

# Day 2, Experience 1 - Quickly build comprehensive Bot solutions with the Virtual Assistant Solution Accelerator

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## Technology overview

### Scenario overview

Contoso Auto is interested in building bots to help automate certain tasks in a way that feels similar to dealing with a real person. The motivation for this is to add self-service capabilities in their automobiles that will help drivers and passengers interact with their vehicles in a more natural way, through voice-driven commands and simple visual feedback and prompts, without needing to involve a live person. They would like to build a proof of concept that will support their users through speech actions, such as controlling the vehicle's climate settings and radio. As a stretch goal, they would like to take this capability further by automatically monitoring car sensor data and alerting the driver when there is a potential problem with the vehicle, offering an incentive such as a gift card when the driver selects a recommended service and makes an appointment with a service center.

In this experience, you will use Microsoft's [Virtual Assistant Solution](#) accelerator to quickly develop this capability on top of foundational capabilities. By following the tasks below, you will explore and run the Automotive skill bot locally to experience the natural language-driven conversations with the bot, powered by the LUIS Cognitive Service, with the conversation control flow managed by the bot. You will end off by evaluating how LUIS is trained to understand a user's intent based on what they typed in, and read some ideas of how this project can be expanded to meet Contoso Auto's stretch goals.

### Task 1: Sign in to LUIS to retrieve the Authoring Key

The bot you will be creating uses [Microsoft's LUIS](#), which is a natural language understanding service, to process and interpret user language to a set of actions or goals. One of the goals of building a bot is to have it interact with users in as human a way as possible. Understanding casual text or voice commands is an increasingly natural way to interact with bots and other virtual assistants. Before we can begin, we must first sign in to the LUIS website and obtain an authoring key that allows the service to be called by your bot.

1. If you will be running your bot services in the United States, navigate to [www.luis.ai](http://www.luis.ai) and sign in with the Azure Active Directory account you are using for this experience. If you are outside of the US, sign in to the LUIS site for your [region](#).
2. If it is your first time signing in, you may see a "Permission requested" dialog. If so, select **Accept**.



## Permissions requested

luis.ai.live

[App info](#)

This app would like to:

- ✓ Maintain access to data you have given it access to
- ✓ Sign you in and read your profile

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

[Cancel](#)

[Accept](#)

Select Accept on the Permission requested dialog to continue.

3. Again, if this is your first time signing in, you will be prompted to select your **Country/Region**. Select the appropriate option from the list, check the service agreement checkbox, then select **Continue**.

# Welcome to the Language Understanding Intelligent Service (LUIS)!

Country/Region (Required)

United States

Contact me with promotional offers and updates about Cognitive Services.

agree that this service is subject to [the same terms under which I subscribe to Cognitive Services through Azure](#), If I do not subscribe to Cognitive Services through Azure, I agree that this service is subject to the [Microsoft Online Subscription Agreement](#) In each case, the terms include the [Online Services Terms](#). I acknowledge the [Privacy & Cookies statement](#)

**Continue**

The service agreement page has the Country/Region and the service agreement acceptance checkbox highlighted.

4. If you do not currently have any LUIS apps, you will see a page explaining what LUIS is and how it works. Within this page, select **Create a LUIS app now**.

A typical LUIS app goes through the following 3 steps:

1 Design & Build

2 Train & Test

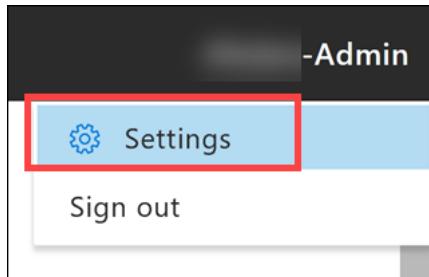
3 Publish & Improve

Scroll down to learn more or

[Create a LUIS app now](#)

The LUIS welcome page.

5. At this point, you will see a page called “My Apps”. You do not need to create a new app. The Bot Framework SDK will do this for you. Click on your name in the top right-hand corner, then select **Settings**.



Click on your name then select Settings.

6. Copy the **Authoring Key** and save it to Notepad or a similar text application for later steps.

A screenshot of a "User settings" page. It has a header "User settings" and a section "User Information". Under "User Information", there is a field labeled "Authoring Key" with a value "7ba941f66...". This entire field is highlighted with a red box. To the right of the input field are two buttons: "(Reset)" and a question mark icon.

The User Settings page is displayed with the Authoring Key highlighted.

## Task 2: Register a new Azure App

The Bot Framework SDK uses what's called an Azure application for authentication and authorization between the published bot and its required Azure services. In this task, you will create a new app and retrieve its application Id that you will use when you run the bot creation script.

1. Navigate to <https://apps.dev.microsoft.com/> and sign in with your same Azure Active Directory account you are using for this experience.
2. After signing in, you will see a page named "My applications". Select **Add an app**.

The screenshot shows the 'My applications' page in the Azure Portal. At the top, it says 'My applications' and 'Learn More'. Below that is a message: 'You can now register and manage converged applications in the Azure Portal. Try it out.' A callout box highlights the 'Add an app' button. A table lists one application: 'botsybottington' with 'App ID / Client Id' as '94bf599b-4f84-43f9-a8ca-35d30cdfb767'. The entire screenshot is enclosed in a large rectangular border.

The Add an app button is highlighted.

3. In the New Application Registration dialog, enter tech-immersion-vehicle into the Name field, then select **Create application**.

The screenshot shows the 'New Application Registration' dialog. It has a message box: 'You can now register and manage converged applications in the Azure Portal. Try it out.' Below is a 'Name' input field containing 'tech-immersion-vehicle'. Underneath is a note: 'By proceeding, you agree to the Microsoft Platform Policies: [Terms of use](#)'. At the bottom are 'Create application' and 'Cancel' buttons. The entire dialog is enclosed in a large rectangular border.

The New Application Registration dialog is displayed.

4. After a moment, your application will be created and its properties will be displayed. Select **Generate New Password** underneath the Application Secrets section.

# Properties

Name

tech-immersion-vehicle

Application Id

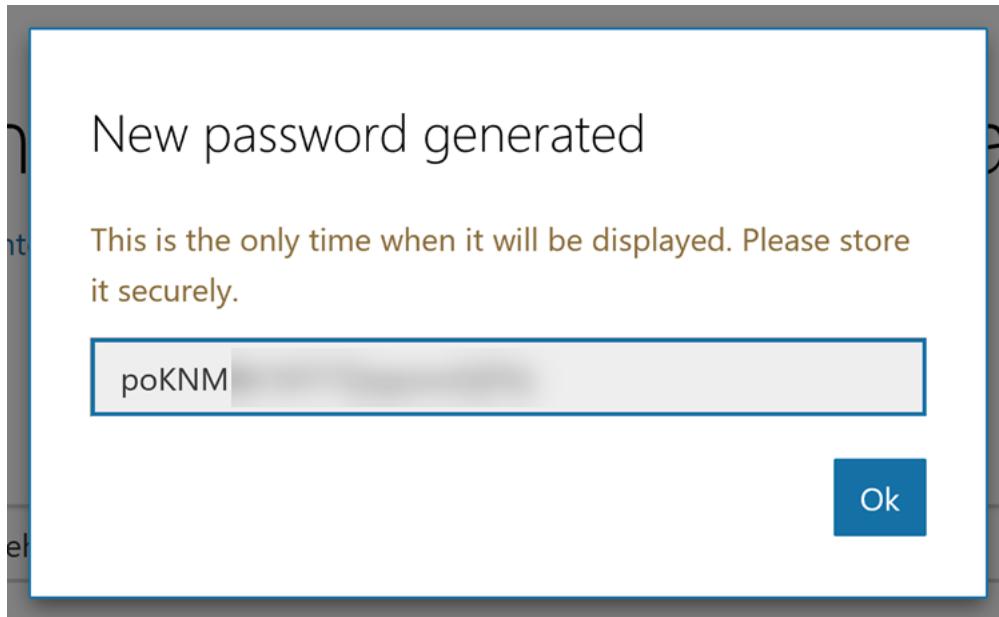
7642f46d-9230-49db-bad0-a2f317478ed4

## Application Secrets

[Generate New Password](#) [Generate New Key Pair](#) [Upload Public Key](#)

The Generate New Password button is highlighted.

- When the “New password generated” dialog appears, **copy and paste** your password to Notepad or similar text application for future reference. This will be the only time you see this password. Select **OK**.



The new password is displayed.

- Copy and paste the Application Id value to Notepad or a similar text application for later steps.

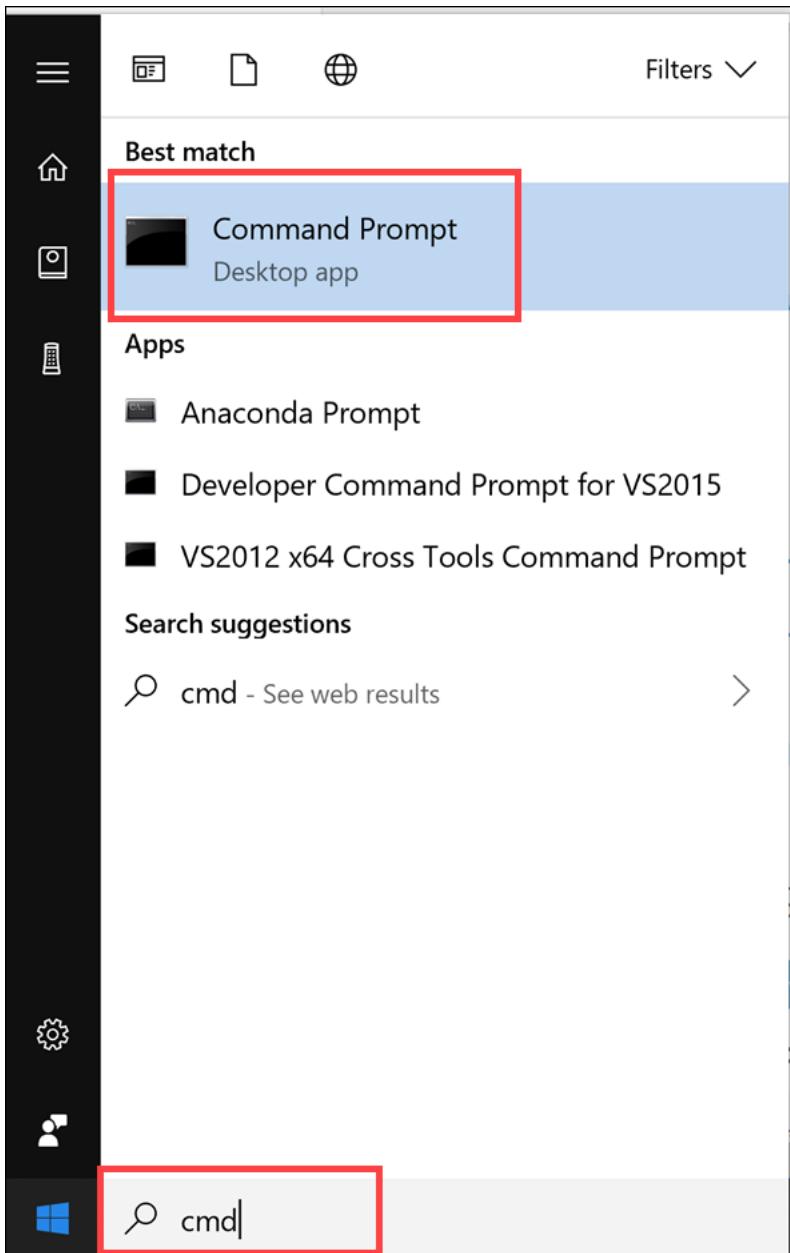
## Task 3: Deployment

The Virtual Assistant automotive bot requires the following Azure dependencies for end to end operation:

- Azure Web App (hosts the bot when published)
- Azure Storage Account (stores all chat transcripts)
- Azure Application Insights (captures bot and related services telemetry)
- Azure Cosmos DB (maintains the state of all conversations)
- Azure Cognitive Services - Language Understanding (LUIS)

In this task, you will deploy all of these Azure dependencies as well as configure and train [LUIS](#) with thousands of text entries. We supply a script to do this for you.

