#GLOBALAZURE 2024

NEA .NET User Group (Resistencia/Corrientes) Argentina

UNIVERSIDAD DE LA CUENCA DEL PLATA

Language Studio para Chatbots con IA

Microsoft

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#GLOBALAZURE 2024

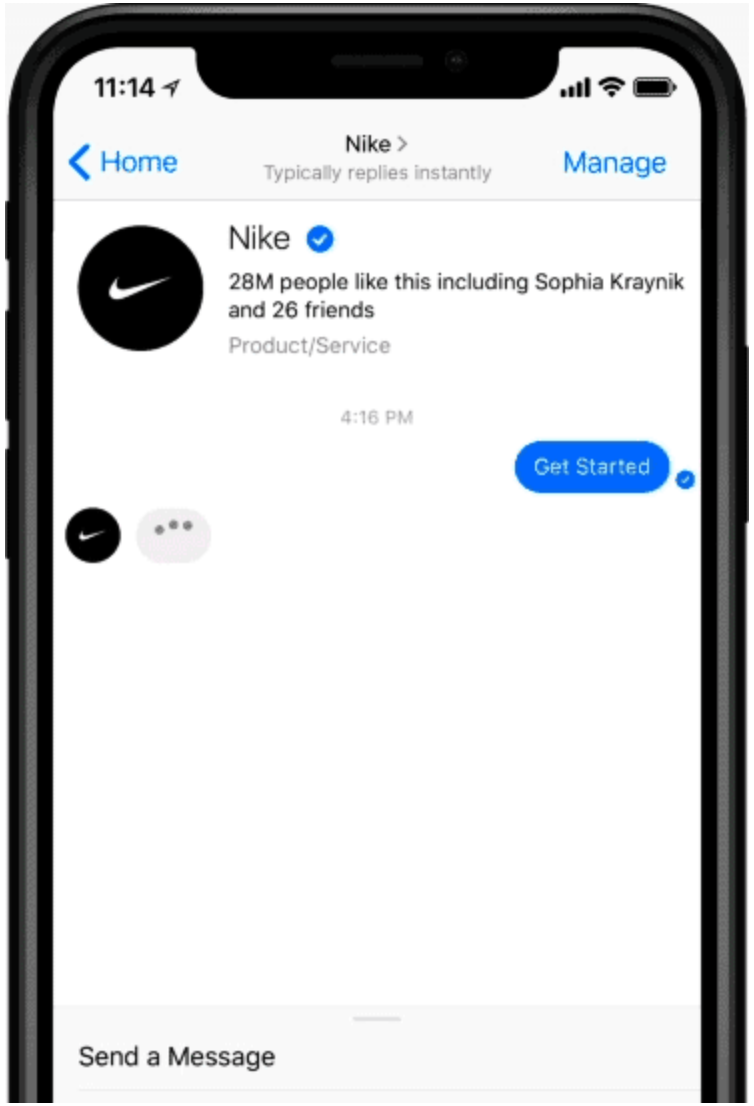
Agenda

- Chatbots
- Azure
- Language Studio
- CLU (Conversational Understanding Language)
- QNA Maker (Custom Question Answering)
- Azure Bot, Botframework, Whatsapp

Chatbots

¿Que es un chatbot?

Un chatbot es un programa de inteligencia artificial que simula una conversación con usuarios humanos, principalmente a través de texto o voz.



¿Como funcionan?

¿Como funcionan?

Me gustaría ordenar una pizza muzzarella

Intent: **PedirPizza**

Entity:

- **Pizza**
- **Muzzarella**

Ventajas

- Disponibilidad 24/7
- Respuestas rápidas y precisas
- Mejora en la experiencia del cliente

Usos

- Bancario
- Medicina
- Energía
- Comercio
- Etc…

Azure

Servicios populares gratuitos durante 12 meses

Ver todos los servicios

Más de 55 servicios adicionales que siempre son gratuitos

Ver todos los servicios

Comenzar con un crédito de Azure de 200 USD

Dispondrás de 30 días para usarlo, además de los servicios gratuitos

12 meses

Azure Virtual Machines —Windows

750 horas cada una de máquinas virtuales ampliables B1, B2pts v2 (basadas en Arm) y B2ats v2 (basadas en AMD)

