Conversational Bot Service

FAQs

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Contents

1 General Consulting

1.1 What Is CBS?

Conversational Bot Service (CBS) is a cloud-based on AI service that you can use to build enterprise-grade conversational bots. You can use it for Question Answering Bot (QABot). QABot helps enterprises quickly build, release, and manage intelligent question-answering bots.

1.2 What Are the Application Scenarios of CBS?

QABot automatically answers questions from customers, collects frequently asked, easy-to-understand questions, and mines Q&A pairs and builds knowledge bases according to logs and user operation records, improving Q&A performance and reducing customer service O&M costs for enterprises.
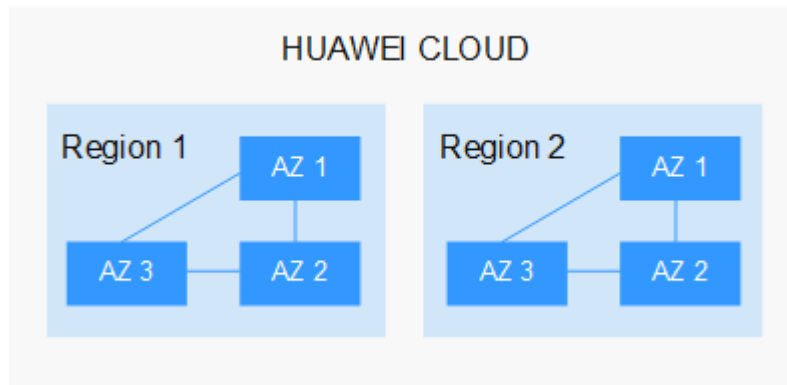
1.3 What Are Regions and AZs?

Regions and AZs

A region and availability zone (AZ) identify the location of a data center. You can create resources in a specific region and AZ.

- Regions are divided based on geographical location and network latency. Public services, such as ECS, EVS, OBS, VPC, Elastic IP (EIP), and Image Management Service (IMS), are shared within the same region. Regions are classified as universal regions and dedicated regions. A universal region provides universal cloud services for common tenants. A dedicated region provides specific services for specific tenants.

- An AZ contains one or more physical data centers. Each AZ has independent cooling, fire extinguishing, moisture-proof, and electricity facilities. Within an AZ, compute, network, storage, and other resources are logically divided into multiple clusters. AZs within a region are interconnected using high-speed optical fibers to support cross-AZ high-availability systems.

Figure 1-1 shows the relationship between regions and AZs.

Figure 1-1 Regions and AZs

HUAWEI CLOUD provides services in many regions around the world. You can select a region and AZ as needed.

How Should I Select a Region?

When selecting a region, consider the following factors:

- Geolocation

  You are advised to select a region close to you or your target users. This reduces network latency and improves access speed. However, Chinese mainland regions provide the same infrastructure, BGP network quality, as well as resource operations and configurations. Therefore, if you or your target users are in the Chinese mainland, you do not need to consider the network latency differences when selecting a region.

  – If you or your target users are in the Asia Pacific area (excluding the Chinese mainland), select the **CN-Hong Kong**, **AP-Bangkok**, or **AP-Singapore** region.

  – If you or your target users are in Africa, select the **AF-Johannesburg** region.

  – If you or your target users are in Europe, select the **EU-Paris** region.

- Related cloud services

  If you use multiple cloud services together, pay attention to the following constraints:

  – ECSs, RDS instances, and OBS buckets in different regions cannot communicate with each other through an internal network.

  – ECSs in different regions cannot be bound to the same load balancer.

- Resource price

  Resource prices may vary in different regions.

How Should I Select an AZ?

When determining whether to deploy resources in the same AZ, consider your application's requirements on disaster recovery (DR) and network latency.

- For high DR capability, deploy resources in different AZs in the same region.
- For low network latency, deploy resources in the same AZ.

Regions and Endpoints

When using an API to use resources, you must specify its region and endpoint. For more details, see **Regions and Endpoints**.

1.4 How Do I Cancel Auto-Renewal?

1. Hover your cursor on **Billing** in the upper right corner and click **Renewal**.
2. Choose **More** > **Modify Auto-Renew** in the **Operation** column for the desired resource.
3. On the **Modify Auto-Renew** page, click **Cancel Auto-Renew**.
4. Click **OK**.

2 QABot

2.1 Do I Have to Buy OBS Before Using QABot?

No. OBS is not required for using QABot.

2.2 Can I Buy QABot Seperately or Try QABot for Free?

You can purchase QABot separately. No free trial is available.

2.3 What Languages Does QABot Support?

Currently, QABot can answer Chinese and English questions. HUAWEI CLOUD QABot's Chinese Mainland and International websites allow you to ask Chinese and English questions, respectively.

2.4 How Can I Renew QABot If My Q&A Bots Are in the Frozen State?

QABot in the frozen state cannot provide services. You need to renew QABot before using it.