- On the bottom-left corner of your Windows desktop, locate the search box next to the Start Menu. Type **cmd**, then either press Enter or select the Command Prompt desktop app in the search results.



The search box has "cmd" entered into it and the desktop app is highlighted in the results.

2. The first thing you need to do is to log in to the Azure CLI with your provided account credentials. To do that, copy and paste the command below into the command prompt, then hit **Enter**. This will open a web browser window where you will sign in with the provided Azure Active Directory credentials for this experience.

```
az login
```

3. After logging in, you may be shown that you have more than one Azure subscription associated with your account.

```
C:\lab-files\ai\1\skills\automotiveskill\automotiveskill>az login
Note, we have launched a browser for you to login. For old experience with device code, [REDACTED]

You have logged in. Now let us find all the subscriptions to which you have access...
[

  {
    "cloudName": "AzureCloud",
    "id": "4c85b753-201a-4e91-9dc7-23b929520091",
    "isDefault": true,
    "name": "Cloud Labs AI (SS - 01)",
    "state": "Enabled",
    "tenantId": "f94768c8-8714-4abe-8e2d-37a64b18216a",
    "user": {
      "name": "odl_user_57695@cloudlabsaioutlook.onmicrosoft.com",
      "type": "user"
    }
  },
  {
    "cloudName": "AzureCloud",
    "id": "e3675a5d-9205-4ab3-9bb5-773259bbbde8",
    "isDefault": false,
    "name": "Cloud Labs AI (SS - 09)",
    "state": "Enabled",
    "tenantId": "f94768c8-8714-4abe-8e2d-37a64b18216a",
    "user": {
      "name": "odl_user_57695@cloudlabsaioutlook.onmicrosoft.com",
      "type": "user"
    }
  }
]
]
```



The az login command is shown.

4. Copy and paste the command below into the command prompt Replacing **YOUR\_SUBSCRIPTION\_ID** with the Azure Subscription ID provided to you for this experience, then hit Enter:

```
az account set --subscription YOUR_SUBSCRIPTION_ID
```

```
C:\lab-files\ai\1\skills\automotiveskill\automotiveskill>az account set --subscription 4c85b753-201a-4e91-9dc7-23b929520091
C:\lab-files\ai\1\skills\automotiveskill\automotiveskill>
```

Screenshot of the command to set the account.

5. Copy and paste the command below into the command prompt, then hit Enter. This will change directories to the Virtual Assistant automotive bot project folder:

```
cd C:\lab-files\ai\1\skills\automotiveskill\automotiveskill
```

6. This next command requires two of your custom values you saved in the previous task when you registered your Azure App. **Copy** the command below and paste it into Notepad or other text editor. Replace **YOUR-APP-ID** with the Azure App's Application Id value, and replace **YOUR-APP-SECRET** with the App secret you copied. Make certain that your app secret value is surrounded by double quotes ("").

```
PowerShell.exe -ExecutionPolicy Bypass -File DeploymentScripts\deploy_bot.ps1 --appId YOUR-APP-ID --% --appSecret "YOUR-APP-SECRET"
```

7. Copy and paste your *edited* command into the command prompt, then hit Enter. Supply the following values when prompted:

- o **name:** Enter your unique Resource Group name provided to you for this lab. Example: `tech-immersion-YOUR_UNIQUE_IDENTIFIER`. It should exactly match your Resource Group name, be all lower case, contain no spaces and no special characters except for dashes (-) and underscores (\_).
- o **location:** Enter `westus`.
- o **luisAuthoringKey:** Paste the LUIS Authoring Key you copied at the end of Task 1 above.

```

Command Prompt - PowerShell.exe -ExecutionPolicy Bypass -File DeploymentScripts\deploy_bot.ps1 --appId 7642f46d-92c1-43e0-833a-1a2f317478ed4 --% --appSecret "poKNMEK19"

C:\>cd C:\lab-files\ai\1\skills\automotiveskill\automotiveskill
C:\lab-files\ai\1\skills\automotiveskill\automotiveskill>PowerShell.exe -ExecutionPolicy Bypass -File DeploymentScripts\deploy_bot.ps1 --appId 7642f46d-92c1-43e0-833a-1a2f317478ed4 --% --appSecret "poKNMEK19

cmdlet deploy_bot.ps1 at command pipeline position 1
Supply values for the following parameters:
name: tech-immersion-bot-jdh77
location: westus
luisAuthoringKey: 7ba941f664ae4d808
Changing to project directory ...
Deploying common resources...
With msbot 4.3.2 and later, the only AZ CLI prerequisite is having an AZ CLI version >= 2.1.0 installed as well, please remove this via "az extension remove --name botservice"
Using the provided ApplicationId and Secret rather than auto-provisioning

```

The bot creation script and parameters are highlighted.

8. This script will take around 10 minutes to run. **Important:** Keep the window open. There is a value you will need to copy once it is complete. For now, please move on to the next task.

## Task 4: Load and explore the automotive Virtual Assistant starter solution

To accelerate Contoso Auto's development efforts, they have decided to use Microsoft's [Virtual Assistant Solution](#) accelerator. One of the projects included in the Visual Studio solution is the Automotive Skill. This skill demonstrates a set of capabilities to help enable Automotive scenarios. At the moment, this skill focuses on vehicle settings, specifically climate Control, safety, and basic audio controls.

Vehicle Control is a complicated problem. Although there are only a limited set of car inputs for climate control there are a large number of ways that a human can describe a given setting. For example, "I'm feeling chilly", "My feet are cold", and "It's cold here in the back" all relate to a decrease in temperature but to different parts of the car and perhaps even different fan settings. If you were to program the bot to try and account for all of these variations in user requests, you would have a very long set of conditional logic in your code, and likely miss some common phrases in the process.

This is where having a trained natural language machine learning model comes in handy. Microsoft's [Language Understanding \(LUIS\)](#) API service allows you to train this type of machine learning model (LUIS models) through configuration, with **no programming or data scientists** required. This results in allowing end users to use conversational, natural language text to issue commands whose overall meaning are predicted by LUIS and whose relevant and detailed information is used by the bot to perform actions related to the requests.

The LUIS model begins with categories of user intentions called [intents](#). Each intent needs examples of user [utterances](#) (something a user should say). Each utterance can provide a variety of data that needs to be extracted with [entities](#).

Here are some examples of user utterances the LUIS models for the Automotive skill are trained to understand:

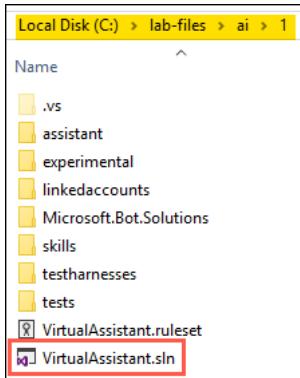
Example user utterance	Intent	Entities
"Why is it so <b>hot</b> in here?"	VEHICLE_SETTINGS_DECLARATIVE	VALUE
"Set <b>temperature</b> to <b>67 degrees</b> "	VEHICLE_SETTINGS_CHANGE	SETTING, AMOUNT, UNIT
"It's way too <b>loud</b> in here."	VEHICLE_SETTINGS_DECLARATIVE	VALUE

LUIS models help understand the intent and entities, then matches potential settings and actions to the available vehicle settings to then suggest a course of action. At this time, changes to vehicle settings are supported through the VEHICLE\_SETTINGS\_CHANGE and VEHICLE\_SETTINGS\_DECLARATIVE intents. The former enables commands such as "change the temperature to 27 degrees" whereas the latter intent enables scenarios such as "I'm feeling cold" which require additional processing steps.

As you will see, most of this work is already done for you! Additional work that would need to be done to integrate this bot into a vehicle includes customizing the bot's activities to integrate with the telematics solution of an OEM for a given vehicle.

For now, let's explore how this bot is created and how LUIS is trained with the sets of utterances, intents, and entities as described.

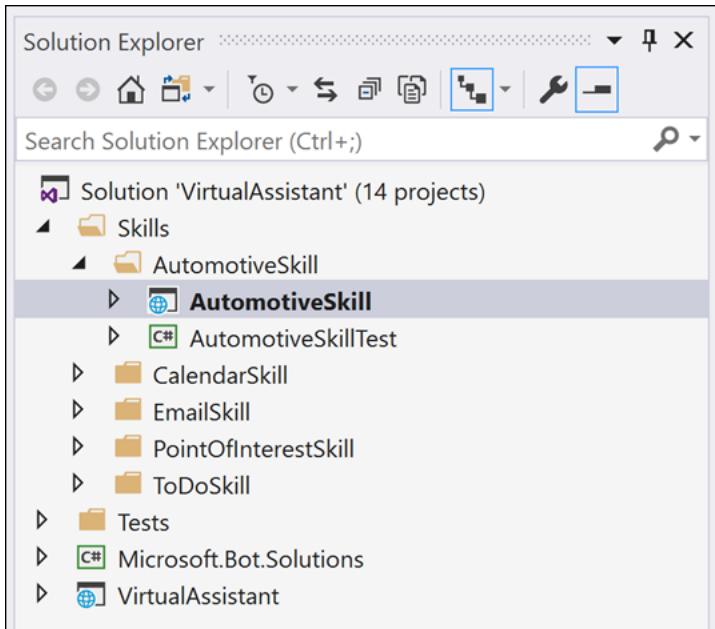
1. Open Windows Explorer and navigate to C:\lab-files\ai\1. Double-click on **VirtualAssistant.sln** to open the solution in Visual Studio. If you are prompted by Visual Studio to log in, log in with your Azure Active Directory credentials you are using for this lab.



The VirtualAssistant.sln file is highlighted in Windows Explorer.

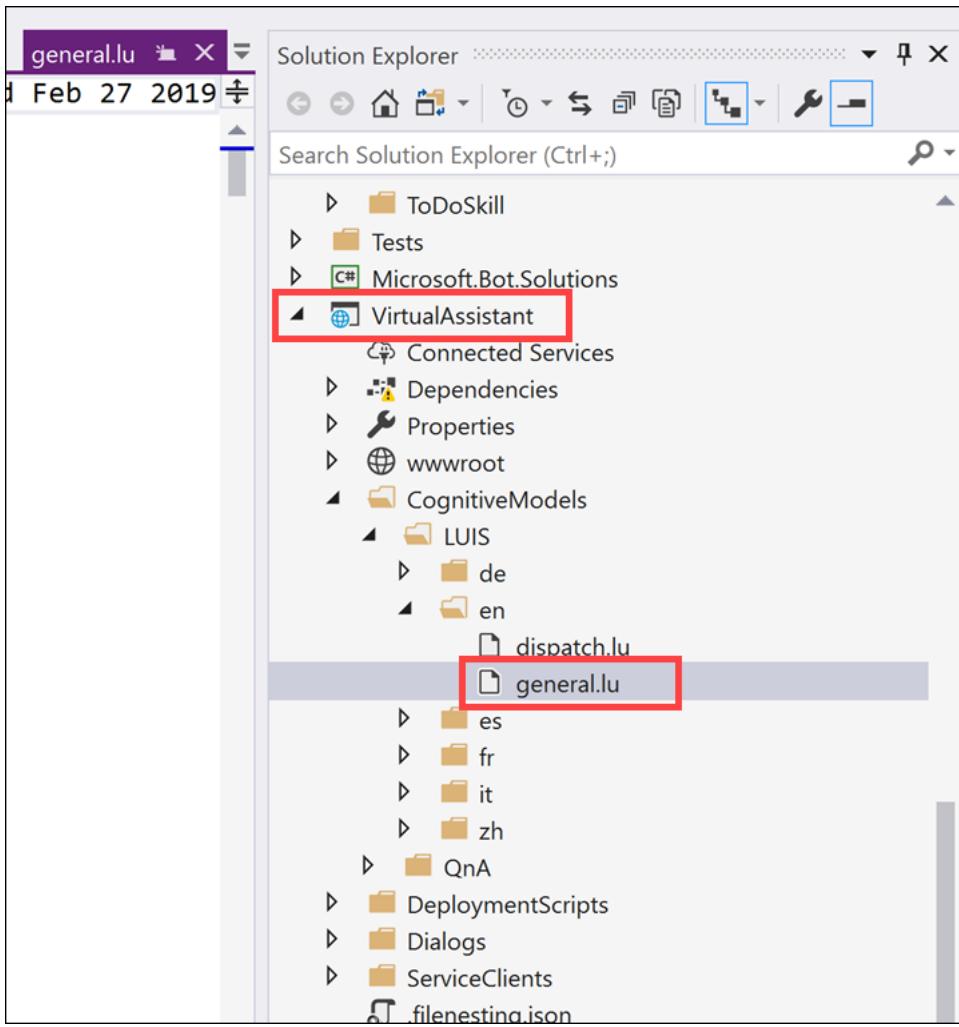
The Visual Studio solution contains the following:

- o **Skills** solution folder containing various skills projects that work with the Virtual Assistant.
  - **AutomotiveSkill** folder contains the Automotive skill you are deploying, as well as its test project.
  - **CalendarSkill** folder contains the Calendar skill that enables the Virtual Assistant to help users manage their connected O365 calendar.
  - **EmailSkill** folder contains the Email skill that enables the Virtual Assistant to help users manage their connected email account.
  - **PointsofInterestSkill** folder contains the Points of Interest skill that provides point of interest and navigation-related capabilities to the Virtual Assistant. It does this through integrations with [Azure Maps](#) and [Foursquare](#).
  - **ToDoSkill** folder contains the ToDo skill, adding these capabilities to the Virtual Assistant.
- o **Test** solution folder containing test projects for the Microsoft.Bot.Solutions common library and the VirtualAssistant project.
- o **Microsoft.Bot.Solutions** project produces a common library that all skill projects use as a basis for creating new skills, and various activities such as authentication, creating bot dialogs, showing user prompts, sending telemetry, and running tests.
- o **VirtualAssistant** project is used to develop and deploy the Virtual Assistant bot. It is configured with the Calendar, Email, ToDo, and Points of Interest skills by default. It is possible to integrate the Automotive skill as well, but that skill was meant to be standalone.



The solution projects are displayed within the Solution Explorer.

2. You will see the projects listed within the Solution Explorer in Visual Studio. Scroll to the bottom of the projects list and expand the **VirtualAssistant** project. Next, expand **CognitiveModels**, then expand **Luis**. Underneath the Luis subfolder are additional subfolders for each language. Expand **en**. Next, double-click on **general.lu**.



Screenshot of the Solution Explorer.

Here is just a small snippet of the **general.lu** file:

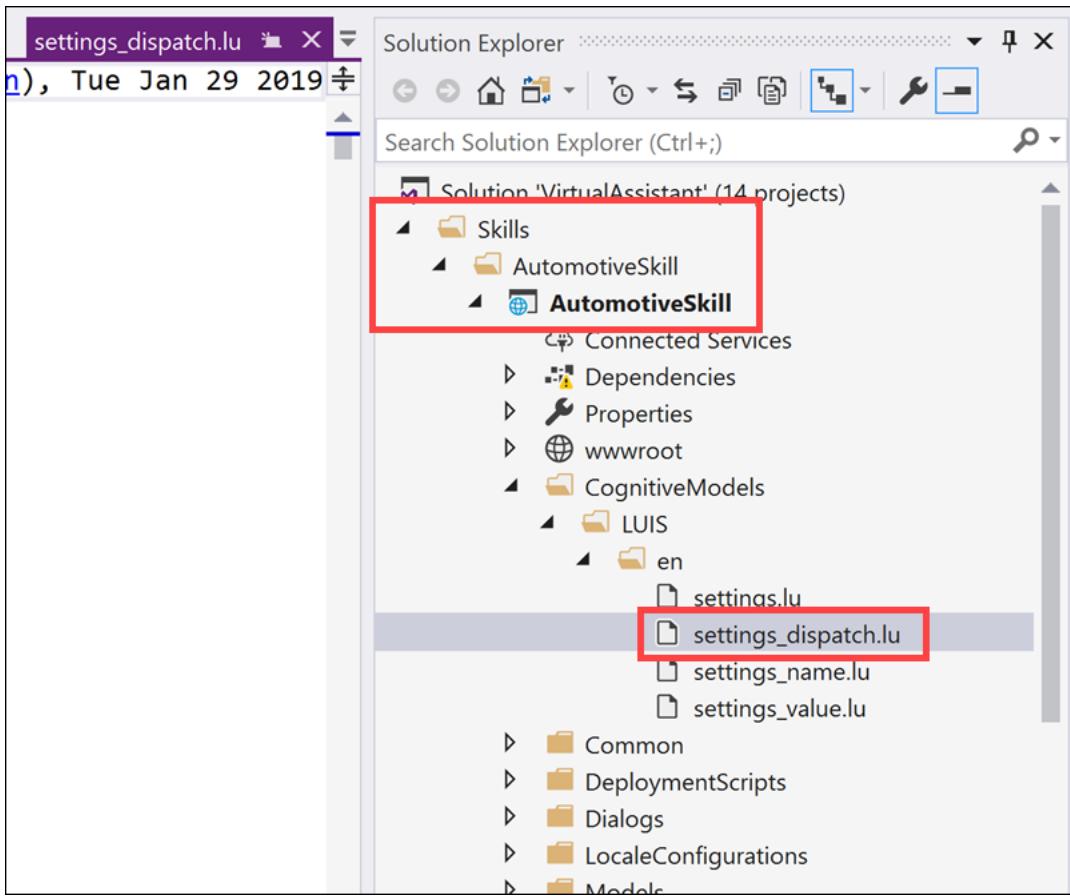
```
## SelectItem
- choose last
- choose last one
- choose no.2
- choose the {DirectionalReference=bottom left}
- choose the first choice
- choose the fourth one
- choose the {DirectionalReference=upper left} choice
- choose the {DirectionalReference=upper right} one
- choose {DirectionalReference=top right}
- choose {DirectionalReference=top right} one
- i like {DirectionalReference=left} one
- i like second
- i like second one
- i like the {DirectionalReference=bottom} one
```

This file contains general commands used to train LUIS. These commands are common across all skills, like the Automotive skill. Therefore, when you publish a skill, not only will the skills load LUIS models that are unique to that skill, they will also load the general ones.

[.lu files](#) contain simple text-based definitions for LUIS, broken down by Intents (the action the user wants to perform) and Entities (detailed information that is relevant in the utterance). In the code snippet above, **SelectItem** is the intent, and each item below it are example utterances that capture ways users can express this intent. Entities in .lu files are denoted using {entityName}=<labeled value> notation. Taking from our sample code once again, you can find the **bottom left** entity within the following utterance: choose the {DirectionalReference=bottom left}.

When you ran the script earlier, one of the actions it took was to convert all of the .lu files into JSON files by using the [LUDown](#) tool. The converted JSON files were then uploaded to LUIS to train the natural language model. You can find the generated JSON files within the DeploymentScripts\en\ folder as .luis files. This is a faster and more repeatable alternative to [manually configuring LUIS](#) through the web interface.

3. Scroll up the list of projects in the Solution Explorer, then expand the **AutomotiveSkill** project located under the Skills\AutomotiveSkill solution folder. Next, expand the CognitiveModels\LUIS\en folders, then double-click on **settings\_dispatch.lu**.



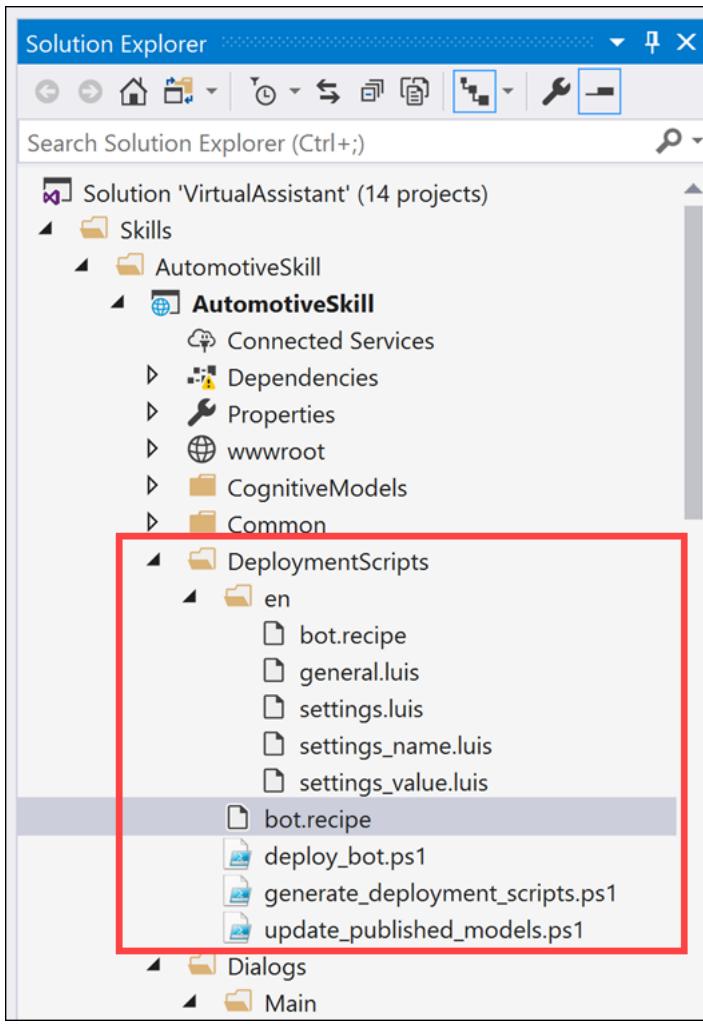
Screenshot of the Solution Explorer.

4. This .lu file contains LUIS intents and entities specific to the Automotive skill. If you scroll through the list, you will see the VEHICLE\_SETTINGS\_CHANGE and VEHICLE\_SETTINGS\_DECLARATIVE intents that were illustrated above in the example user utterances table.

```
## VEHICLE_SETTINGS_CHANGE
- {AMOUNT=4} {UNIT=degrees} {VALUE=higher} please
- {VALUE=activate alert brake steer} for {SETTING=automatic brake} mechanisms
- {VALUE=activate} {SETTING=back cross traffic alert}
- {VALUE=activate} my {SETTING=defroster} mode
- {VALUE=activate} my {SETTING=switch lane alert} mechanism
- {VALUE=activate} the {SETTING=forward collision response}
- {VALUE=activate} the {SETTING=side blind spot alert}
- {VALUE=activate} the {SETTING=side blind spot warning}
- adjust {SETTING=air blower} 2 the {AMOUNT=minimum}
- adjust {SETTING=air fans} to {SETTING=speed} {AMOUNT=1}
- adjust {SETTING=driver alerts} to {VALUE=impact warning seat}
- adjust {SETTING=forward collision alert spacing} control to {VALUE=on}
- adjust it to {VALUE=loud}
- adjust {SETTING=media volume}
- adjust my {SETTING=brake assist} back {VALUE=on} please
...
...
## VEHICLE_SETTINGS_DECLARATIVE
- {SETTING=body} are a bit too {VALUE=toasty}
- i am a little {VALUE=cool} in {SETTING=right side}
- i am {VALUE=cold} in here
- i am {VALUE=frozen} in {SETTING=left front}
- i am too {VALUE=frosty} in the {SETTING=driver side}
- i am {VALUE=warm}
- i feel a bit {VALUE=cold} on the {SETTING=right}
- i feel a bit {VALUE=shivering}
- i feel a little bit {VALUE=warm}
- i feel a little {VALUE=burning up} in here
- i feel as {VALUE=frosty} as an oven in this {SETTING=right}
- i feel {VALUE=balmy} in here
- i feel like my {SETTING=co-driver} is gotten kind of {VALUE=cold}
- i feel like my {SETTING=front left} s getting {VALUE=shivering}
...
...
```

You will also find these top-level intents in the main settings.lu file. In addition, there are two supporting LUIS models, settings\_name and settings\_value. These are used for disambiguation scenarios to clarify setting names and values where the initial utterance doesn't provide clear information.