12 meses

Azure Virtual Machines —Linux

750 horas cada una de máquinas virtuales ampliables B1, B2pts v2 (basadas en Arm) y B2ats v2 (basadas en AMD)

Siempre

Azure SQL Database

100 000 segundos vCore de uso sin servidor de base de datos SQL al mes con 32 GB de almacenamiento

12 meses

Azure Blob Storage

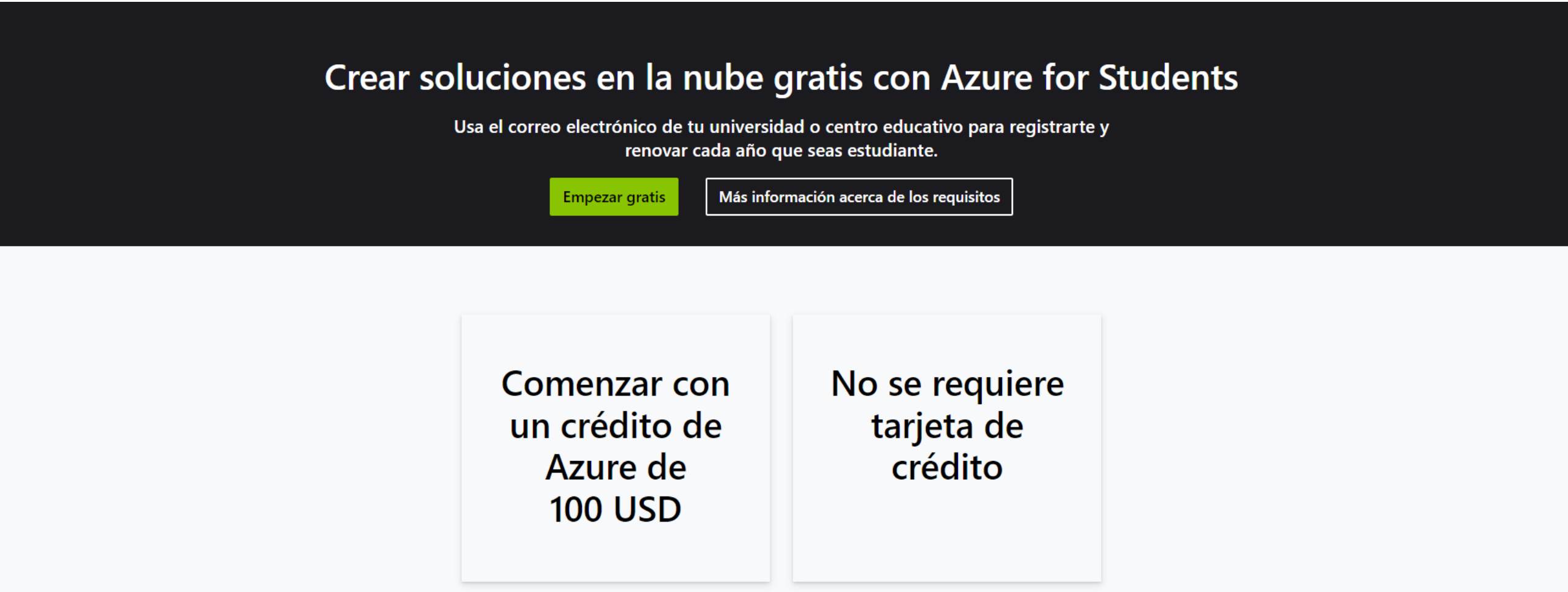
5 GB de almacenamiento con redundancia local (LRS) en bloques de acceso frecuente, con 20 000 operaciones de lectura y 10 000 de escritura

Siempre

Azure App Service

1 hora al día de
10 aplicaciones web, móviles o de API con 1 GB de almacenamiento

