Orange Networks GmbH
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orange networks
IT-CONSULTING - IT-DEVELOPMENT

Developing Applications - Bots

Scenario 04: Connect To QnAMaker
Lab Manual

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Lab 4: Create QnA Bot With Azure Bot Service

Introduction

In this lab, you will create a Qna Bot with Bot Framework and Azure Bot Service:

- Explore the available features and functionality.
- Create a NodeJs QnAMaker enabled bot
- Add content to the QnAMaker Service

Objectives

After completing this lab, you will be able to:

- Create a QnA Bot with Azure Bot Service that uses the QnA Maker service

Prerequisites

- Web Browser
- Access to Azure Subscription
- Access to Visual Studio Team Services account

Estimated Time to Complete This Lab

30 minutes

For More Information

Create a bot with the Azure Bot Service: https://docs.microsoft.com/en-us/botframework/azure-bot-service-quickstart

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Exercise 1: Create a QnAMaker Bot with the Azure Bot Service

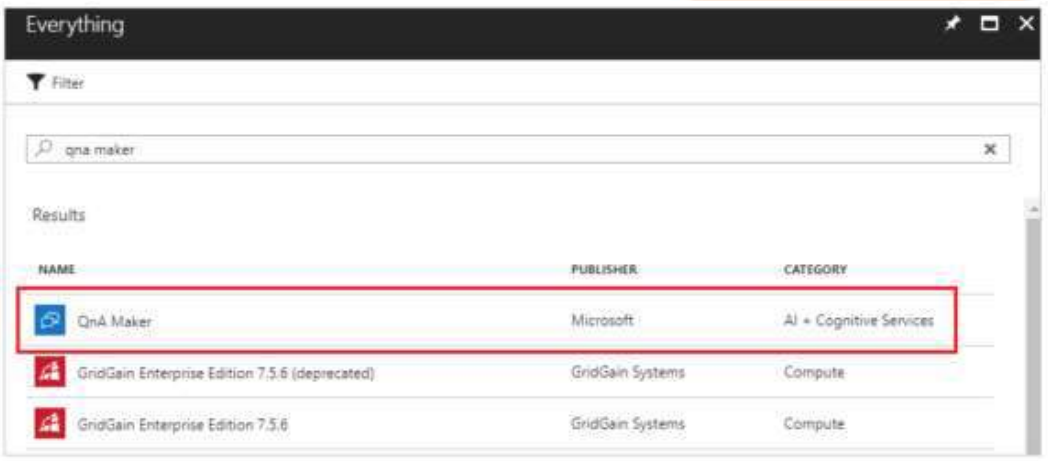
Introduction
After completing this exercise, you will have a functional QnAMaker Service that can be consumed by a bot

Objectives
After completing this lab, you will be able to:
- Create QnAMaker Services
- Modify, test and publish QnAMaker knowledge base

Prerequisites
Go to https://qnamaker.ai and sign up and accept license agreements **before starting exercise.**

Scenario
This scenario will be useful when creating a straightforward question and answer style bot.

Task 1: Create a QnA Maker Knowledge base
1. Log on to the Azure Portal and click on **Add new resource**, and type "qna maker" in search, and select the QnA Maker resource.



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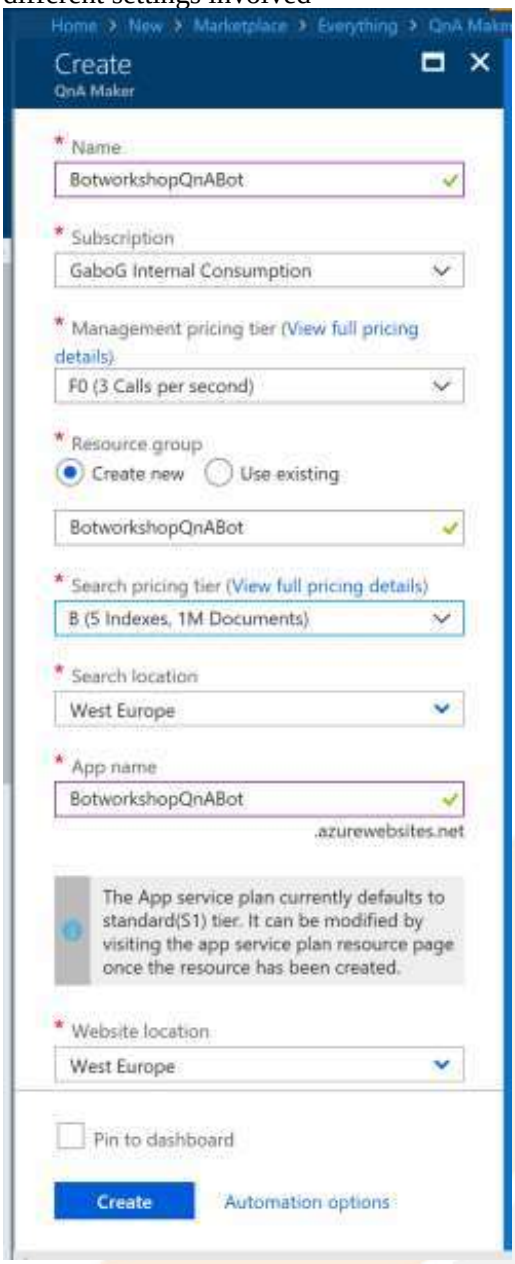
2. Click on **Create**
3. Fill in the required fields and spend some time familiarizing yourself with the different settings involved



