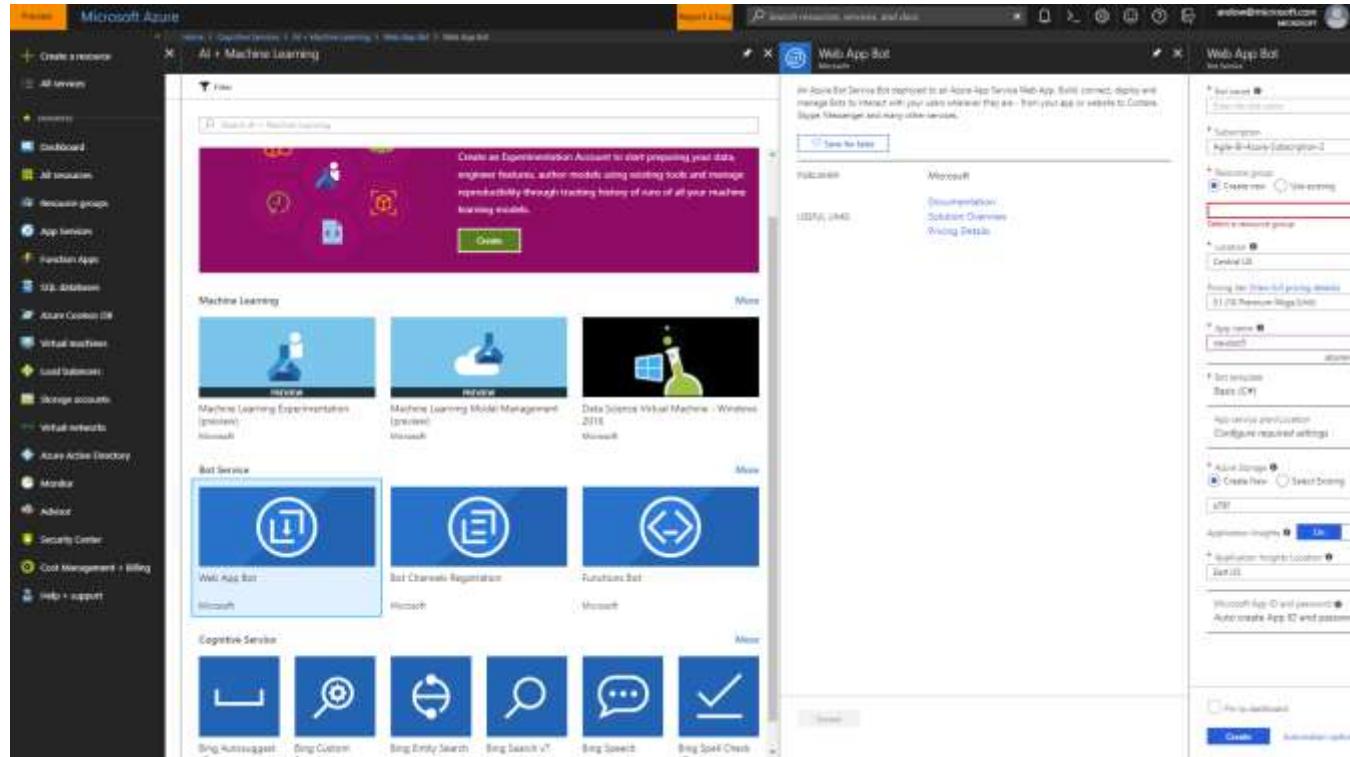
Bot Scenarios – Enterprise Productivity Chatbot