Para estudiantes



https://azure.microsoft.com/es-es/free/students

Language Studio

Language Sudio

Language Studio es un conjunto de herramientas basadas en interfaz de usuario que le permiten explorar, compilar e integrar características de Lenguaje de Azure AI en las aplicaciones.

https://learn.microsoft.com/es-es/azure/ai-services/language-service/language-studio

Language Studio

Welcome to Language Studio

Recent custom projects you've worked on

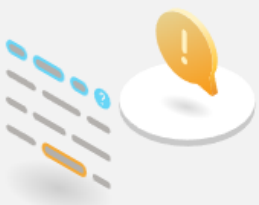
Create new

Name	Type	Last updated
PizzaBot	Conversational language understanding	about 21 hours
PizzaBot-QnA	Custom question answering	about 22 hours

View all projects

Featured | Extract information | Classify text | **Understand questions and conversational language** | Summarize text | Translate text

Retrieve the most appropriate answer to questions using question answering (CQA) or classify intents and extract entities for conversational utterances using conversational language understanding (CLU). Use orchestration workflow to create one project that routes queries between multiple CQA and CLU projects. Learn more about understanding conversational language.



Answer questions

Use the prebuilt question answering API to get answers to questions over unstructured text.

Try it out

Custom question answering

Next generation of QnAMaker

Customize the list of questions and answers extracted from your content corpus to provide a conversational experience that suits your needs.

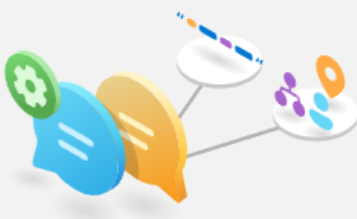
Open Custom question answering

Conversational language understanding

Next generation of LUIS

Classify utterances into intents and extract information with entities to build natural language into apps, bots, and IoT devices.

Open Conversational language understanding



Orchestration workflow

Connect and orchestrate CLU, Custom question answering & LUIS projects together in one single project.

Open Orchestration workflow

#GLOBALAZURE

CLU (Conversational Understanding Language)

Language Studio

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PizzaBot-QnA	Custom question answering	1 day

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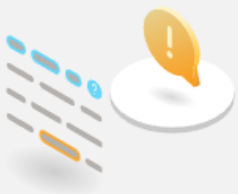

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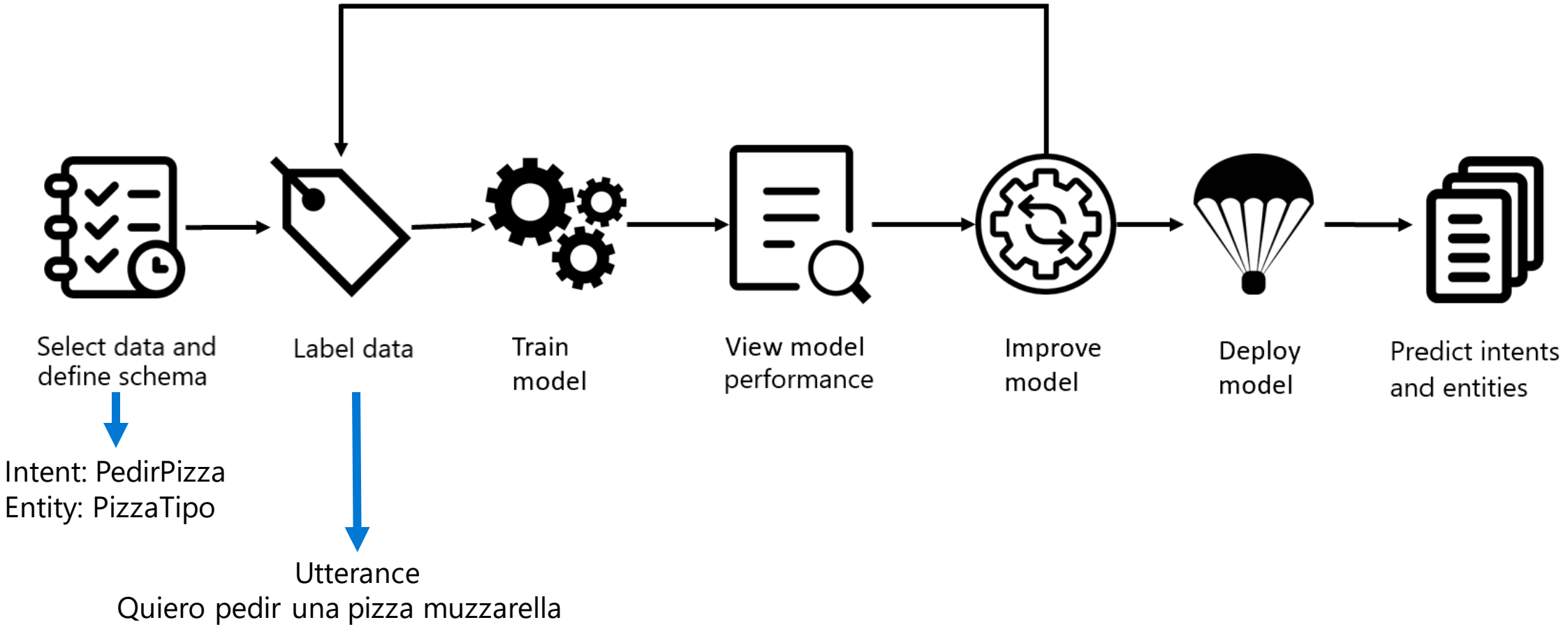
CLU (Conversational Understanding Language)