5. Now expand the DeploymentScripts folder located within the **AutomotiveSkill** project.

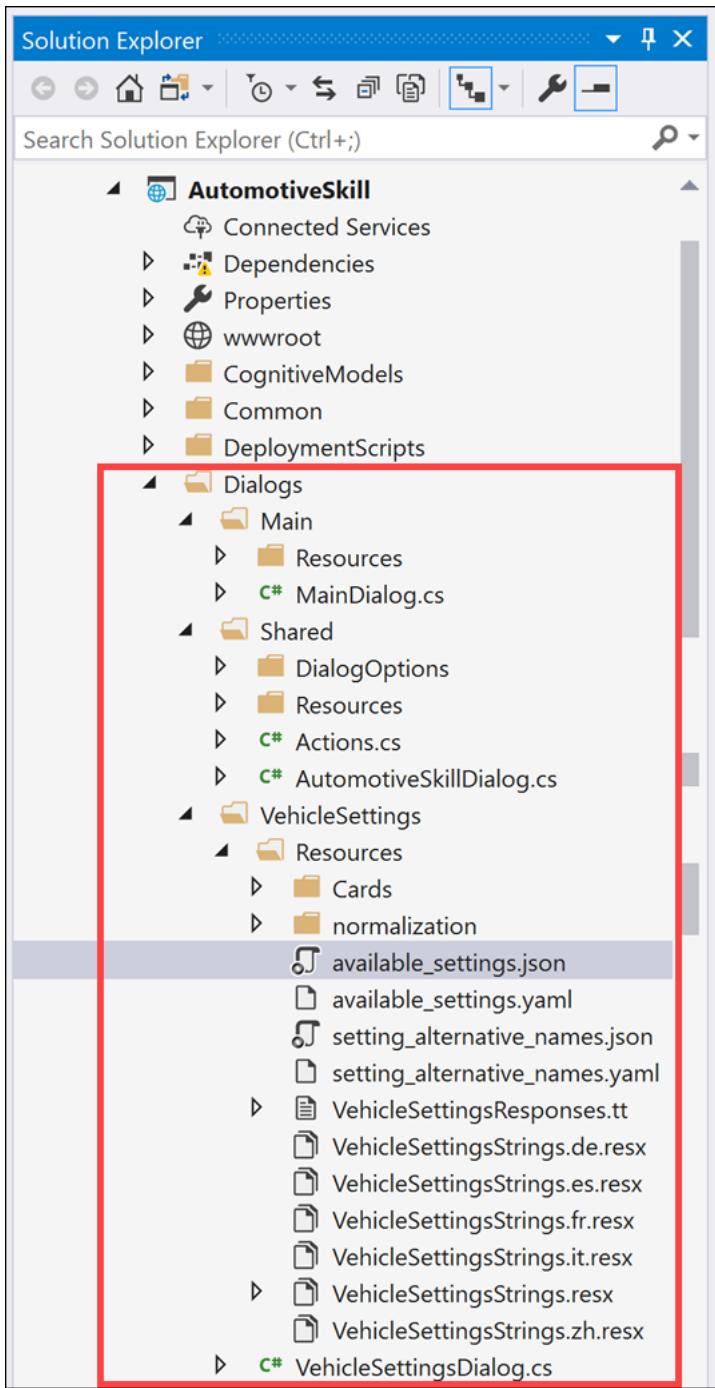


Screenshot of the Solution Explorer.

This folder contains the `deploy_bot.ps1` deployment script you executed in the previous task. It also contains scripts used to generate deployment scripts to publish your bot to Azure, and a script to update your published models if you add or update any of the `.lu` files. The `en` folder contains the generated JSON LUIS files (`.luis`). You may not see these yet, depending on whether the script is finished running.

The `bot.recipe` files are used as a template for creating the `.bot` files that the script generates.

6. Next, expand the `Dialogs` folder located within the **AutomotiveSkill** project.



Screenshot of the Solution Explorer.

When you create bots using the Bot Framework, you can use dialogs to model a conversation and manage [conversation flow](#). A conversation can involve multiple dialogs. In the case of the Automotive skill, the conversation may start within the `Main` dialog, then use the `AutomotiveSkillDialog` to handle and display inputs and prompts relating to actions the user would like to take. When the user decides to change a vehicle setting, the `VehicleSettingsDialog` will be used. You may feel free to explore these dialogs to understand how the conversation flow is managed.

Available vehicle settings are defined in a supporting metadata file located here `automotiveskill\Dialogs\VehicleSettings\Resources\available_settings.json`.

To add a new setting along with appropriate setting values, it's easily expressed in JSON. The example below shows a new Volume control setting with the ability to Set, Increase, Decrease and Mute the volume.

```
{
  "allowsAmount": true,
  "amounts": [ { "unit": "" } ],
  "canonicalName": "Set Volume",
  "values": [
    {
      "canonicalName": "Set",
      "requiresAmount": true
    },
    {
      "changesSignOfAmount": true,
      "canonicalName": "Decrease"
    },
    {
      "canonicalName": "Increase",
      "requiresAmount": true
    }
  ]
}
```

```

        "antonym": "Decrease"
    },
    {
        "canonicalName": "Mute"
    }
]
}

```

For key settings, you may wish to prompt for confirmation, such as safety settings. This can be specified through a `requiresConfirmation` property as shown below.

```

{
    "canonicalName": "Lane Change Alert",
    "values": [
        {
            "canonicalName": "Off",
            "requiresConfirmation": true
        },
        { "canonicalName": "On" }
    ]
},

```

Speech & Text responses are stored in the `VehicleSettingsResponses.json` file. Responses files offer the ability to provide a variety of responses and set the input hint on each Activity. Example:

```

"VehicleSettingsSettingValueSelection": {
    "replies": [
        {
            "text": "Here are the possible values for {settingName}. Which one?",
            "speak": "Here are the possible values for {settingName}. Which one?"
        }
    ],
    "inputHint": "expectingInput"
},
"VehicleSettingsSettingChangeConfirmation": {
    "replies": [
        {
            "text": "So, you want to change {settingName} to {value}. Is that correct?",
            // Do not add a comma to the speech output, so it sounds more continuous and natural.
            "speak": "So you want to change {settingName} to {value}. Is that correct?"
        }
    ],
    "inputHint": "expectingInput"
},

```

## Task 5: Open the generated bot file in the Bot Framework Emulator

Bots developed using the Bot Framework can be tested locally, using the Bot Framework Emulator. This emulator can be used with local .bot files or be used to test remote, or hosted, bots. Being able to test in this way saves the time needed to deploy your bot and test it using other channels, such as through a web chat dialog, Facebook, Skype, Slack, etc.

Bots usually consume lots of different services, such as [LUIS.ai](#). When you are developing a bot, there is no uniform place to store the metadata about the services that are in use. This prevents us from building tooling that looks at a bot as a whole.

To address this problem, we have created a **.bot file** to act as the place to bring all service references together in one place to enable tooling. For example, the [Bot Framework Emulator](#) uses a .bot file to create a unified view over the connected services your bot consumes.

.bot file is **not** a requirement to build bots with the [Bot Builder SDK](#). You can instead continue to use appsettings/ web.config/ env, KeyVault, or any mechanism you see fit to keep track of service references and keys that your bot depend on.

The advantages of using .bot file are:

- [Bot Builder V4 SDK](#) will be available in 4 platforms x languages – C#, JS, Python, Java. Each platform have their recommended way of keeping track of keys + env settings (appsettings.json, web.config, .env ...).
- Elegant tooling solutions around services creation and management is harder without a well defined schema (.bot file).
- Bot Framework Emulator and CLI tools rely on and work great with tracking connected services in a consistent format (in a .bot file)

In this task, you will open the generated .bot file in the Bot Framework Emulator and start testing out your bot! First, we need to make sure the script is finished running. This must be completed before continuing with this experience.

1. Switch back to your Command Prompt (console) window to make sure the script has successfully finished. If it has, scroll up until you see where you input the `name`, `location`, and `luisAuthoringKey` values. A few lines below that section will be the bot file secret in purple, underneath a line that says `The secret used to decrypt <YOUR-BOT-NAME>.bot is:.` **Copy the bot file secret** and save it to Notepad or similar text application.

You **must** copy this secret now because it will not be displayed again!

```

C:\lab-files\bot\skills\automotiveskill\automotiveskill>PowerShell.exe -ExecutionPolicy Bypass -File DeploymentScripts\deploy_bot.ps1 --appId 7642f46d-a2f317478ed4 --% --appSecret "poKNMEvQZ%" 

cmdlet deploy_bot.ps1 at command pipeline position 1
Supply values for the following parameters:
name: tech-immersion-bot-jdh77
location: westus
luisAuthoringKey: 7ba941f664ae4
Changing to project directory ...
Deploying common resources...
With msbot 4.3.2 and later, the only AZ CLI prerequisite is having an AZ CLI version >= 2.0.53. If you have the botservice extension installed as well, please remove this via "az extension remove --name botservice".
Using the provided ApplicationId and Secret rather than auto-provisioning
tech-immersion-bot-jdh77.bot created.

The secret used to decrypt tech-immersion-bot-jdh77.bot is:
[REDACTED]cGnhmSTzisn49nmQn0NumnaqjW+SSMxBHpvQU5IzU=

NOTE: This secret is not recoverable and you should save it in a safe place according to best security practices.
Copy this secret and use it to open the tech-immersion-bot-jdh77.bot the first time.
Updating appsettings.json with botFilePath=tech-immersion-bot-jdh77.bot
Your local bot was not published to Azure.
This was due to --code-dir not being passed in to `msbot clone services`.
You can publish your bot to the web using the following az bot publish command:
az bot publish --resource-group tech-immersion-bot-jdh77 -n tech-immersion-bot-jdh77 --subscription 30fc406c-c745-44fe-be2d-63b1c860cde0 -v v4 --proj-name "AutomotiveSkill.csproj"
To make it easy to use that we have created publish.cmd/sh batch file which you can use to publish any time to update your deployment.
To open this bot file in emulator:
bfemulator://bot.open?path=C:\lab\skills\AutomotiveSkill\AutomotiveSkill\tech-immersion-bot-jdh77.bot&secret=%2FcGnhmSTzisn49nmQn0NumnaqjW%2BSSMxBHpvQU5IzU%3D&id=108
Done.
Updating en-us deployment scripts ...
Generating en-us LUIS and QnA Maker models from .lu files ...
Deploying en-us resources...
Model           Type      StatusId Status
Cancel          Intent Classifier 9     Queued
Confirm         Intent Classifier 9     Queued
DirectionalReference Entity Extractor 9     Queued
Escalate         Intent Classifier 9     Queued
FinishTask       Intent Classifier 9     Queued

```

The bot file secret is highlighted.

2. Now we are ready to test the bot. Before testing, you must update the **appsettings.json** file in the **AutomotiveSkills** project. To do this, switch back to the solution in Visual Studio and expand the **AutomotiveSkill** project in the Solution Explorer. Double-click on the **appsettings.json** file to open it.

