

Bots & Conversational AI

ZELA Bot Demo

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Agenda

- What Are Bots & Conversational AI?
- Why Bots & Conversational AI?
- What does it take to build an enterprise-ready Bot & Conversational AI?
- ZELA BOT
- Building your Conversational AI



What Are Bots & Conversational AI?



Bots enable.....Conversational AI

- Automation of low complexity, high frequency, repetitive tasks
- Use conversation as the interface

- Conversational apps are a category of AI-based application solutions
- Imagine if technology could learn from us and discover ways to be helpful



Why Bots & Conversational AI?



The Next “Internet”?

1990s: Internet

- Search
- User “visits” websites



1980s: PC

- Desktop



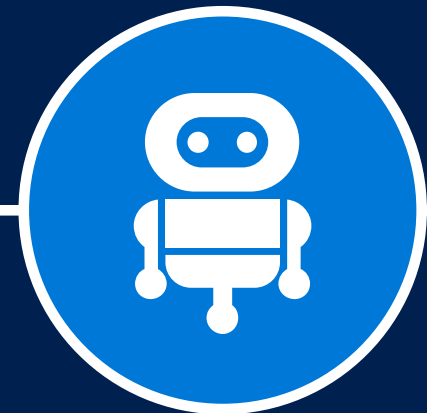
2000s: Mobile

- Social
- User download apps from App Stores



The future: Conversations

- Natural language between people and technology
- Conversational canvas
- Bots and agents



What does it take
to build an enterprise-ready
Bot & Conversational AI?



A great bot provides a delightful user experience



Valuable

Address a real
(or latent) need or
solve a problem



Accessible

Is more readily accessible and
available when and where
the user needs it



Effective

Help meet the need **more
efficiently, easier, and faster**
than alternative experiences

Creating your Bot & Conversational AI

Microsoft Bot framework



Bot Builder SDK

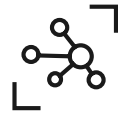
Build and connect intelligent bots

Powerful, easy-to-use framework

Start quickly with samples and templates

Open source on GitHub

Supports C# (optionally Java, Python, or Node.JS)