Servicio basado en la nube que aplica inteligencia artificial para reconocimiento del lenguaje natural.

- Simple de usar y aplicar en desarrollos de software
- No se requiere experiencia previa en IA

https://learn.microsoft.com/es-es/azure/ai-services/language-service/conversational-language-understanding/overview

Ciclo de vida del desarrollo de un proyecto CLU



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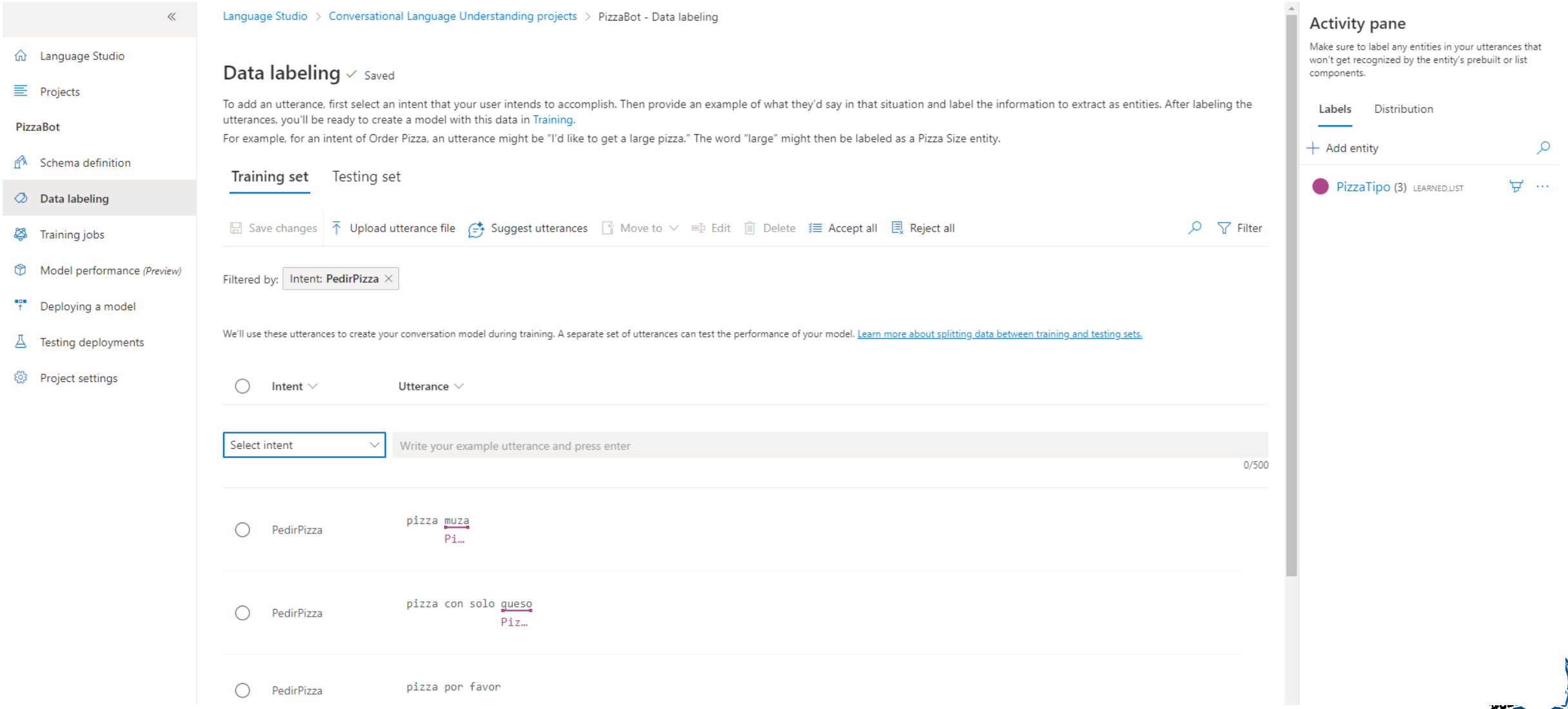

