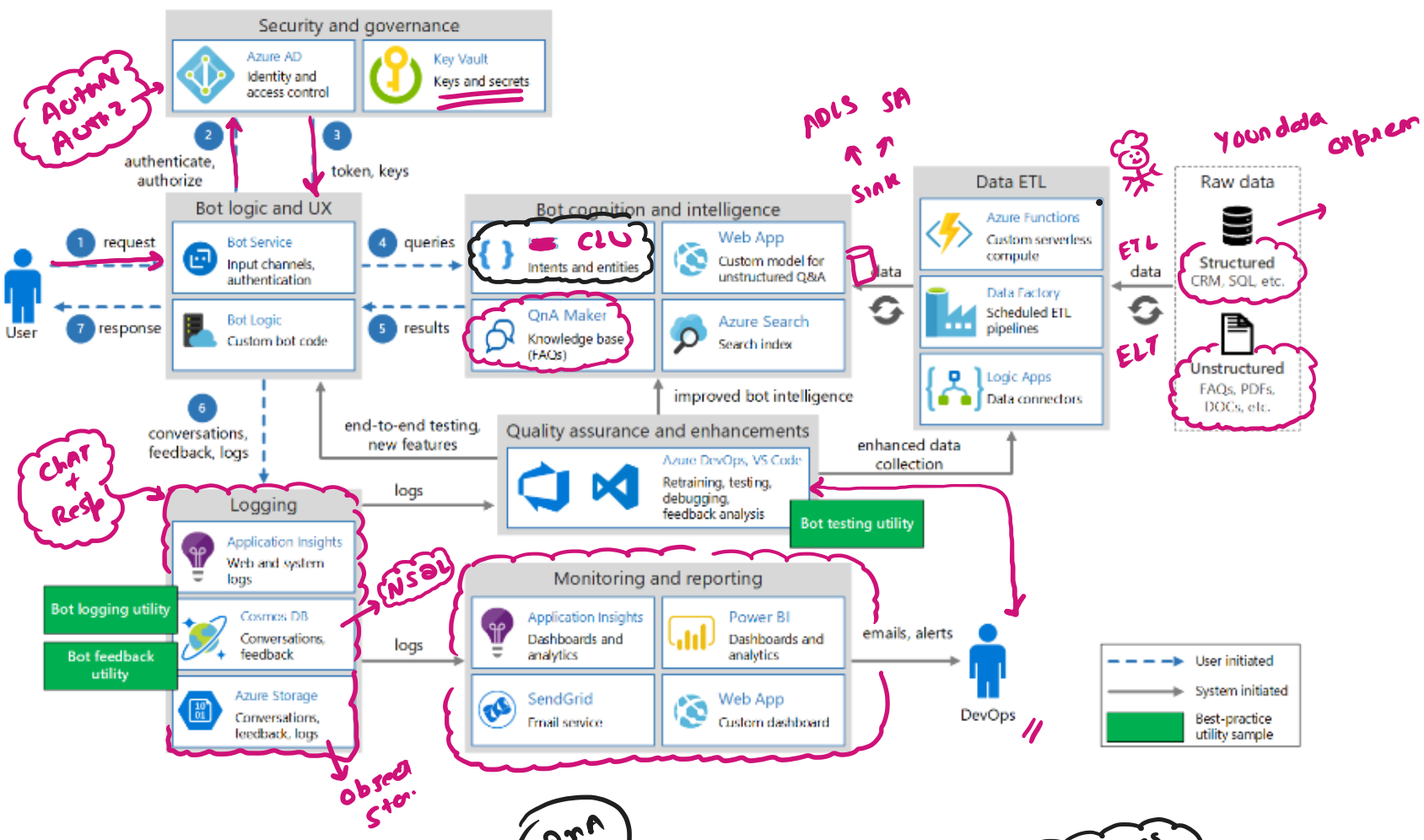
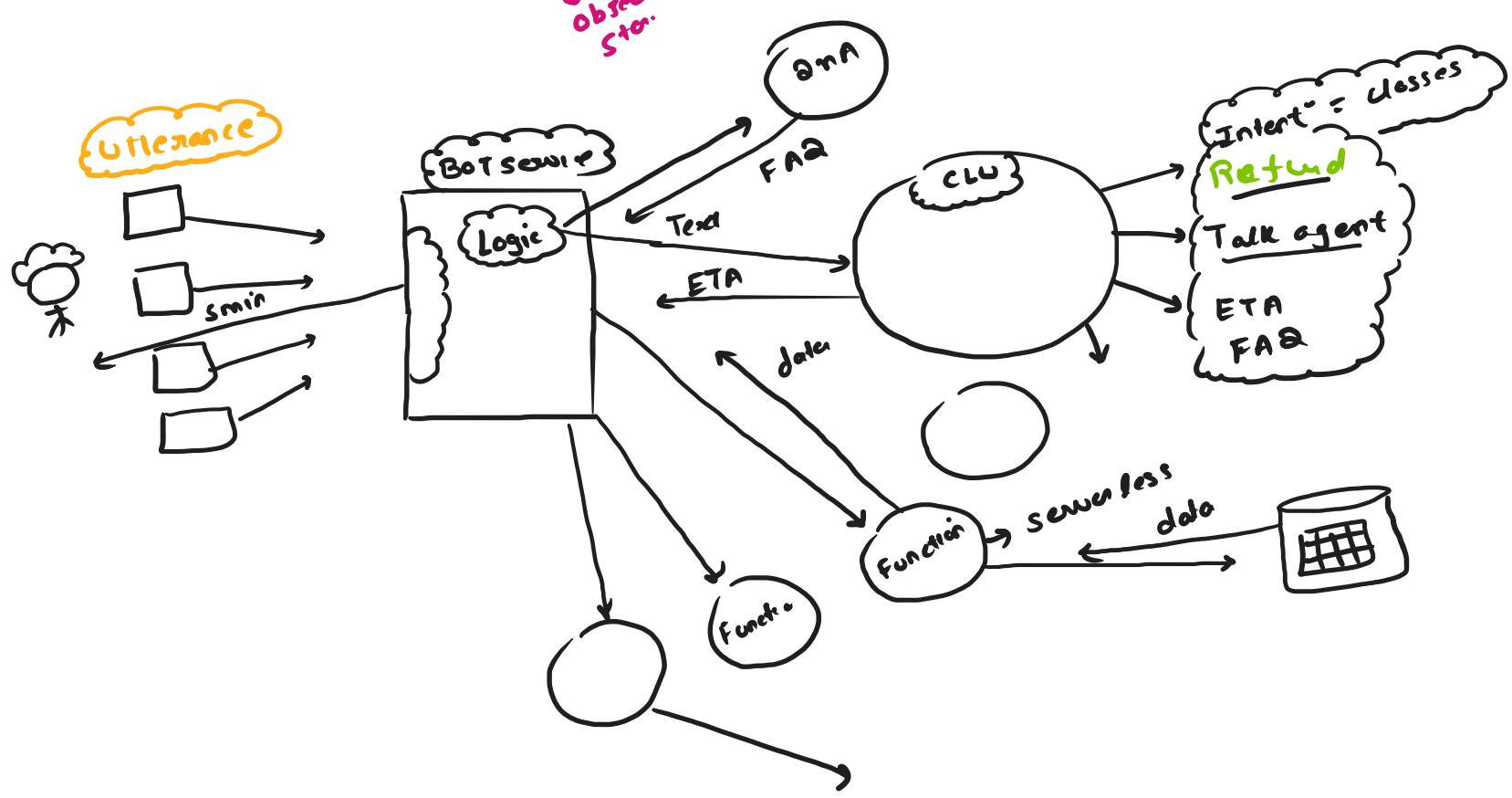

Security and governance
Azure AD
Identity and access control
Key Vault
Keys and secrets
authenticate, authorize
token, keys
Bot logic and UX
Bot Service
Input channels, authentication
Bot Logic
Custom bot code
request
response
User
queries
results
Bot cognition and intelligence
CLU
Intents and entities
Web App
Custom model for unstructured Q&A
QnA Maker
Knowledge base (FAQs)
Azure Search
Search index
data
Data ETL
Azure Functions
Custom serverless compute
Data Factory
Scheduled ETL pipelines
Logic Apps
Data connectors
data
Raw data
Structured
CRM, SQL, etc.
Unstructured
FAQs, PDFs, DOCs, etc.
conversations, feedback, logs
end-to-end testing, new features
improved bot intelligence
enhanced data collection
Quality assurance and enhancements
Azure DevOps, VS Code
Retraining, testing, debugging, feedback analysis
Bot testing utility
logs
Logging
Application Insights
Web and system logs
Cosmos DB
Conversations, feedback
Azure Storage
Conversations, feedback, logs
Bot logging utility
Bot feedback utility
logs
Monitoring and reporting
Application Insights
Dashboards and analytics
Power BI
Dashboards and analytics
SendGrid
Email service
Web App
Custom dashboard
emails, alerts
DevOps
User initiated
System initiated
Best-practice utility sample
Authn Authz
ADLS SA
Sink
Your data
on prem
ETL
ELT
Chat + Resp
NSQL
Object Stor.


Utterance
smin
Bot Service
Logic
QnA
FAQ
Text
ETA
CLU
Intent = classes
Refund
Talk agent
ETA
FAQ
data
Function
serverless
data
Function