3. Update your **appsettings.json** file with the newly created .bot file name and .bot file secret. The .bot file is located in the root directory of the **AutomotiveSkill** project.

```
{
  "botFilePath": "./YOURBOTFILE.bot",
  "botFileSecret": "YOUR_BOT_SECRET",
}
```

- Finally, add the .bot file paths for each of your language configurations (English only at this time). You can find the bot file under the **LocaleConfigurations** folder.

```
"defaultLocale": "en-us",
"languageModels": {
  "en": {
    "botFilePath": "./LocaleConfigurations/YOUR_EN_BOT_PATH.bot",
    "botFileSecret": "YOUR_BOT_SECRET"
  }
}
```

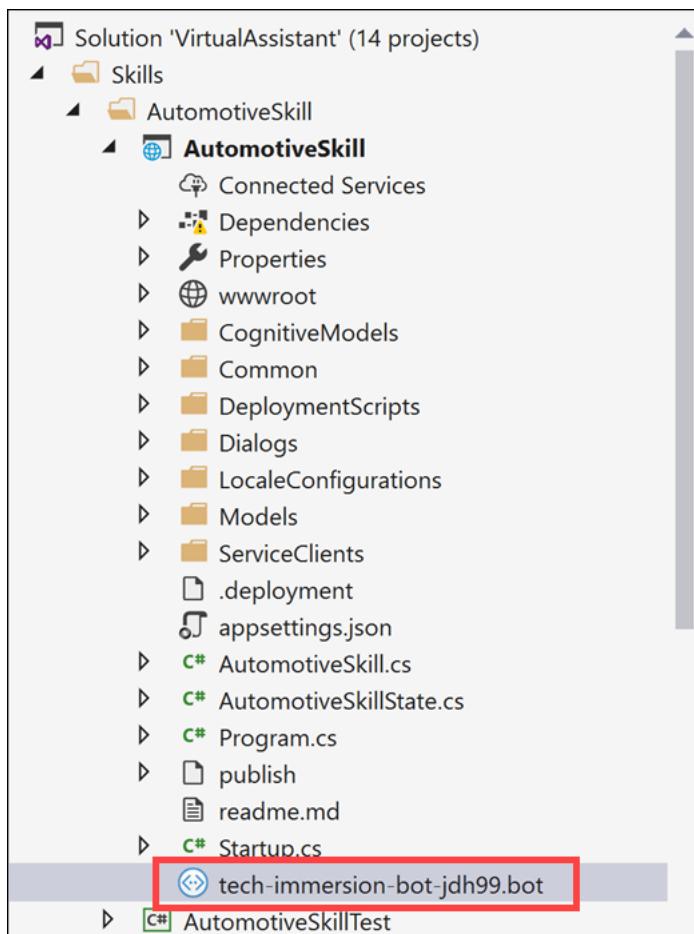
```

1  {
2    "botFilePath": "./tech-immersion-bot-jdh99.bot",
3    "botFileSecret": "20vlTb8YbUF069NbES1Qp3rA92gTIAR7uAxSTHrBfxQ=",
4    "defaultLocale": "en-us",
5    "languageModels": {
6      "en": {
7        "botFilePath": "./LocaleConfigurations/tech-immersion-bot-jdh99en.bot",
8        "botFileSecret": "20vlTb8YbUF069NbES1Qp3rA92gTIAR7uAxSTHrBfxQ="
9      }
10    },
11    "Parameters": [],
12    "Configuration": {}
13 }

```

Screenshot of a completed **appsettings.json** file.

4. The last file change you need to make is to update the development endpoint setting within the .bot file located in the **AutomotiveSkill** root folder. There is a bug that currently exists which adds the appId and appPassword values of your Azure App to the development endpoint, which is meant to be run locally. If those values are present, the Bot Framework Emulator is not able to send messages to your bot when running it locally. To edit this file, **double-click** on the generated .bot file that is located in the root directory of the **AutomotiveSkill** project in the Visual Studio Solution Explorer.

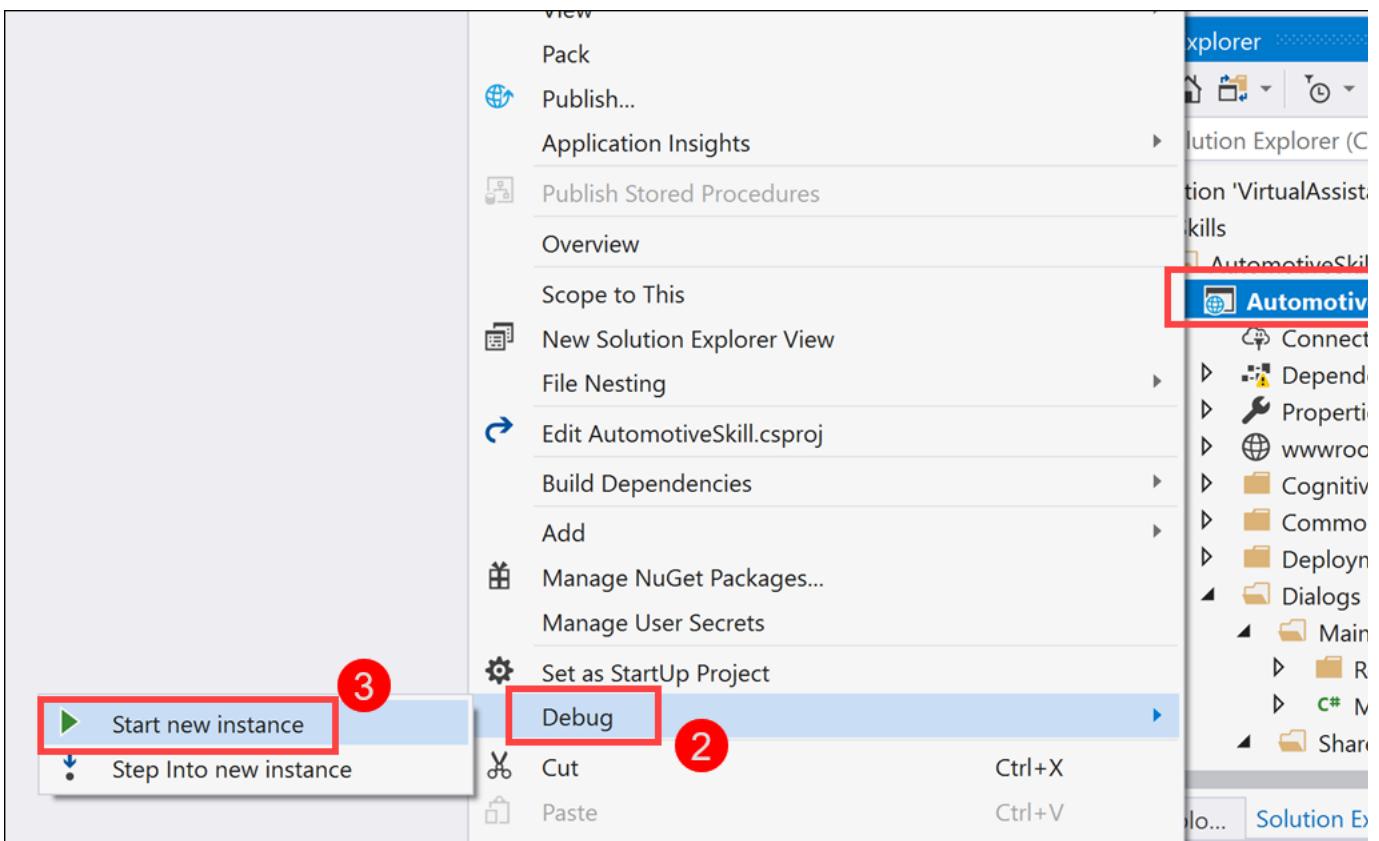


The bot file is highlighted within the Solution Explorer.

Find the JSON code block with the type set to **endpoint** and the name set to **development** and clear out the appId and appPassword values. The edited result should look like the following:

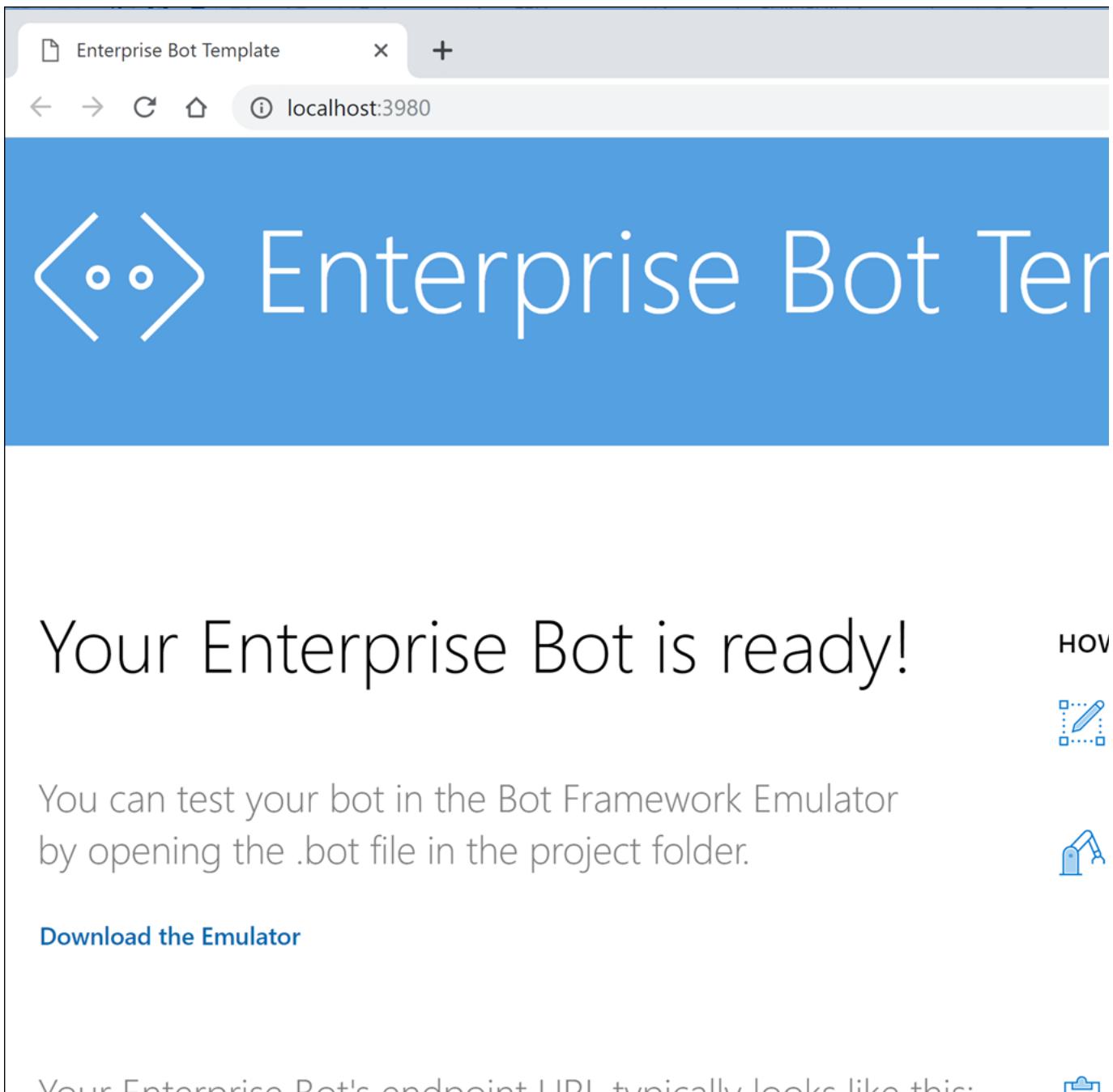
```
{  
    "type": "endpoint",  
    "id": "1",  
    "name": "development",  
    "appId": "",  
    "appPassword": "",  
    "endpoint": "http://localhost:3980/api/messages"  
},
```

5. Next, you must **Debug** the **AutomotiveSkills** project. To do this, **right-click** the **AutomotiveSkills** project in the Solution Explorer, then select **Debug** in the context menu, then **Start new instance**.