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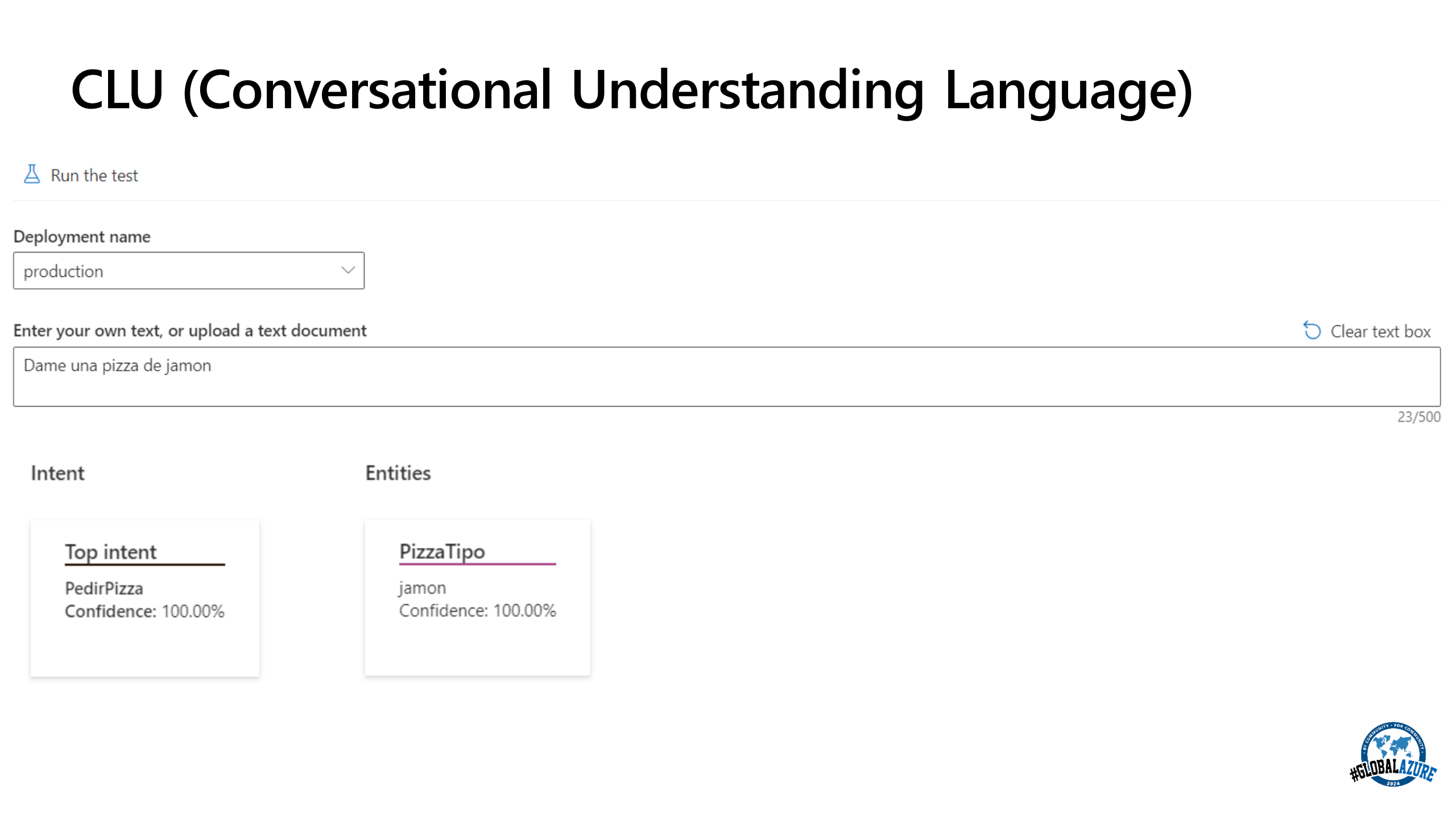