Azure Bot service

Accelerated development

Give your bot intelligence with Microsoft Cognitive Services

Engage your audience, wherever they are



Channels

Connect your bot to Microsoft Teams, Skype, Cortana, or other channels

Configure channels via Microsoft Azure Bot Service

User discovery of bots

Adding Intelligence: Bots are gateways to AI Services



Language Understanding Intelligent Service

*Teach your apps to understand
commands from your users*



Cognitive Search

*Integrate search into a
conversational experience*



QnA Maker

*Distill information into
conversational, easy-to-
navigate answers*



Your Own Machine/Deep Learning Model

*Link data sources and model to
suit your business processes*



Bing Speech API

*Convert speech to text and back
again, and understand its intent*



Speaker Recognition

*Give your app the ability
to know who's talking*



Translator

*More easily perform speech
and text translation*

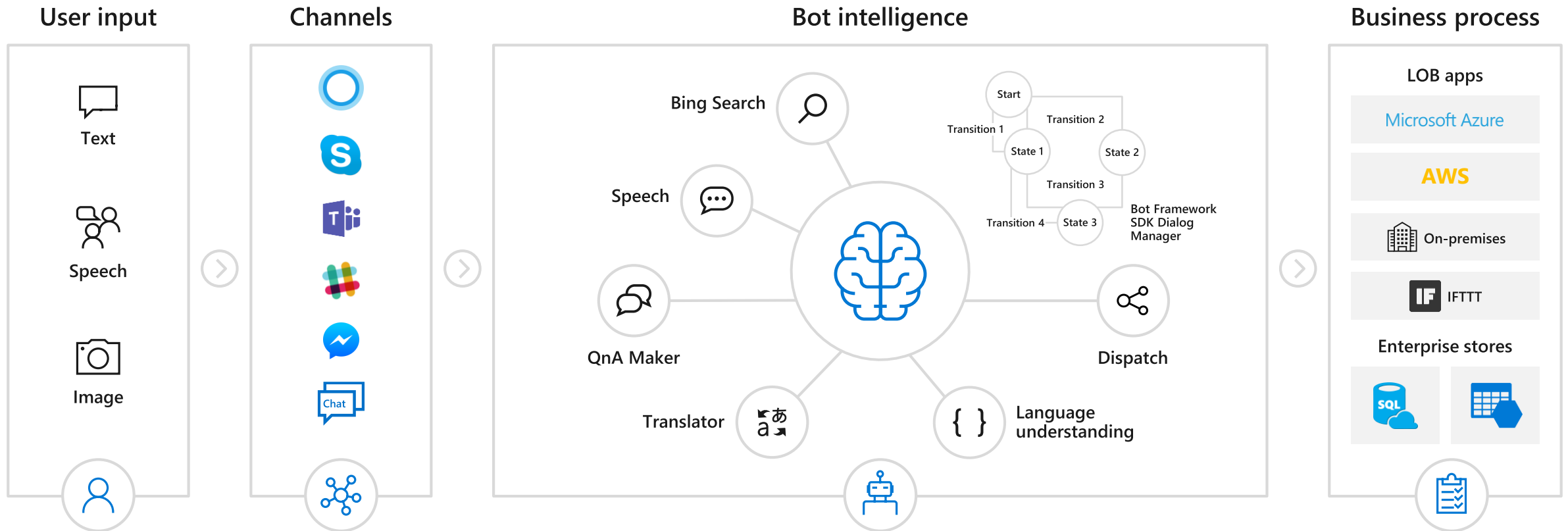


Custom Speech Service

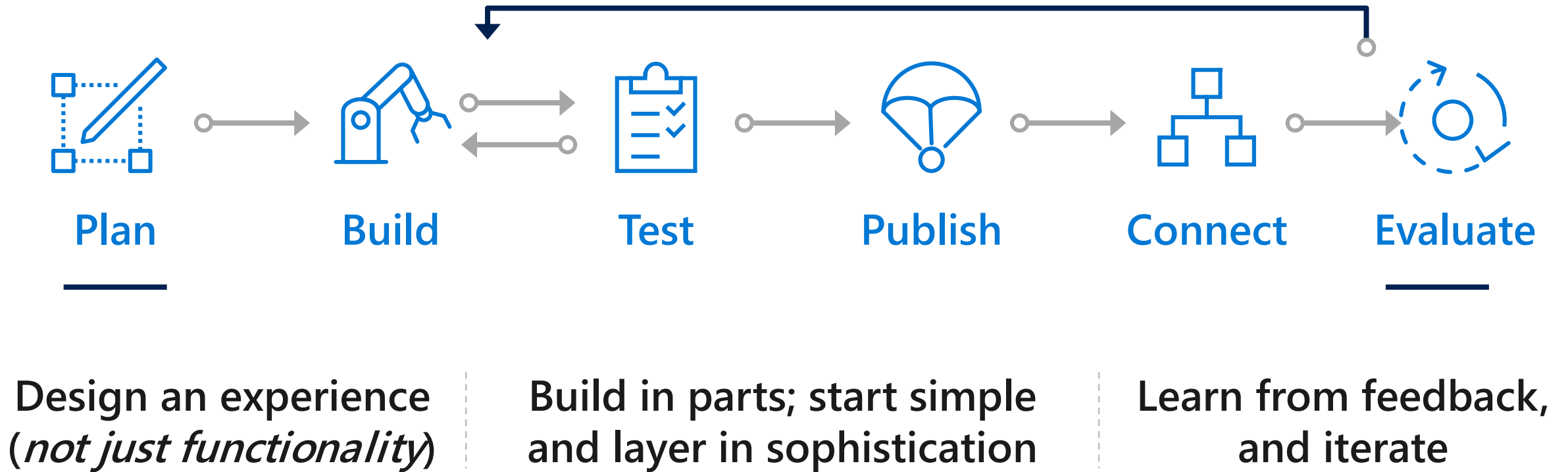
*Fine-tune speech recognition for
anyone, nearly anywhere*

A Complete Bots & Conversational AI Solution

Framework + Azure Bot Service + Cognitive Services + Data Platform



Bots & Conversational AI Development Lifecycle





ZELA BOT



Business Case

Problem Statement

CELA field attorneys and professionals typically face repetitive, low complexity questions from our internal business and sales clients, which poses the problem of how to provide a better service for our internal clients

Additionally and more importantly, it constrains attorney-time to focus on revenue-generating and sales-enabling activities. This sometimes slows down the sales teams as they expect a “CELA response” before moving forward, even if the questions are simple.

- CELA average time percentage spent in low complexity or repetitive questions: 35%
- CELA average respond time to these questions: 2-3 days
- CELA average time spent in finding a document or case resolution: up to 40 mins

Solution- ZELA- user engagement

Virtual agent to answer repetitive questions

Hello, I'm Zela, the CELA GSMO Bot, I can help you answer general legal questions. I am in beta, so please be patient while I learn how to best answer your questions.

[Learn More](#) [Privacy Statement](#)

Welcome! My name is Zela, I'm the CELA GSMO Bot. I am in beta, so please be patient while I learn how to best answer your questions.

[Learn More](#) [Privacy Statement](#)

Welcome! My name is Zela, I'm the CELA GSMO Bot. I am in beta, so please be patient while I learn how to best answer your questions.

[Learn More](#) [Privacy Statement](#)

Who is a Government Official?

Can I give my customer a gift?

Can my customer give me a gift?

show me the country limits

Before giving gifts, hospitality, or travel to a Commercial recipient, make sure to read the [Giving Gifts, Hospitality and Travel to Commercial Recipients Policy](#). After you have read the Policy, go to the [Country Limits Tool](#). Before giving gifts, hospitality, or travel to a Government Official, make sure to read the [Giving Gifts, Hospitality & Travel to Government Officials Policy](#). After you have read the Policy, go to the [Country Limits Tool](#).