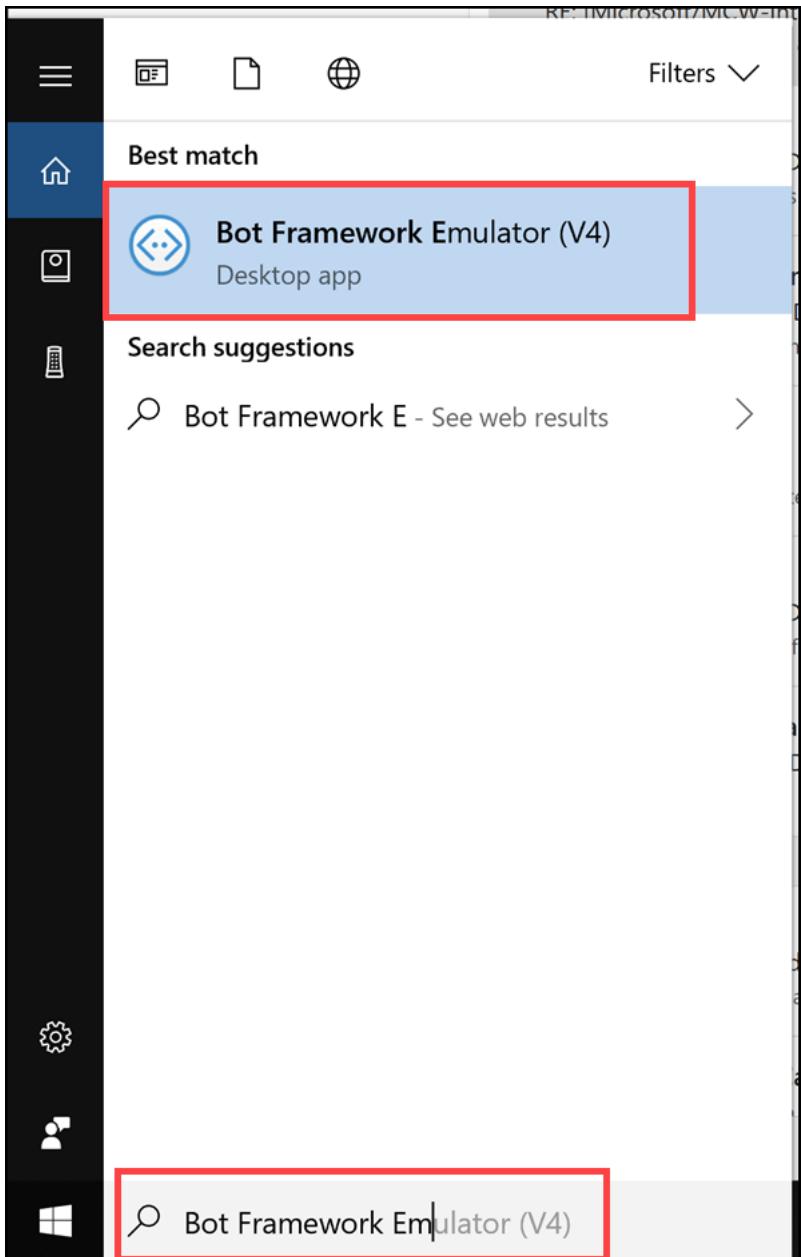


The 'AutomotiveSkill' project is highlighted, as well as the Debug and Start new instance sub-menu items.

- After a few moments, a new web browser window will open, displaying web page with the message, "Your Enterprise Bot is ready!". **Leave this window open** and continue to the next task.

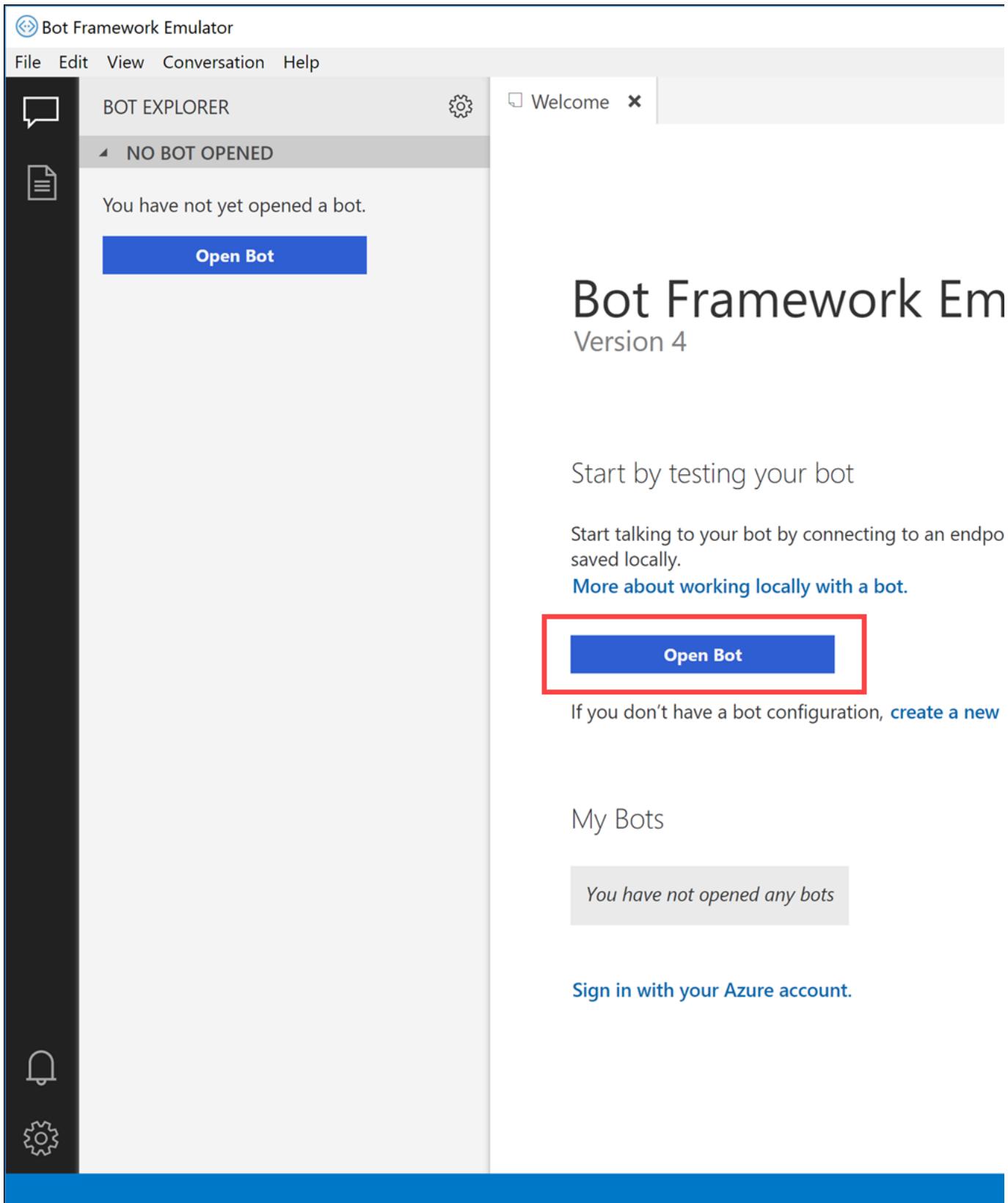


7. Oftentimes, the Bot Framework Emulator automatically launches after the bot file is created. If not, open it by clicking on the search box next to the Start Menu on the bottom-left corner of your Windows desktop. Type **Bot Framework Emulator**, then select the Bot Framework Emulator desktop app in the search results.



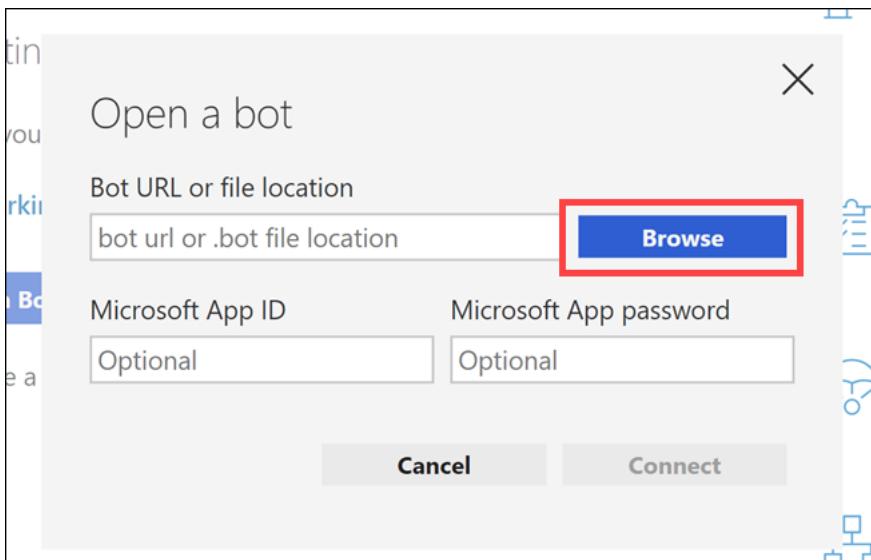
The search box has “Bot Framework Emulator” entered into it and the desktop app is highlighted in the results.

8. Within the Bot Framework Emulator window, click on **Open Bot**.



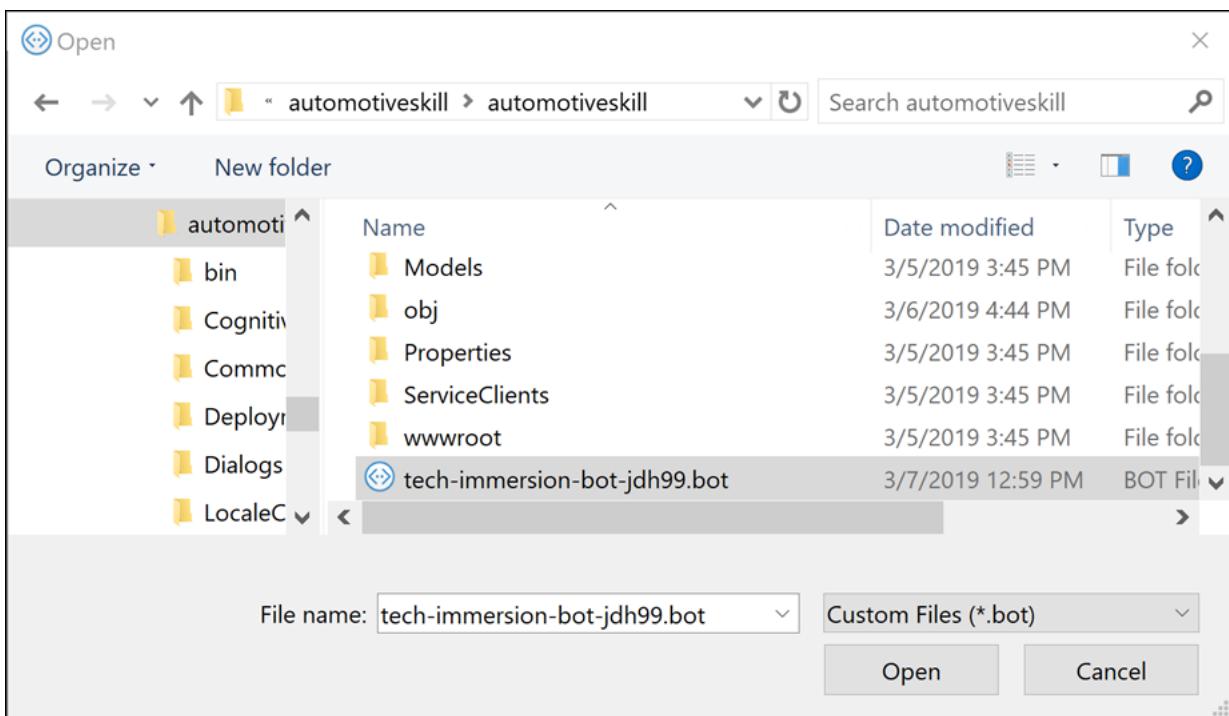
The Open Bot button is highlighted on the Bot Framework Emulator home screen.

9. In the “Open a bot” dialog, click the **Browse** button to find the generated bot file.



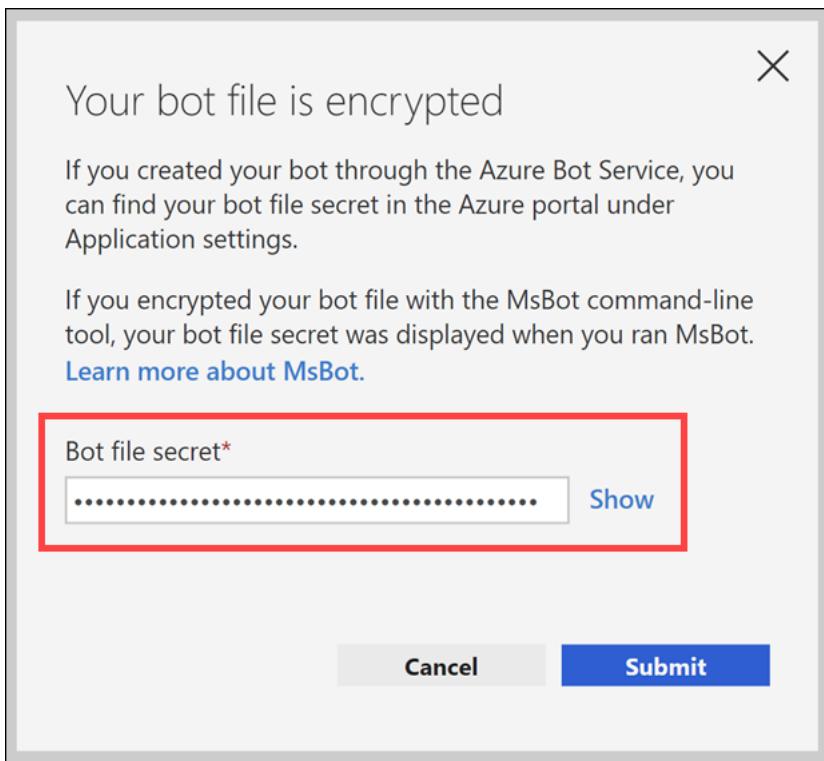
The Browse button is highlighted.