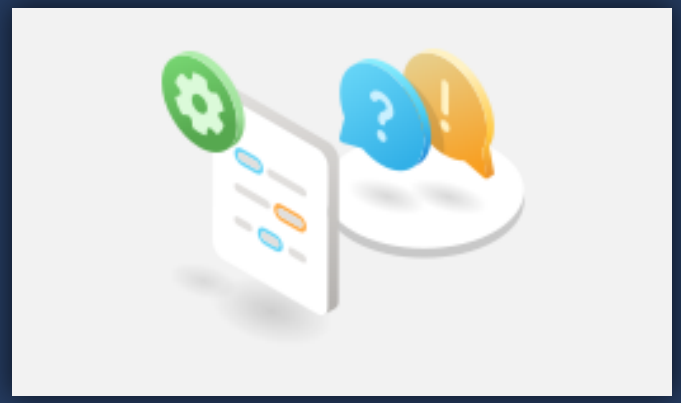

QNA Maker (Custom Question Answering)

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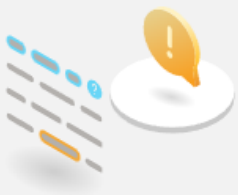

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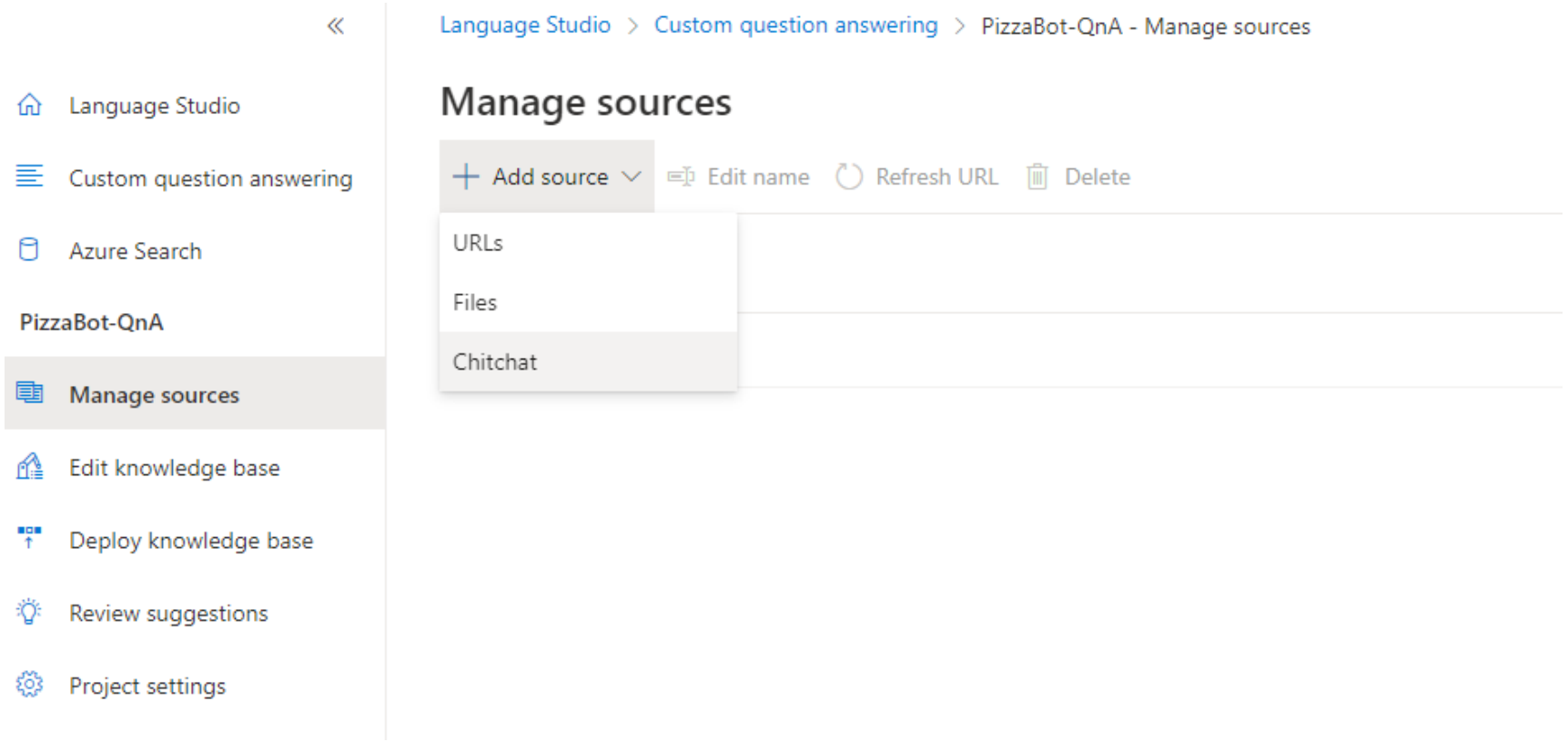
QNA Maker (Custom Question Answering)

Se usa para buscar respuestas adecuadas a partir de la entrada del cliente o de un proyecto.