4. Once the deployment is done, you will see the following resources created in your subscription.

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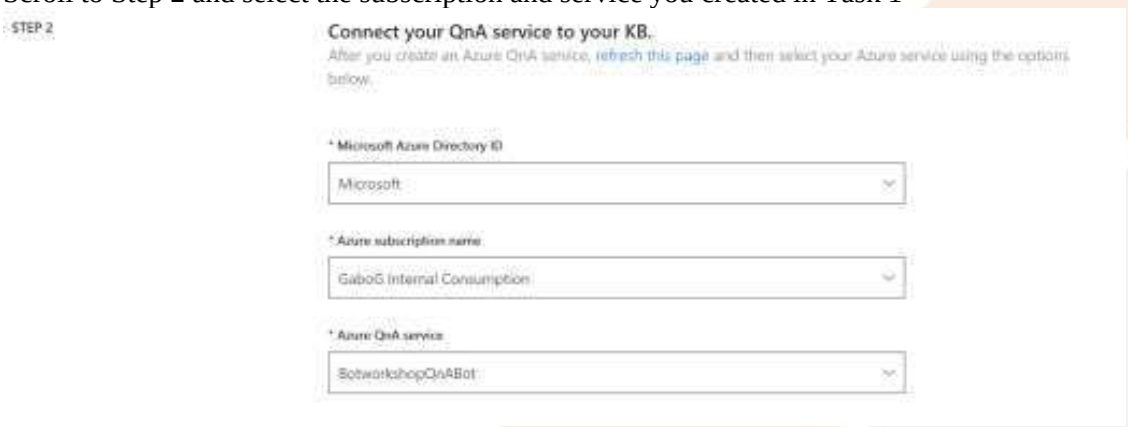
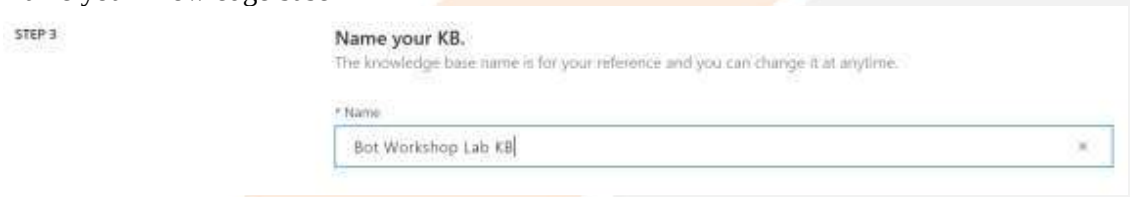
NAME	TYPE	LOCATION
BotworkshopQnABot	Cognitive Services	West US
BotworkshopQnABot	App Service plan	West Europe
BotworkshopQnABot	App Service	West Europe
BotworkshopQnABot-ai	Application Insights	West Europe
botworkshopqnabot-asgxt	Search service	West Europe

Task 2: Create a publish a knowledge base

1. Log in to QnAMaker.ai with your Azure credentials. Once in the QnA Maker website, select **Create new knowledge base**.
2. Scroll to Step 2 and select the subscription and service you created in Task 1