10. Within the Open file browser, navigate to C:\lab-files\ai\1\skills\automotiveskill\automotiveskill, select your generated bot file, then click **Open**.



The file browser is displayed.

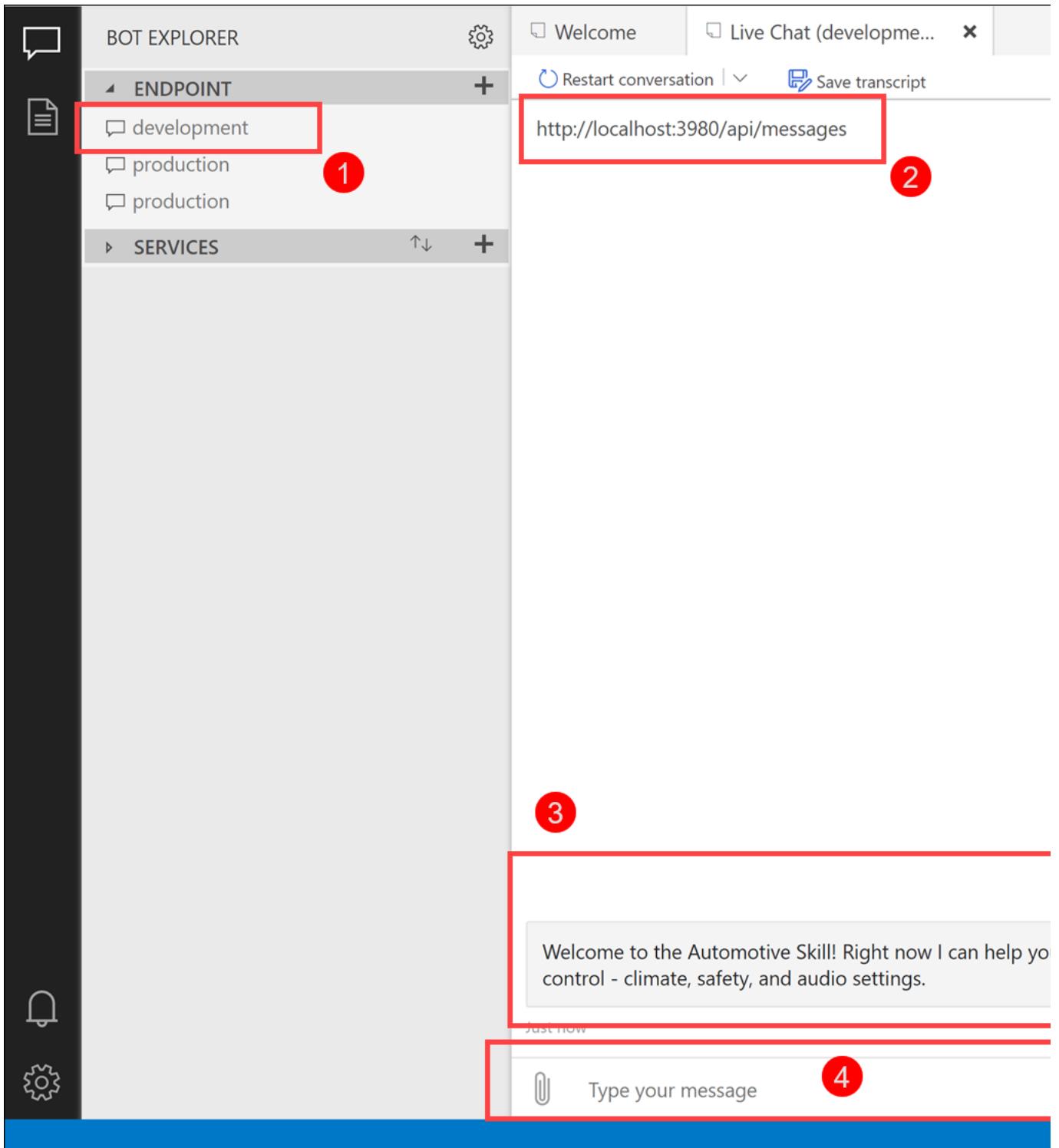
11. You should see a dialog prompting you for your bot file secret. **Paste** the bot file secret you copied in Step 1 above, then click **Submit**.



The bot file secret dialog is displayed.

12. Now you should see a Live Chat window with the following features:

1. **Development endpoint:** Make sure this endpoint is selected under endpoints to the left. You cannot use the production endpoint until you publish your bot.
2. **Bot service path:** This should display the path to your locally running bot (<http://localhost:3980/api/messages>). If not, select the development endpoint on the left.
3. **Welcome message:** The bot is configured to show a welcome message when the user first connects to it. This is controlled by the dialogs within the project that you explored. This area is where your chat history is displayed as well.
4. **Send message box:** Use this textbox to type in and send all of your messages to the bot.



The Live Chat window is displayed with each of the described features highlighted.

13. Type `help` and hit Enter. The bot will respond with a message and a list of suggested actions. Notice that the Log pane to the right lists both user input and bot response activities. You can click on any of the hyperlinks within the Log to view the activity details in the Inspector above. If you click on an item in the chat window, such as the `help` message you typed, you can inspect the data that was sent to the bot as well as the response. For now, click on the `put the air on my feet`, or type it in if you don't see it as a suggested action.

□ Welcome □ Live Chat (developme... X

↻ Restart conversation | ↕ Save transcript

http://localhost:3980/api/messages INSP

```
{
  "c
  "15:
}
"e
"e
6b3:
}:
"e

```

Welcome to the Automotive Skill! Right now I can help you with vehicle setting control - climate, safety, and audio settings.

An hour ago

help

A minute ago

Right now I can help you with vehicle setting control - climate, safety, and audio settings.

A minute ago

set temperature to 21 degrees    warm up the back of the car    put the air on my feet

Type your message

The Live Chat window is displayed with various outputs.

14. The bot sent the `put the air on my feet` text to LUIS so that it could derive your intent and desired action. If you click on the LUIS trace message in the chat window, you should see the following in the Inspector pane:

```
{
  "recognizerResult": {
    "alteredText": null,
    "entities": {
      "$instance": {
        "SETTING": [
          {
            "endIndex": 11,
            "score": 0.996788144,
            "startIndex": 8,
            "text": "air",
            "type": "SETTING"
          }
        ],
        "VALUE": [
          {
            "endIndex": 22,
            "score": 0.5489724,
            "startIndex": 18,
            "text": "feet",
            "type": "VALUE"
          }
        ]
      }
    }
  }
}
```

```

        "type": "VALUE"
    }
]
},
"SETTING": [
    "air"
],
"VALUE": [
    "feet"
]
},
"intents": {
    "VEHICLE_SETTINGS_CHANGE": {
        "score": 0.9998417
    }
},
"text": "put the air on my feet"
}
}

```

To explain, the utterance is your text (located on the bottom): `put the air on my feet`. LUIS detected the intent as `VEHICLE_SETTINGS_CHANGE` (you should remember that one from earlier) with a score, or “confidence” level of 99%. It detected two entities, a `SETTING` of “air” with a value of “feet”. The “air” setting also had a high score of 99%, but the setting value of “feet” scored about 55%.

The result is that the bot must clarify the user’s intent by prompting for more information. To do this, the bot asks which of the two matching settings would you like to select? Since you did not explicitly say to turn the air on in the back of the car or the front of the car, you need to tell it which option you like. The bot displays a [card](#) for you to choose from. You may either click on one of the options, or type it in.

Here are the matching settings. Which one? (1) Front Combined Air Delivery Mode Control(2) Rear Combined Air Delivery Mode Control



Here are the matching settings. Which one?

**Front Combined Air Delivery Mode Control**

**Rear Combined Air Delivery Mode Control**

The Live Chat shows the bot’s prompt to choose which air control mode to use.

15. If you selected or typed in the `Front Combined Air Delivery Mode Control` option, you should see a response from the bot that says: `Setting Front Combined Air Delivery Mode Control to Floor`. The amazing thing that happened is that your original somewhat vague request to “put the air on my feet” ultimately resulted in the bot telling the vehicle to turn on the air in the front of the car to the floor setting, knowing that your feet are most likely located on the floor :)

Front Combined Air Delivery Mode Control

Just now

Setting Front Combined Air Delivery Mode Control to Floor.

I'm here if you need me.

Just now

The bot’s response to your selected action.

16. Now type a command that the bot would not understand, such as “make me a coffee”. The bot will respond with, “Sorry, I don’t know what setting you’re talking about.”

make me a coffee

Just now

Sorry, I don't know what setting you're talking about.

Anything else I can help you with?

Just now

The bot responded with it does not know what setting you are talking about.

So how did this happen? Remember, the Dialogs within the bot's code controls the conversation flow. It first gets help from LUIS to decide what the user is trying to do. In this case the `ProcessSetting` method within the `VehicleSettingsDialog.cs` file is called and the LUIS result is evaluated to get the top (highest rated) intent.

```
var luisResult = state.VehicleSettingsLuisResult;
var topIntent = luisResult?.TopIntent()?.intent;
```

Next, the `topIntent`'s value is evaluated in a `switch` statement to perform actions based on the value. In this case, it is determined that the intent type is `VEHICLE_SETTINGS_DECLARATIVE`. Next, some post-processing of the entities is performed as well as removing entities that don't make sense (like "coffee"). After this processing and cleanup is done, there are no matching setting names, so we call `SendActivityAsync` with the `VehicleSettingsResponses.VehicleSettingsMissingSettingName` response.

```
switch (topIntent.Value)
{
    case Luis.VehicleSettings.Intent.VEHICLE_SETTINGS_CHANGE:
    case Luis.VehicleSettings.Intent.VEHICLE_SETTINGS_DECLARATIVE:
        // Perform post-processing on the entities, if it's declarative we indicate for special processing (opposite of the condition they've express
        settingFilter.PostProcessSettingName(state, topIntent.Value == Luis.VehicleSettings.Intent.VEHICLE_SETTINGS_DECLARATIVE ? true : false);

        // Perform content logic and remove entities that don't make sense
        settingFilter.ApplyContentLogic(state);

        var settingNames = state.GetUniqueSettingNames();
        if (!settingNames.Any())
        {
            // missing setting name
            await sc.Context.SendActivityAsync(ResponseManager.GetResponse(VehicleSettingsResponses.VehicleSettingsMissingSettingName));
            return await sc.EndDialogAsync();
        }

        // ...
        // REMOVED FOR BREVITY
        // ...
}
```

Remember reading about the Speech & Text response files at the end of the previous Task? That's what the `VehicleSettingsResponses.VehicleSettingsMissingSettingName` value was referring to. You can find the `VehicleSettingsMissingSettingName` response within the `VehicleSettingsResponses.json` file:

```
"VehicleSettingsMissingSettingName": {
    "replies": [
        {
            "text": "Sorry, I don't know what setting you're talking about.",
            "speak": "Sorry, I don't know what setting you're talking about."
        }
    ],
    "inputHint": "ignoringInput"
},
```

17. Now that you are starting to understand what is going on, try out the following commands to see how the bot responds:

- o Set temperature to 68 degrees
- o It's feeling cold in the back
- o The passenger is freezing
- o temperature
- o Increase the volume
- o adjust the equalizer
- o The volume is too low

## Task 6: Open LUIS to view the generated apps

If you recall, the bot deployment script created Azure services, generated a .bot file, and converted the .lu files to JSON files were uploaded to LUIS. Let's take this new knowledge about how LUIS works and how the files are used to train it, and browse to the LUIS portal to explore the generated apps.

