Conversational Bot Service

Quick Start

Issue	01
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1 Getting Started with QABot

Scenario

This section takes the IT call center of an enterprise as an example. The call center answers a large number of IT questions from enterprise employees every day. These questions contain numerous repeated questions. To reduce O&M costs, the call center uses Question Answering Bot (QABot) of Conversational Bot Service (CBS) to answer questions.

This section describes the procedures of purchasing and using a Q&A bot.

- **Step 1: Buy a Q&A Bot**
- **Step 2: Create or Import Q&A Pairs**
- **Step 3: Start the Dialog**
- **Step 4: Call Q&A APIs**
- **Step 5: View Operational Information**

Step 1: Buy a Q&A Bot

Before using QABot, you must purchase a Q&A bot first. Purchase a bot named **IT Q&A**. After buying the bot, you can switch to the bot list to view information about bot **IT Q&A**. The status of a newly bought bot is **Creating**. After the bot is successfully created, its status changes to **Available**.

Figure 1-1 Q&A bot list

Q&A Bot Name/ID	Status	Billing Mode	Created	Operation
fa77cff1-d6e0-46b3-9e36-09b43114276d	● Available	Pay-per-use	Sep 01, 2020 18:52:22 GMT+08:00	Manage Bot | Delete

Step 2: Create or Import Q&A Pairs

In the Q&A list, locate the row where the target Q&A bot resides and click **Manage Bot**. From the navigation pane of the displayed page, choose **Knowledge Base** > **Q&A Pairs**. On the displayed page, perform the following operations:

1. Create the following two question categories: **Consulting** and **Default**.
2. Create Q&A pairs or import Q&A pairs from the call center.

Figure 1-2 Creating a Q&A pair
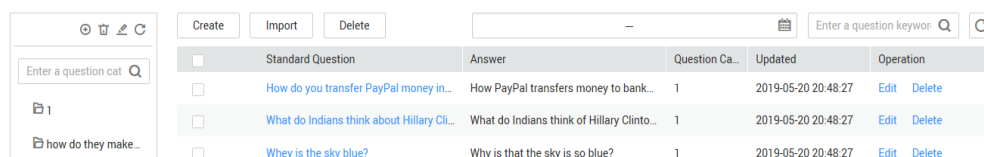
Step 3: Start the Dialog

In the upper right corner of the **Operational Panel**, **Knowledge Base,** or **Advanced Settings** page, click **Start Dialog**.

On the displayed page, enter **How can I learn how to play violin?** and press **Enter**. Check whether the answer is correct. You can ask questions based on the actual situation. If the bot cannot answer your questions, you are advised to add related Q&A pairs or extended questions.

Figure 1-3 Dialog experience
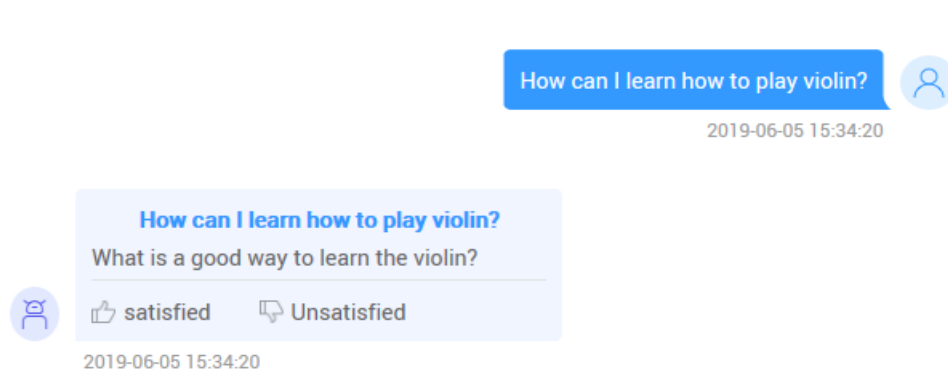
Step 4: Call Q&A APIs

You need to develop a Q&A console and call Q&A APIs on the console to deliver Q&A services.

Step 5: View Operational Information

After a Q&A bot runs for a period of time, you can refer to to view the operational information about bot **IT Q&A**, including the Q&A data, access data, hot questions, and keyword statistics. Based on the operation information, you can optimize and improve the knowledge base and models.

In addition to the existing operation information, you can also handle unsolved questions or Q&A logs recorded by the system to facilitate optimization of the knowledge base.