Professional Software Developer

Mission 2 | Vidyasagar katam

Project 2
Natural Language Processing using Azure LUIS

Natural Language Processing:

Natural Language Processing (NLP) refers to the field of computer science and artificial intelligence that deals with the interaction between computers and human language. It involves the development of algorithms and techniques that enable machines to understand, interpret, and generate human language, allowing them to perform tasks such as language translation, sentiment analysis, and speech recognition

Use Case-Turners Cars

1. If a customer visits the Turner’s website and starts a chat with their customer service chatbot.

2. The customer asks a question in natural language, such as "Do you have any SUVs available?“

3. Azure LUIS processes the customer's question and identifies the intent behind it, which in this case is to find out what types of cars available with the Turners.

4. Azure LUIS (CLU) extracts relevant information from the customer's question, such as the fact that they are interested in SUVs.

5. The chatbot responds with information about the SUVs available with the Turners, including their makes and models.

6. The customer can ask follow-up questions (e.g., "How many previous owners does this car have?" or "Can I see pictures of the interior?") and the chatbot will use Azure LUIS to extract the relevant entities and provide a response.

7. Once the customer has narrowed down their options, the chatbot can schedule a test drive or connect the customer with a salesperson to finalize the purchase.

Use Case-Flow

SUV's

Turners Website

Chatbot

CLU

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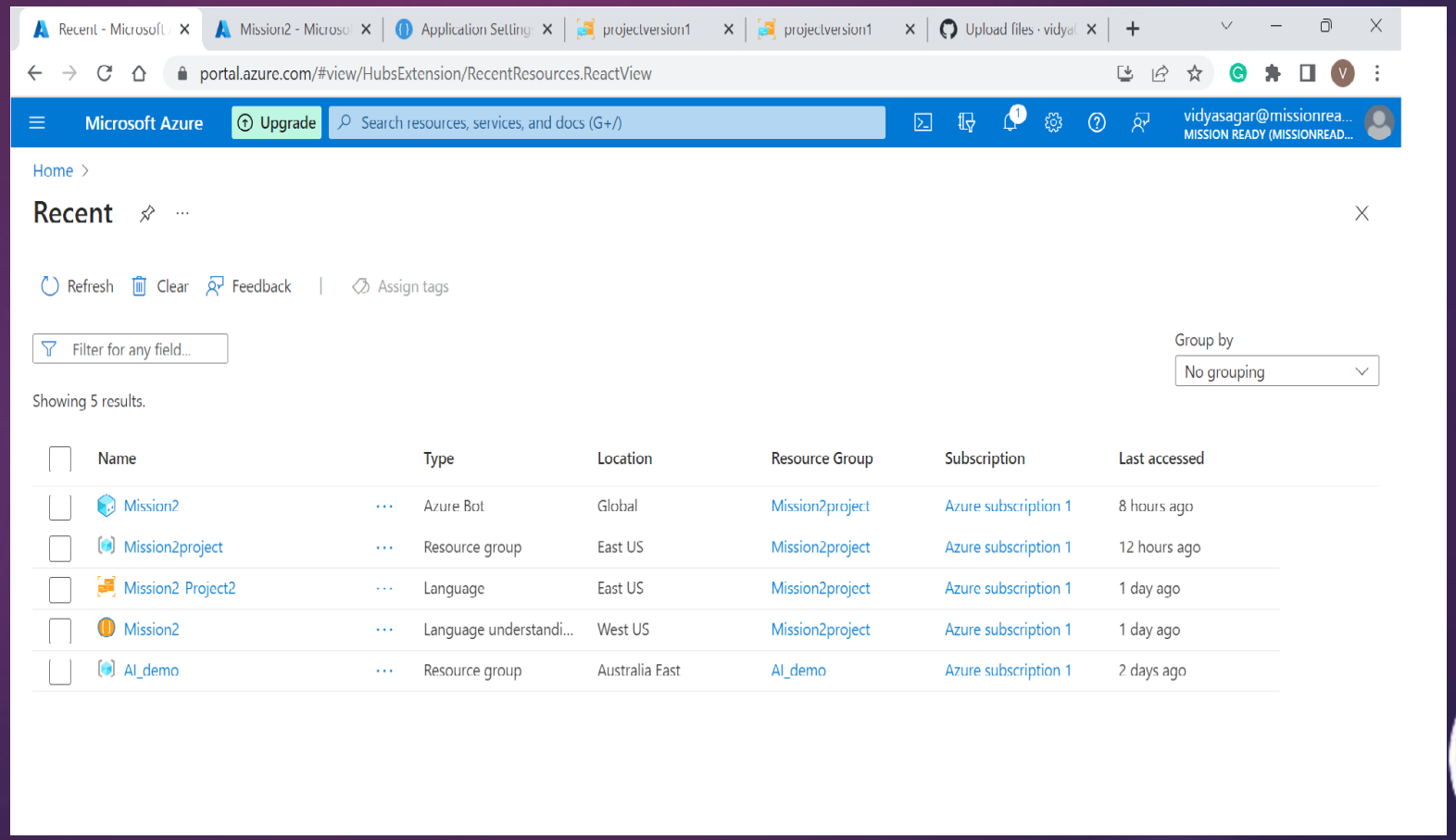
Once the customer has narrowed down their options, the chatbot can schedule a test drive or connect the customer with a salesperson to finalize the purchase.

