



# Build your custom question answering over your knowledge base

using Azure AI Language Services

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## About me



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- ✓ **Microsoft Certified: Azure Solutions Architect Expert**
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## Topics to cover

- ❑ Intro to Azure AI Language Service
- ❑ Purpose of Custom Question Answering
- ❑ Live Demo

# Introduction to Azure AI Language Service

- ❑ Provides Natural Language Processing(NLP) features for understanding and analyzing text
- ❑ Language Service can be Preconfigured or Customizable
- ❑ Some of the features of Language services-
  - ❑ Named Entity Recognition(NER) and Custom NER
  - ❑ PII Detection
  - ❑ Language Detection
  - ❑ Sentiment Analysis and Opinion mining
  - ❑ Key Phrase extraction
  - ❑ Entity Linking
  - ❑ Custom Text Classification
  - ❑ Conversational Language Understanding(CLU)
  - ❑ Question Answering
- ❑ Demo - Let's create the Azure AI Language Service via Azure portal

# Purpose of Custom Question Answering

- ❑ Used for building Low code bots and conversational client applications
- ❑ When to use it ?
  - ❑ When you have static information
  - ❑ When you want to provide the same answer to a question
  - ❑ When you want to extract question-and-answer pairs from an online FAQ or unstructured content
  - ❑ When you want to manage a bot conversation that includes static information
- ❑ Demo - Let's create the Custom Question Answering project on the Language studio

## Live Demo - What you are going to see ?

- ☐ Create knowledge base for a pizza store
  - ☐ Adding Question-and-answer pairs manually
  - ☐ Adding Question-and-answer pairs via files
  - ☐ Adding Question-and-answer pairs via URL
- ☐ Train and test the knowledge base
- ☐ Publish the knowledge base
- ☐ How to programmatically Train and Test ?
- ☐ Create a multi-turn conversation
- ☐ Add alternate phrasing and chit-chat

# Review suggestions - sample page

## Review suggestions

Review, accept, or reject suggested alternate phrases for questions. These suggestions come from users interacting with your bot. Only the questions with suggestions are shown.

[+ Accept all suggestions](#) [🗑️ Reject all suggestions](#) [📄 Show columns](#) 3 pairs [🔍](#) [🔼 Filter](#)

Questions	Answer and prompts
<p>Fix problems with Surface Pen</p> <div>help with my surface pen ✓ 🗑️</div>	<p>Here are some things to try first if your Surface Pen won't write, open apps, or connect to Bluetooth.</p> <div>Check compatibility</div> <div>Check Pen Settings</div>
<p>Try these apps with your pen</p> <div>apps for surface pen ✓ 🗑️</div>	<p>Ready to write your ideas, take notes, and be more productive with ink? Get started with these apps.</p> <div>Microsoft Whiteboard</div> <div>OneNote</div> <div>Office</div> <div>Microsoft To-Do</div>
<p>Write and draw</p> <p>draw with your pen</p> <div>can i draw with surface pen ✓ 🗑️</div> <div>how to write with surface pen ✓ 🗑️</div>	<p>Use your Surface Pen in any app that supports inking. To see which apps to start with, go to the section [Try these apps with your Pen](#bkmk_trytheseapps).</p> <div>Start inking with your ...</div> <div>Enter text with your pen</div>





Thank You