1. Navigate to the LUIS portal ([www.luis.ai](http://www.luis.ai)) and sign in if needed. You should see four new apps listed underneath **My Apps**, each of which start with the name of your bot. You can see by the `Endpoint hits` value which LUIS app gets used the most.

# My Apps ?

[+ Create new app](#) [↑ Import new app](#)

<input type="checkbox"/>	Name	Culture	Create
	<a href="#">tech-immersion-bot-jdh99en_settings_value</a> (V 0.1)	en-us	3/6/19
	<a href="#">tech-immersion-bot-jdh99en_settings_name</a> (V 0.1)	en-us	3/6/19
	<a href="#">tech-immersion-bot-jdh99en_settings</a> (V 0.1)	en-us	3/6/19
	<a href="#">tech-immersion-bot-jdh99en_General</a> (V 0.1)	en-us	3/6/19

My Apps is displayed with a list of generated LUIS apps.

2. Open the app that ends with **General**. Select **Intents** under App Assets on the left-hand menu. Notice that each named intent has a number of labeled utterances. Remember, utterances are used to train LUIS on different ways a user may express their intent. Generally speaking, the more utterances you have, the more variety of ways LUIS can understand how people may type or speak a phrase.

✓ App Assets

**Intents**

Entities

✓ Improve app performance

Review endpoint utterances

Phrase lists

Patterns

PREVIEW

Prebuilt Domains

The list of General intents.

3. Select the **Cancel** intent.

4. You may use the navigation controls on the bottom of the list to look through the utterances for this intent. If you click on a word, you will see an option to assign an entity to that word. We'll take a look at an utterance with an entity in a bit to see what that looks like.

## Intents ?

+ Create new intent + Add prebuilt domain intent

Name ^

**Cancel**

**Confirm**

**Escalate**

**FinishTask**

**GoBack**

**Help**

**Logout**

**None**

**ReadAloud**

**Reject**

# Cancel ✎

Type about 5 examples of what a user might say and hit Enter

Entity filters ▾  S

Utterance

no cancel it

oh [cancel]

sorry , don ' t do it

oh don ' t do that

just cancel it

nothing please

quit

Screenshot of the Cancel intent.

5. Select **My apps** in the top menu. Now open the app that ends with \*\*\_settings\*\*.

You can now run Luis on a container i

## My Apps ?

[+ Create new app](#) [↑ Import new app](#)

<input type="checkbox"/>	Name	Culture
	<a href="#">tech-immersion-bot-jdh99en_settings_value</a> (V 0.1)	en-us
	<a href="#">tech-immersion-bot-jdh99en_settings_name</a> (V 0.1)	en-us
<input type="checkbox"/>	<a href="#">tech-immersion-bot-jdh99en_settings</a> (V 0.1)	en-us
	<a href="#">tech-immersion-bot-jdh99en_General</a> (V 0.1)	en-us

My Apps is displayed with the settings app highlighted.

6. As you can see, this app's intents have a much larger number of labeled utterances. Select **VEHICLE\_SETTINGS\_DECLARATIVE**.

## Intents ?

[+ Create new intent](#) [+ Add prebuilt domain intent](#)

<input type="checkbox"/>	Name ^	Labeled Utterances
	<a href="#">None</a>	0
	<a href="#">VEHICLE_SETTINGS_CHANGE</a>	5525
	<a href="#">VEHICLE_SETTINGS_CHECK</a>	3741
	<a href="#">VEHICLE_SETTINGS_DECLARATIVE</a>	1191

The settings app's intents are listed.

7. As you can see, these utterances are a bit more descriptive and contain one or more **SETTING** and/or **VALUE** entities. When you hover over an entity, you can see a sample value. Feel free to explore the other entities.

# VEHICLE\_SETTINGS\_DECLARATIVE

Type about 5 examples of what a user might say and hit Enter

Entity filters   S

Utterance

it ' s too **VALUE** in here

it ' s as **VALUE** as a **SETTING** in here

turn **VALUE** the **SETTING** , i can ' t hear anything

my **SETTING** are getting way too **VALUE**

why is my **SETTING** **VALUE**

why is my **SETTING** **VALUE**

why is the **SETTING** **VALUE**

The declarative intent is shown.

8. Select **Entities** on the left-hand menu. The list of entities shows the number of times each is used within an utterance. If you click on an entity, you can browse through the list of utterances in which it is used.

The list of entities is displayed.

9. Select **Dashboard** on the top menu to view statistics about this app. The top of the dashboard displays app state information, like the status and number of labeled utterances.

## App State

### App Status

Last trained: Mar 6, 2019, 4:08:00 PM

Last published: Mar 6,

### Intents

4

### Entities

6

### List Entities

0

## Endpoint State

### Endpoint Hits per Period PER DAY (7)



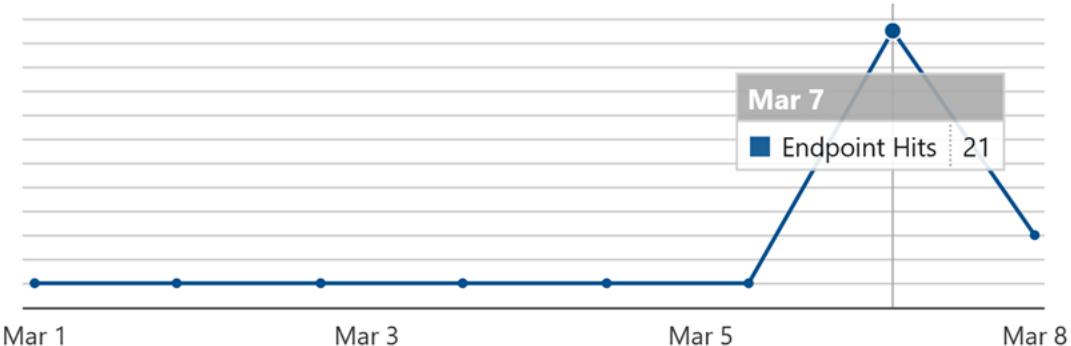
Total:  
SINC

The top of the dashboard is displayed and the Dashboard menu item is highlighted.

- When you scroll further down, you will see the **Endpoint State** section, which gives you a sense of how much the endpoint is being used and when.

## Endpoint State

Endpoint Hits per Period  
PER DAY (7)



Total End|  
SINCE APP CI

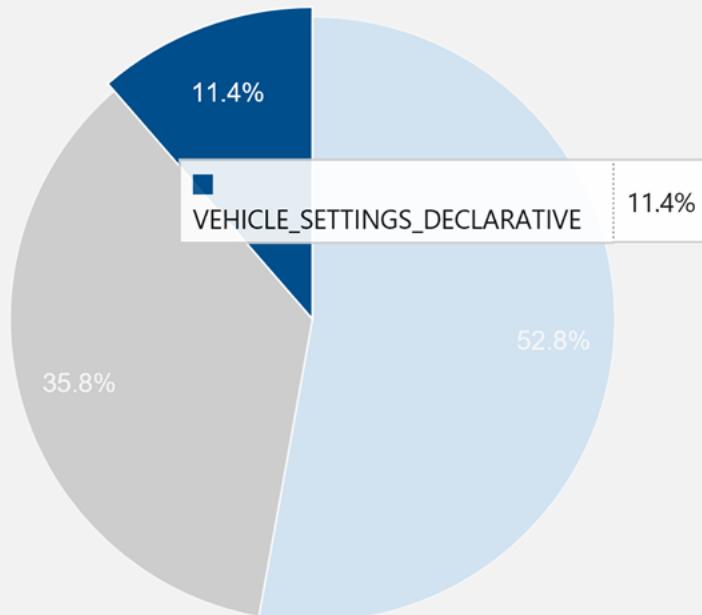
Key Usage

The Endpoint State section of the Dashboard is shown.

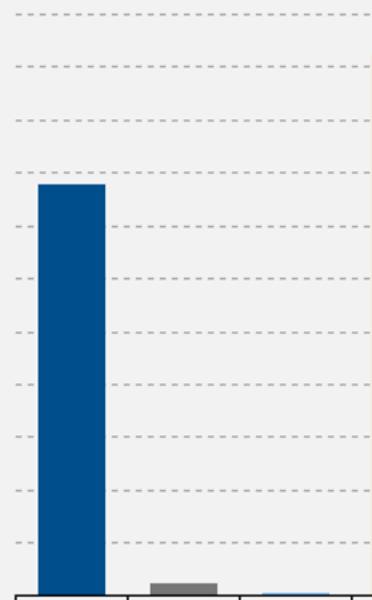
11. The bottom of the dashboard shows detailed model view charts with the intent and entity breakdowns by utterance. This can give you an idea of which intents and entities are used in the most utterances. Hover over any section of the chart to view its label.

## Detailed Model View

Intent Breakdown  
ON LABELED UTTERANCES



Entity Breakdown  
ON LABELED UTTERANCES



The Detailed Model View of the Dashboard is shown.

## Wrap-up

Thank you for participating in the Bot solutions experience! We hope that you are excited about how you can use the Virtual Assistant Solution Accelerator alongside our bot services to create some interesting solutions of your own. Please feel free to refer back to this experience at any time to learn more about the solution accelerator, LUIS, and other Azure services that make these capabilities shine.

To recap, you experienced:

1. How to quickly get started with [LUIS](#) to add natural language processing to your solutions.
2. Using the deployment scripts that come with the Virtual Assistant Solution Accelerator to create all of the Azure resources for you, as well as to train LUIS with thousands of text entries.
3. Exploring the Virtual Assistant starter solution, learning how things are laid out, which skills are included, and where to make modifications to the Automotive Skill if needed.
4. Using the Bot Framework Emulator to test your bot locally and examine the data being sent back and forth between your bot and its related services.
5. Exploring LUIS to see how intents, entities, and utterances are stored and relate to one another.
6. Viewing usage reports in LUIS to see how users are sending commands and how those commands translate to the most-used intents and entities, giving you insight into where to make improvements.

## Additional resources and more information

The Virtual Assistant solution accelerator is a great starting point for adding many new skills or updating existing ones to your bot. To address some of Contoso Auto's requirements, you may consider doing the following:

Contoso Auto wants to have the bot proactively alert the driver when there is a potential problem with the vehicle, which it detects by monitoring vehicle sensor data. Right now, the Automotive skill bot is exclusively reactive (user-initiated). However, you can proactively send messages that are triggered by external events by using a combination of the Bot Framework's `ContinueConversationAsync` function to patch into a previously started conversation, and the `ProactiveStateMiddleware` to store the previous conversation. Read more about [sending proactive messages](#).

One of the experiences in this set of labs is to train a machine learning model to detect when a driver might have to change out the vehicle's battery, based on telemetry captured and stored for a given vehicle. Using [Azure Machine Learning](#), you can manage and deploy that trained model either as a service hosted online, or on an edge device, such as [IoT Edge](#). An edge device would be the onboard computer that hosts the Automotive bot that interfaces with the vehicle's telematics solution to read sensor data and perform other vehicle functions. Your bot would need to be configured to either work with the machine learning model that's stored locally, or connect to the hosted machine learning model online. If you are going the online route, you would likely want to have an API layer between the onboard bot and the model. [Azure Functions](#) may be ideal for acting as the API, with [API Management](#) serving as the API layer, providing a set of endpoints for multiple APIs, authentication services, rate-limiting, etc. Your function would accept the scoring request from the bot to check for any concerns about the vehicle based on telemetry data, and call out to this and other trained machine learning models for a prediction. It would then send a [proactive message](#) to the bot. The bot could then alert the user if needed, and ask the user for an action. Such an action would be to find the nearest service center to set up an appointment. At this point, you could use the Points of Interest skill to find the nearest service center and get directions or contact information. The possibilities are nearly limitless on how you can add new capabilities to the bot.