Azure Portal

URL : https://portal.azure.com/#view/HubsExtension/RecentResources.ReactView

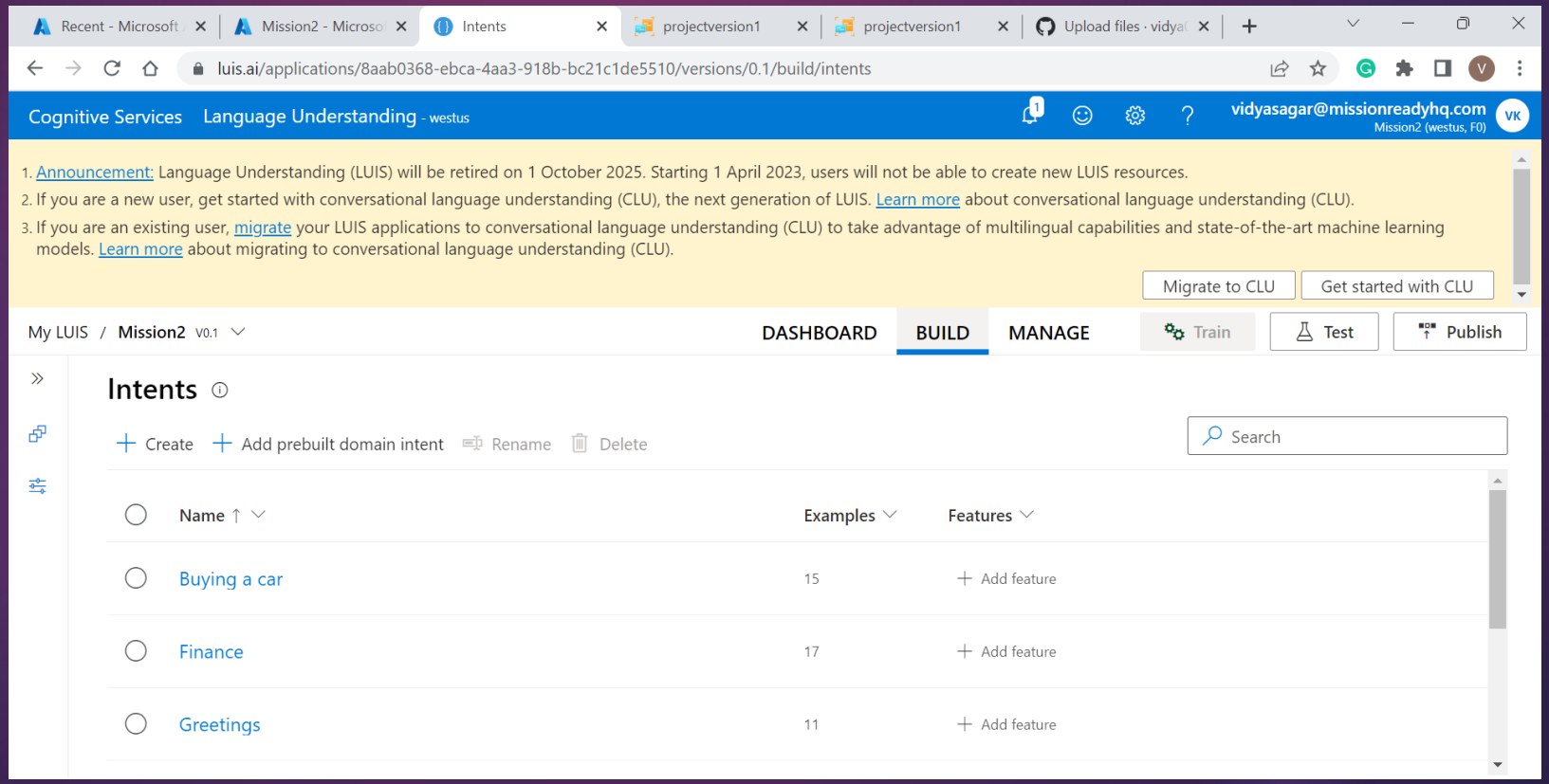
Screenshot:



LUIS Portal

URL : https://www.luis.ai/applications/8aab0368-ebca-4aa3-918b-bc21c1de5510/versions/0.1/build/intents

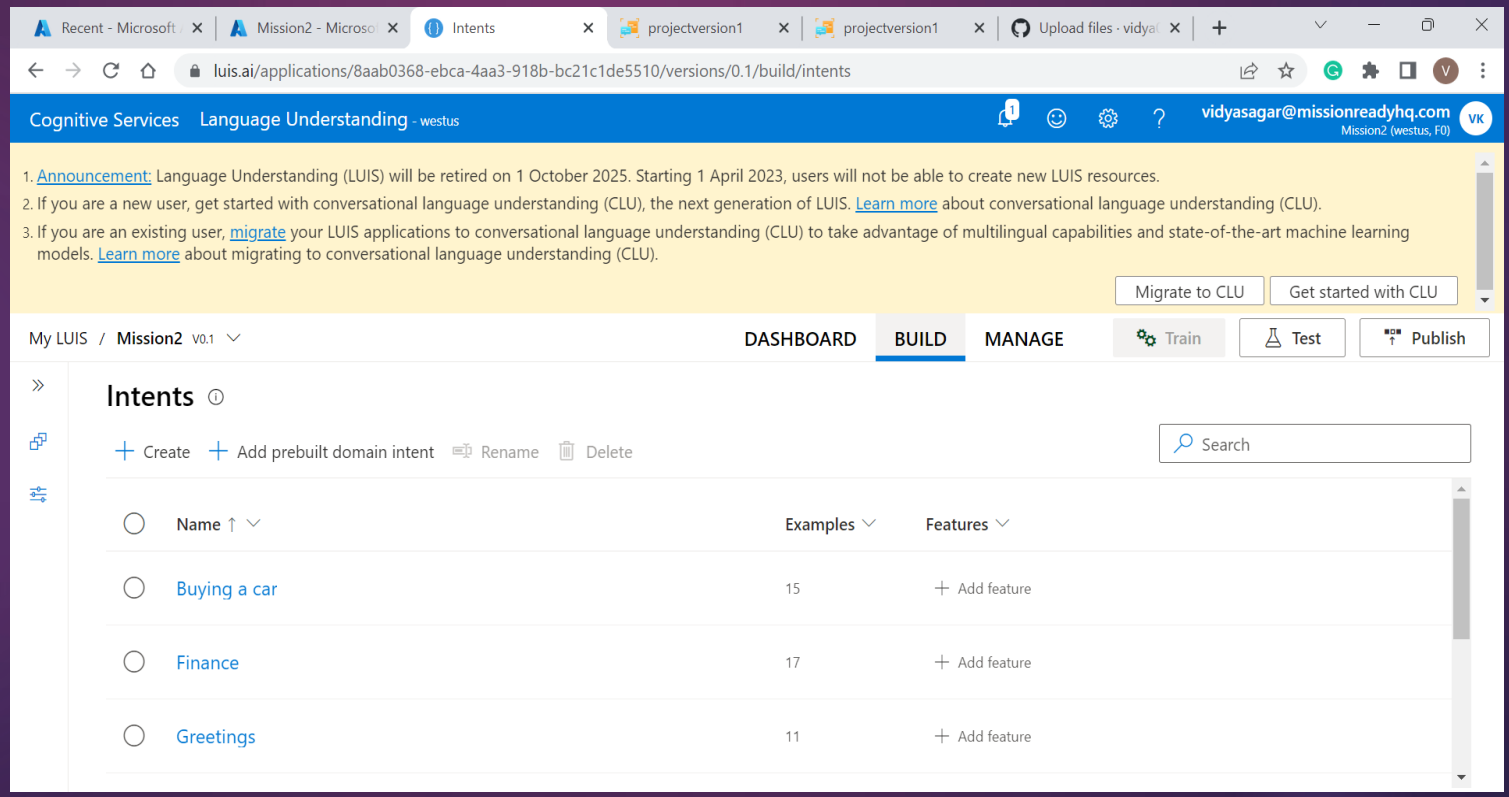
Screenshot:



CLU Portal

URL : https://language.cognitive.azure.com/clu/projects/project2/tag

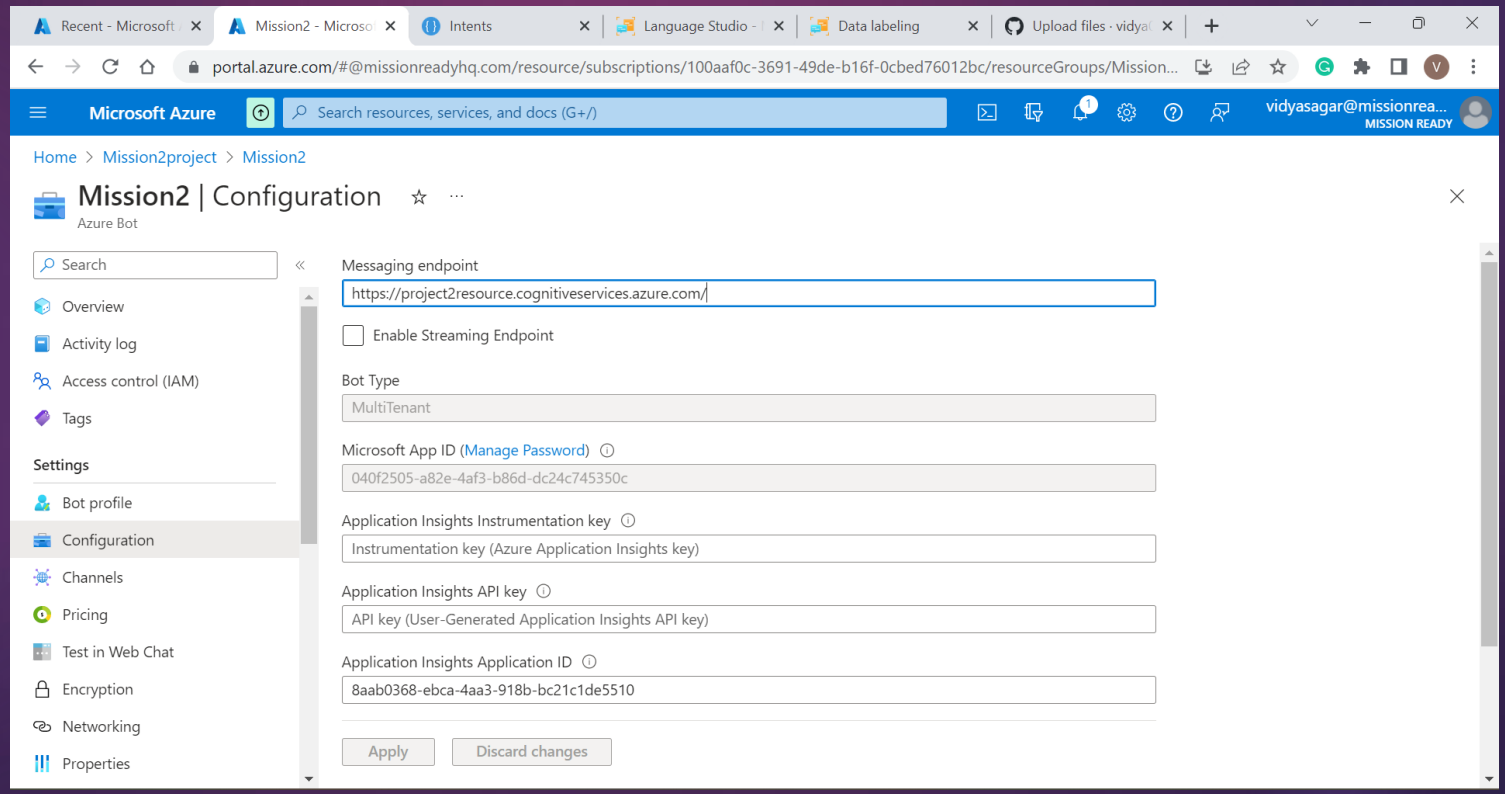
Screenshot:



AzureBot Portal

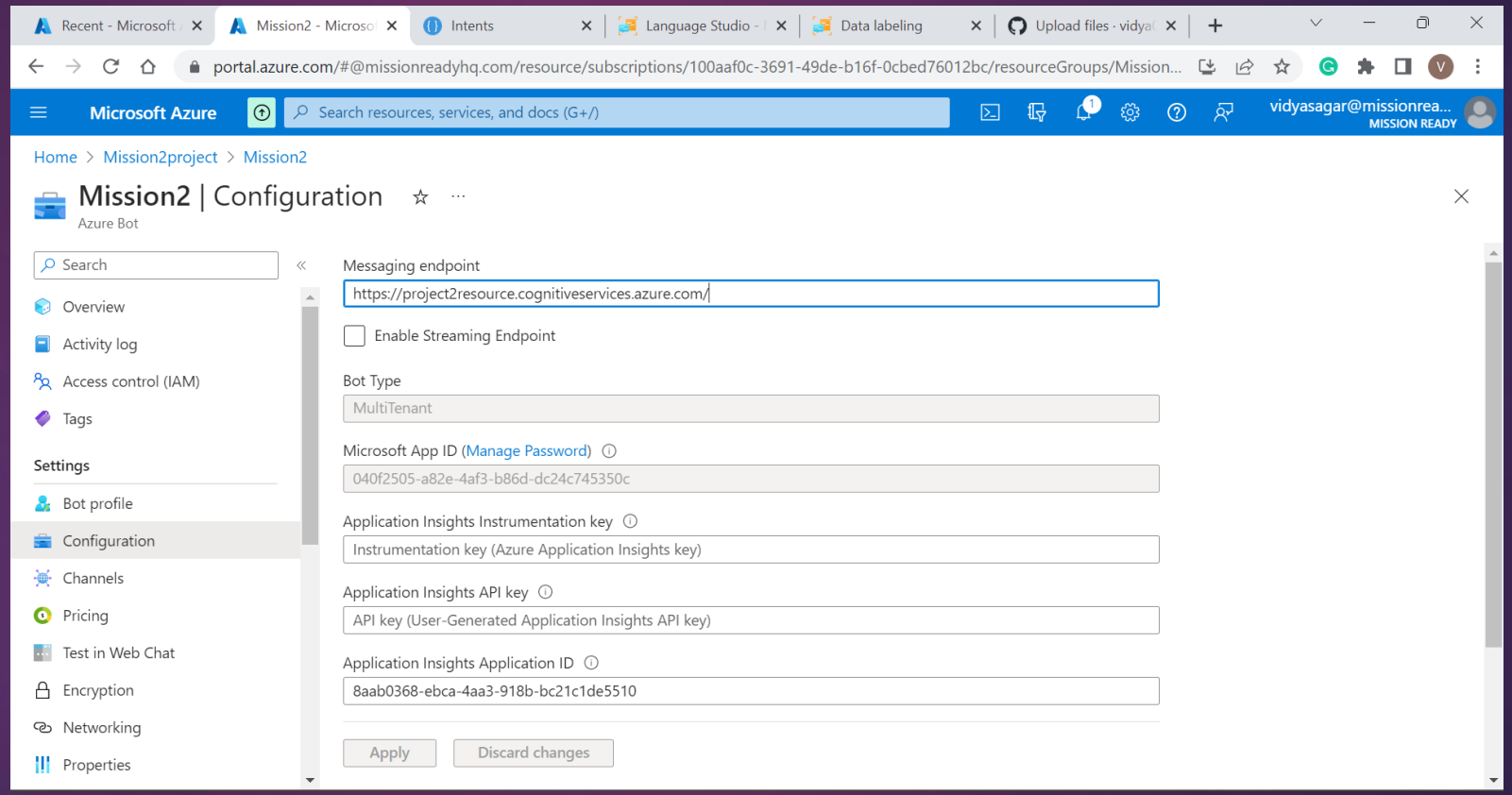
URL : https://portal.azure.com/#@missionreadyhq.com/resource/subscriptions/100aaf0c-3691-49de-b16f-0cbed76012bc/resourceGroups/Mission2project/providers/Microsoft.BotService/botServices/Mission2/config

Screenshot:



Bot Framework Composer

Screenshot:



Thank you..