Azure Bot Service

Architecture

Azure Bot Service



Integrated environment, purpose-built for bot development

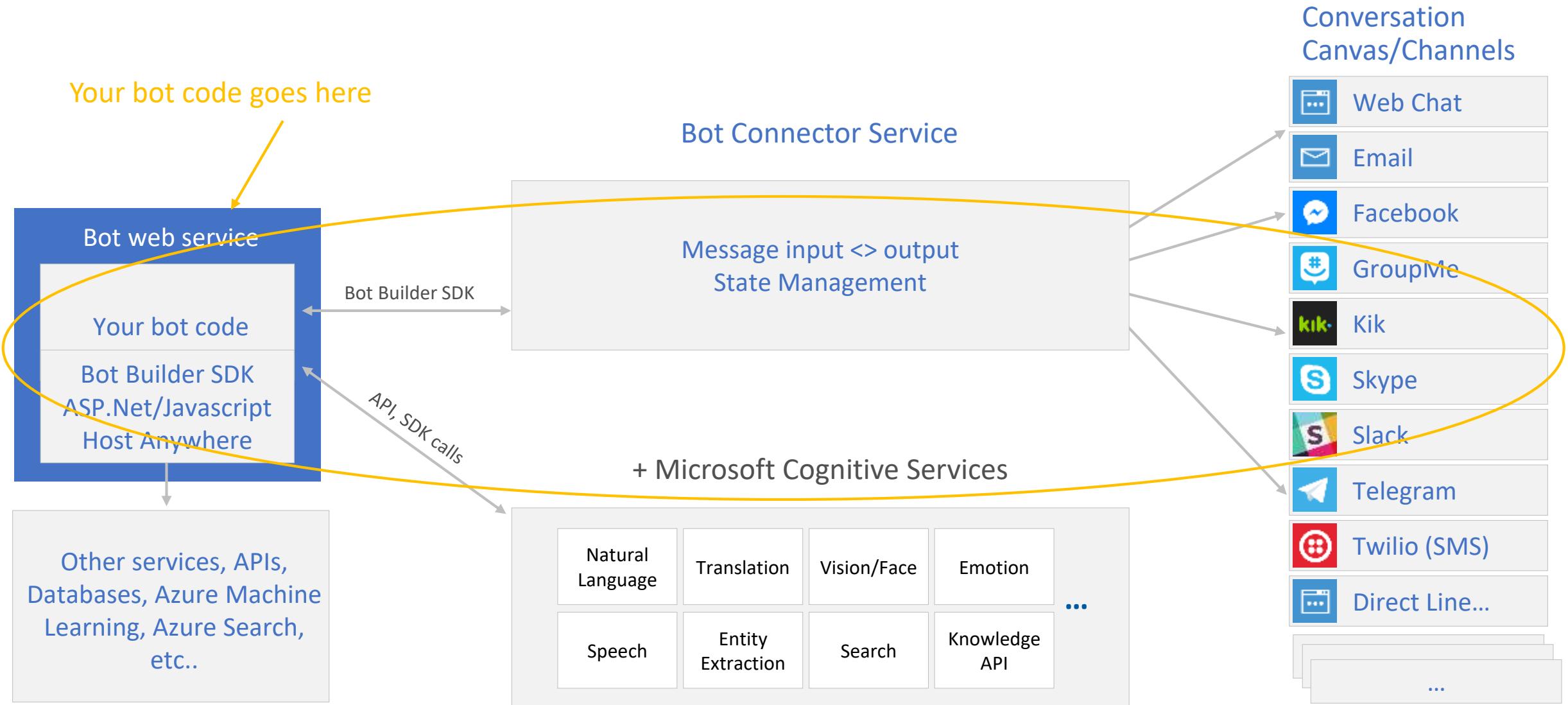
Out-of-the-box templates to get started in seconds

Built on Bot Framework SDK with support for .NET and Node.js. Latest version = Bot Framework SDK v4