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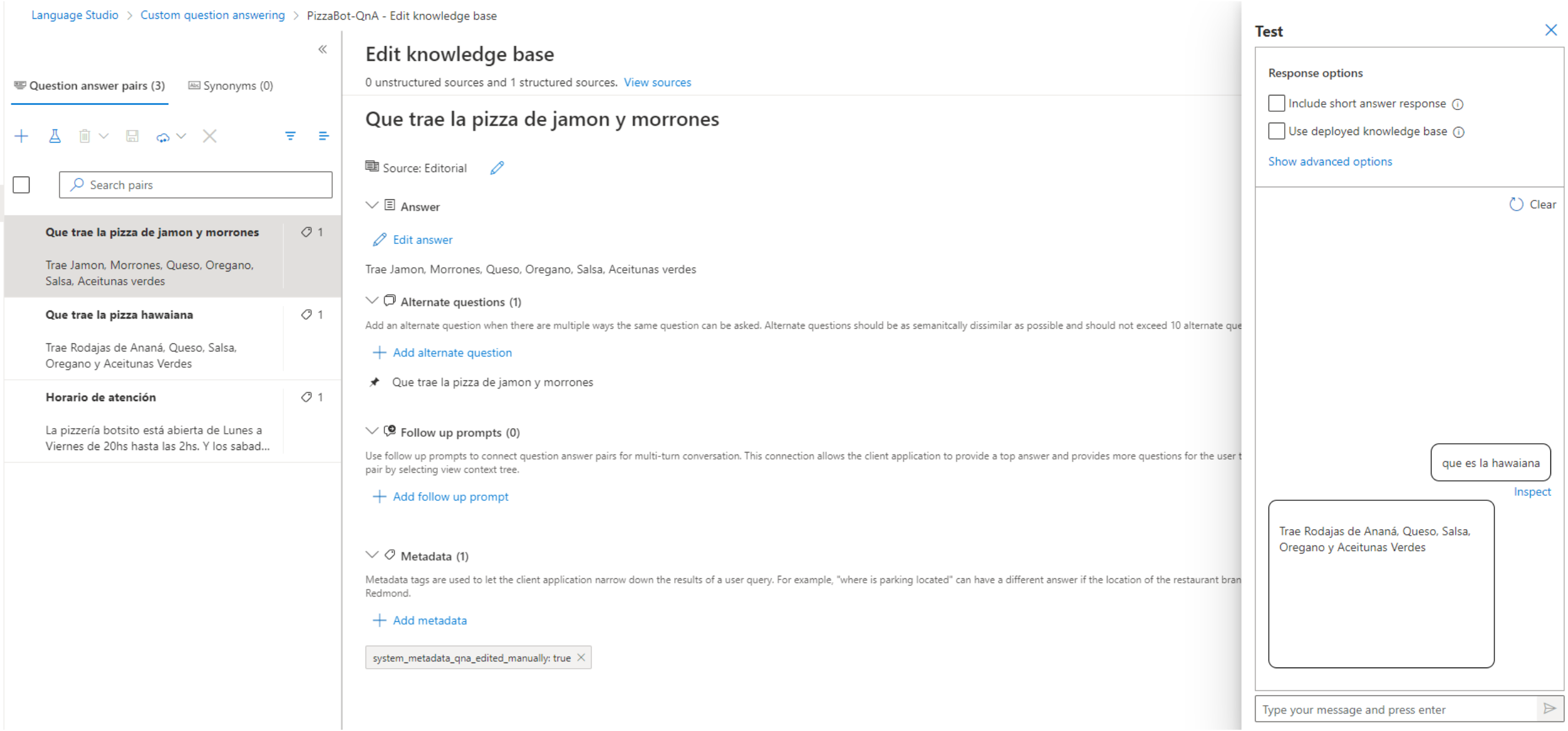


Cuando usar Custom Question Answering

- Cuando la información es estática
- Cuando se desea proporcionar la misma respuesta a una pregunta
- Cuando se quiere administrar una conversación del bot que incluya información estática

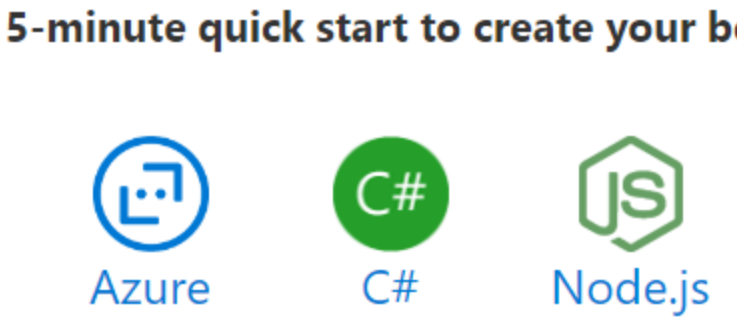
Bot Framework
AzureBot
Whatsapp

Azure Bot

Recurso de Azure proporciona un entorno de desarrollo integrado para la creación de bots.

Botframework

Es una suite completa para construir y desplegar bots usando el recurso “Azure Bot”.



Integración

Alexa	Alexa Channel
Communication Services - Chat	Communication Services - Chat Channel
Direct Line Speech	Direct Line Speech Channel
Email	O365 Email Channel
Facebook	Support for Text Messaging via Facebook
GroupMe	GroupMe Channel
LINE	Support for LINE Channel
Microsoft 365	Enable message extensions in Outlook, and Microsoft 365 apps
Microsoft Teams	Microsoft Teams Channel
Omnichannel	Omnichannel Channel
Outlook	Outlook Channel
Skype	Skype Channel
Slack	Slack Channel
Telegram	Telegram Channel
Twilio (SMS)	Support for Text Messaging via Twilio

Microsoft

Muchas Gracias!

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