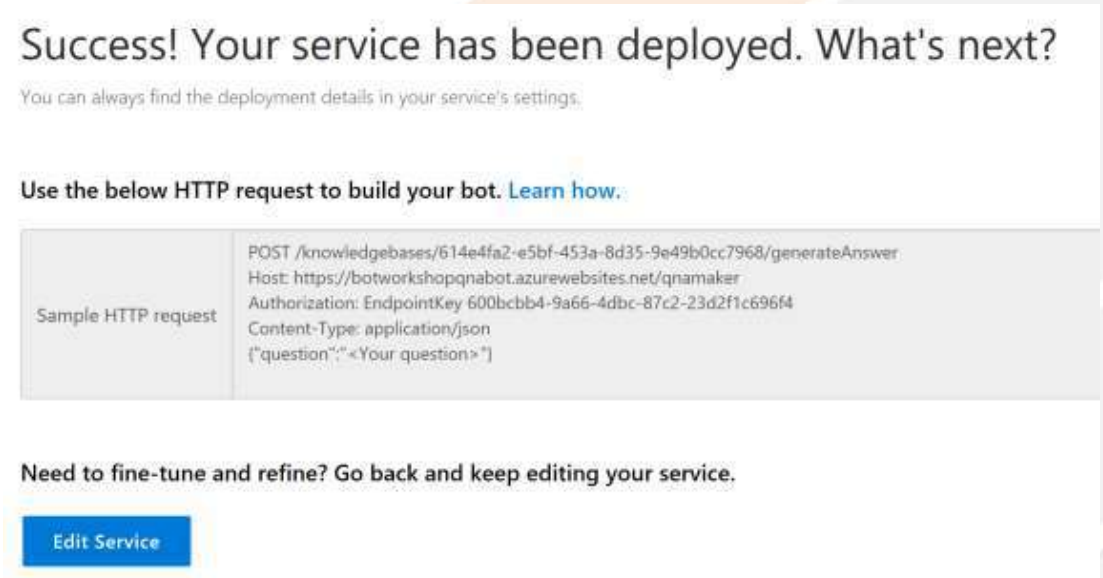
3. Name your knowledge base



4. In Step 4, enter https://docs.microsoft.com/en-us/windows/security/information-protection/bitlocker/bitlocker-overview-and-requirements-faq or some other FAQ page that you'd like to use as your data source.
5. Click **Create your KB** and wait for a few minutes for the process to complete.

6. Once the KB is successfully created, it opens the 'Knowledge Base' page where you can edit the contents of the knowledge base.
7. Click on **Add QnA Pair** to add a new row in the Editorial section of the Knowledge Base. Enter the following:

8. Click Save and retrain. Once that's done, you can test from the Test pane. Spend some time analyzing the result, adding alternative phrasing to existing questions or adding other manual QnA pairs.
9. Click on **Publish**.
10. The QnA Maker service has now been successfully published. The endpoint can be used in your application or bot code.



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Exercise 2: Create a QnAMaker Bot with the Azure Bot Service

Introduction

After completing this exercise you will have enabled a QnAMaker bot that connects to your QnA Maker service.

Objectives

After completing this lab, you will be able to:

- Connect your bot to the QnAMaker service

Prerequisites

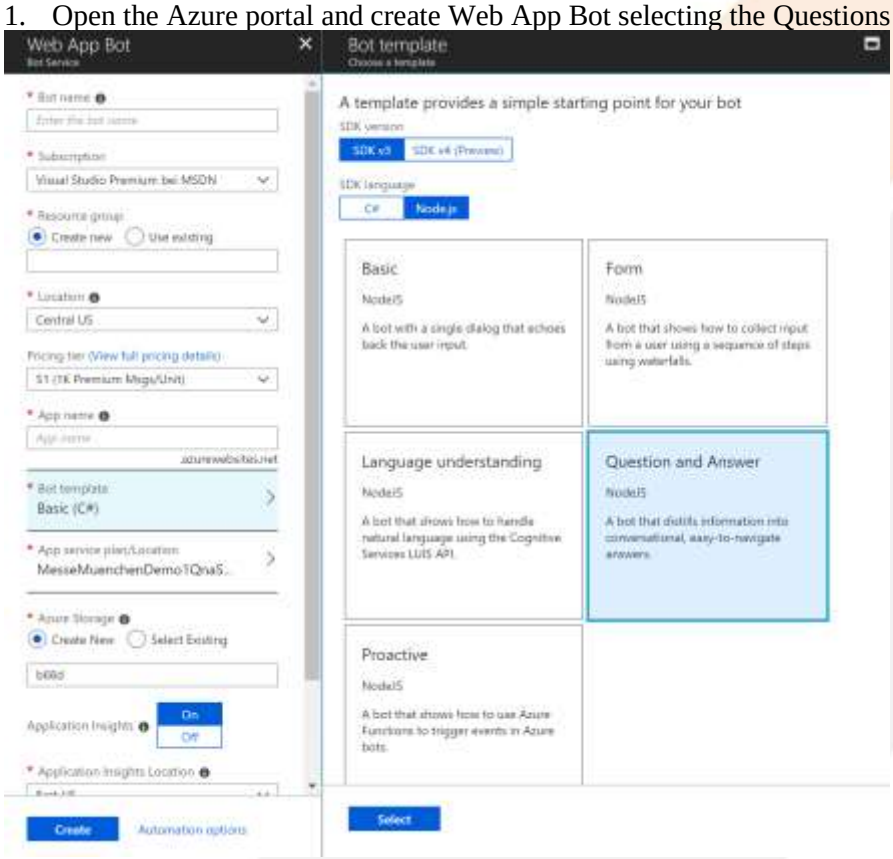
Exercise 1 complete and working

Scenario

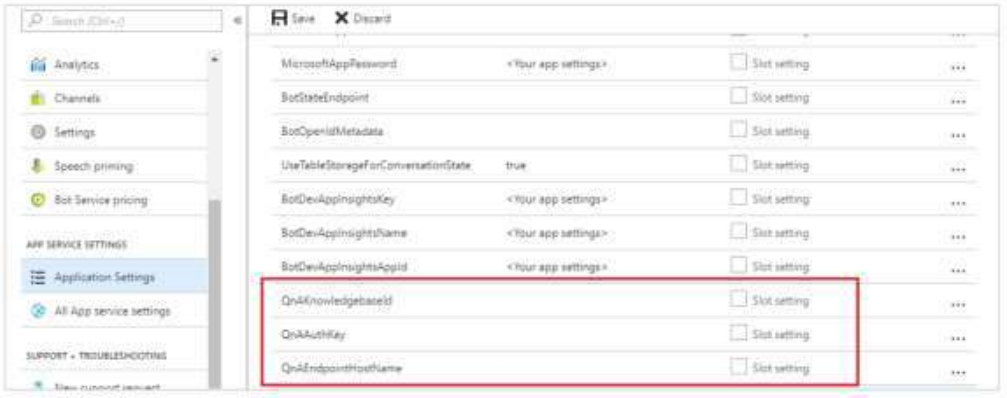
Many bots can be completely done with QnAMaker

Task 1: Create a bot with the Azure Bot Service

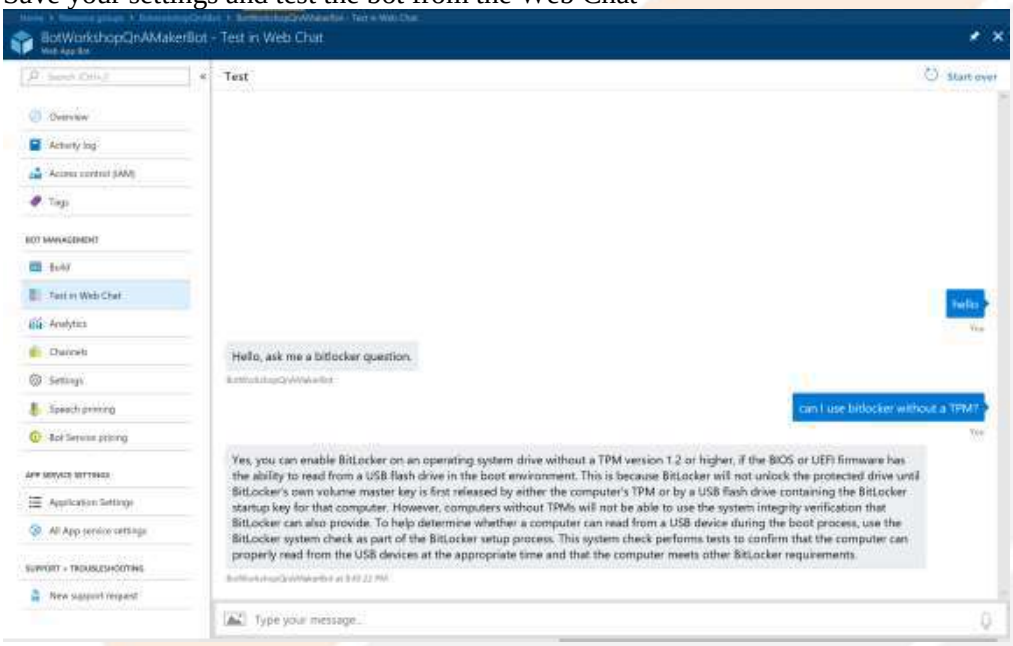
1. Open the Azure portal and create Web App Bot selecting the Questions and Answer Template



2. While the bot service is created, get your knowledge base ID, host url, and the endpoint key from the deployment details section in settings tab of your knowledge base in https://qnamaker.ai
3. Once your bot is created, open Application Settings and edit the **QnAKnowledgebaseId**, **QnAAuthKey**, and the **QnAEndpointHostName** fields to contain the values of your QnA Maker knowledge base.



4. Save your settings and test the bot from the Web Chat



5. Take some time to explore the generated code and understand how it is calling the QnAMaker service using the QnAMakerDialog class.
6. Also spend some time updating, re-publishing your KB and testing it in the bot.

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For more information

See the following articles for additional information

- Get analytics on your knowledge base
- Language support of knowledge base content for QnA Maker
- Integrate QnA Maker and LUIS to distribute your knowledge base
- Create a business continuity plan for your QnA Maker service
- Choosing capacity for your QnA Maker deployment