

# Conversational Bot Service

## Quick Start

**Issue** 01  
**Date** 2019-07-11



**Copyright © Huawei Technologies Co., Ltd. 2020. All rights reserved.**

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

## **Trademarks and Permissions**



HUAWEI and other Huawei trademarks are trademarks of Huawei Technologies Co., Ltd.

All other trademarks and trade names mentioned in this document are the property of their respective holders.

## **Notice**

The purchased products, services and features are stipulated by the contract made between Huawei and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

## **Huawei Technologies Co., Ltd.**

Address: Huawei Industrial Base  
Bantian, Longgang  
Shenzhen 518129  
People's Republic of China

Website: <https://www.huawei.com>

Email: [support@huawei.com](mailto:support@huawei.com)

---

# Contents

---

**1 Getting Started with QABot..... 1**

# 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

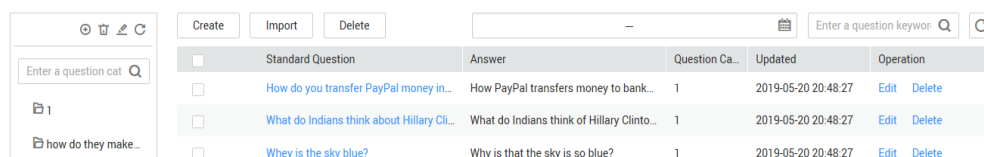
Q&A Bot Name/ID	Status	Billing Mode	Created	Operation
IT Q&A fa77cf11-d9e0-48b3-9e36-09b43114276d	Available	Pay-per-use	Sep 01, 2020 19:52:22 GMT+08:00	Manage Bot Delete

## 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

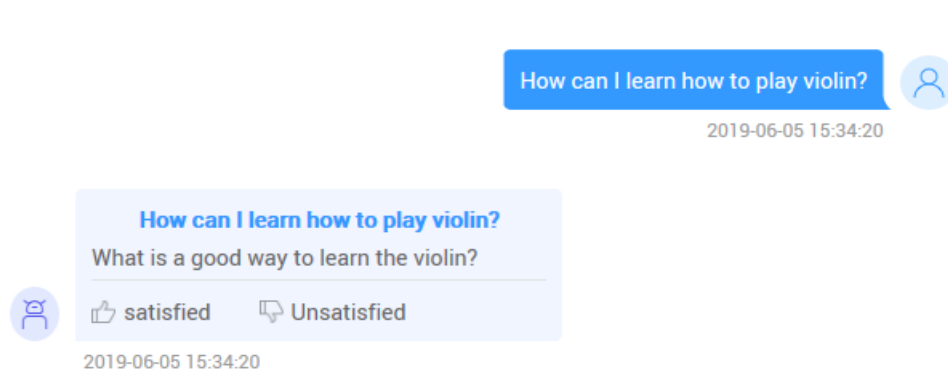


### Step 3: Start the Dialog

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.