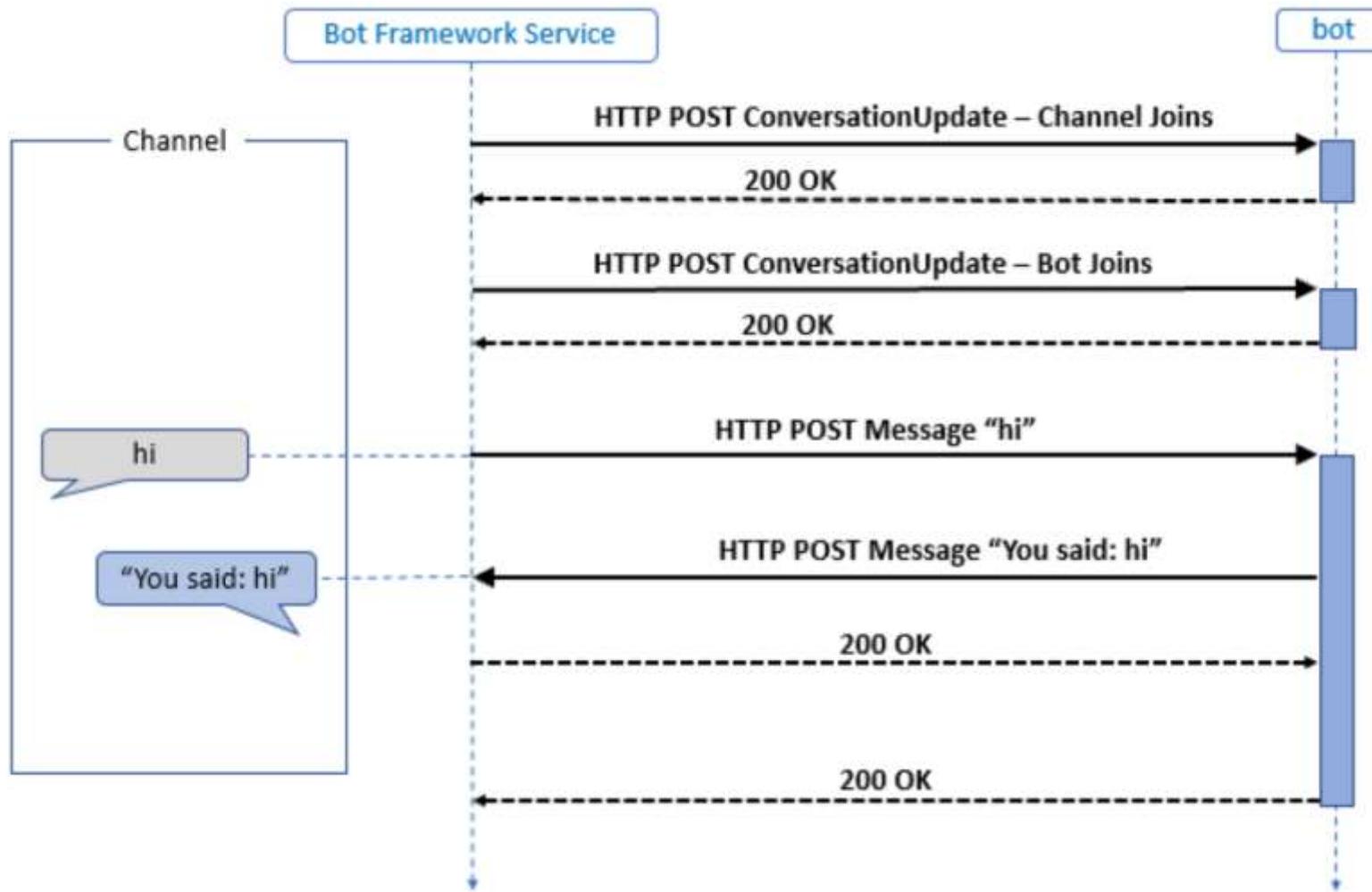
Connected across multiple channels



A Generic X-Ray of a Typical Bot



A Generic X-Ray of a Typical Bot



Azure Bot Service

Development Process

Key Concepts

Managing State

- Allow bot to have more meaningful conversations
- Memory storage (testing), Azure Blob Storage, Azure Cosmos DB storage
- <https://docs.microsoft.com/en-us/azure/bot-service/bot-builder-concept-state?view=azure-bot-service-4.0>

Turns

- Incoming/Outgoing activity
- <https://docs.microsoft.com/en-us/azure/bot-service/bot-builder-basics?view=azure-bot-service-4.0&tabs=cs#define-a-turn>

Dialogs

- Multi-layered, well-ordered conversations. Prompt, waterfall
- <https://docs.microsoft.com/en-us/azure/bot-service/bot-builder-concept-dialog?view=azure-bot-service-4.0>

Manage resources with a .bot file

- Recommended way to tie in with other services such as QnAMaker and LUIS
- <https://docs.microsoft.com/en-us/azure/bot-service/bot-file-basics?view=azure-bot-service-4.0>

Rate Limiting

- Return Code: HTTP 429 (Too Many Requests)
- <https://docs.microsoft.com/en-us/azure/bot-service/bot-service-resources-bot-framework-faq?view=azure-bot-service-4.0#rate-limiting>

Add media to messages

- Add images and video to your messages
- <https://docs.microsoft.com/en-us/azure/bot-service/bot-builder-howto-add-media-attachments?view=azure-bot-service-4.0&tabs=csharp>

Building conversational agents

Step 1

Choose your platform



Step 2

Quickly get started

VSIX and Yeoman templates

Scenario focused samples

Commerce chatbot

Information chatbot

Enterprise chatbot

Step 3

Deploy your bot

Azure Bot Service

On-premises hosting

Hybrid hosting

... you have a working bot!

Lab: Create an Echo Bot

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-quickstart?view=azure-bot-service-4.0>

Developer Resources

- SDK V4 Documentation (Recommended)
 - <https://docs.microsoft.com/en-us/dotnet/api/?term=Microsoft.Bot.Builder>
- REST API
 - <https://docs.microsoft.com/en-us/azure/bot-service/rest-api/bot-framework-rest-connector-api-reference?view=azure-bot-service-4.0>
- Bot Builder Samples
 - <https://github.com/Microsoft/BotBuilder-Samples>

Appendix: Health Care Bot

<https://www.microsoft.com/en-us/research/project/health-bot/>

<https://docs.microsoft.com/en-us/HealthBot/quickstart-createyourfirstscenario>