[Ask Zela](#) [Deal Help / Sales Connect \[CELA Only\]](#) [Got it, done!](#)

Type your message...

Virtual assistant to find documents

Hello, I'm Zela, the CELA GSMO Bot, I can help you answer general legal questions. I am in beta, so please be patient while I learn how to best answer your questions.

[Learn More](#) [Privacy Statement](#)

[show me any deals related to GDPR](#)

I found some documents for you hope this helps!, By default only 5 records will be displayed

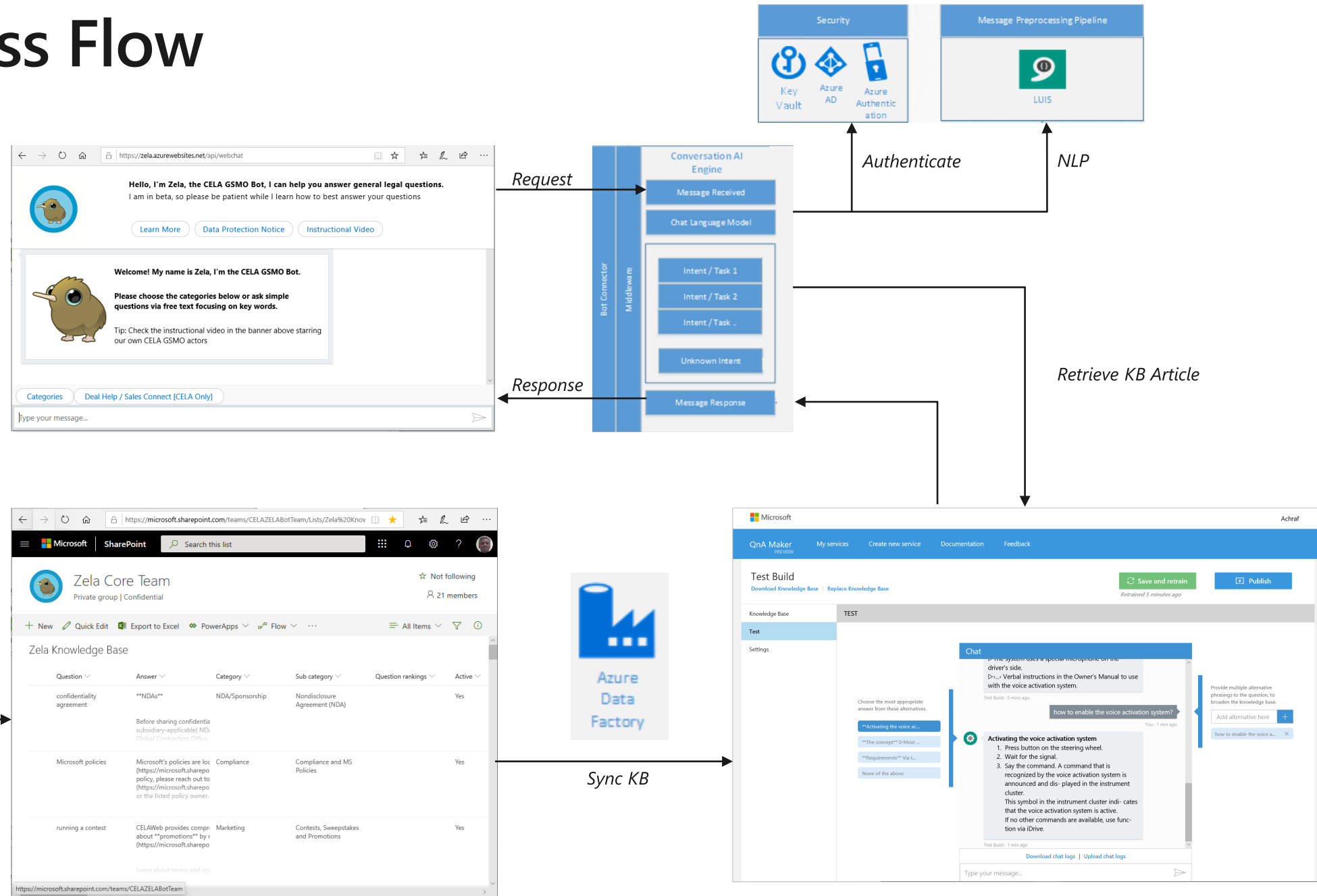
Title:	GDPR Germany	Title:	GDPR Microsoft a controller	Title:	GDPR Subproc: diligence
Business Category:	54	Business Category:	54	Business Category:	54
Region:	US	Region:	US	Region:	US
Request Date:	01/05/2018	Request Date:	12/22/2017	Request Date:	12/11/2017
Request Status:	Closed	Request Status:	Closed	Request Status:	Closed
Open in SharePoint		Open in SharePoint		Open in SharePoint	

[Ask Zela](#) [Deal Help / Sales Connect \[CELA Only\]](#) [Get remaining list](#) [I'm Done](#)

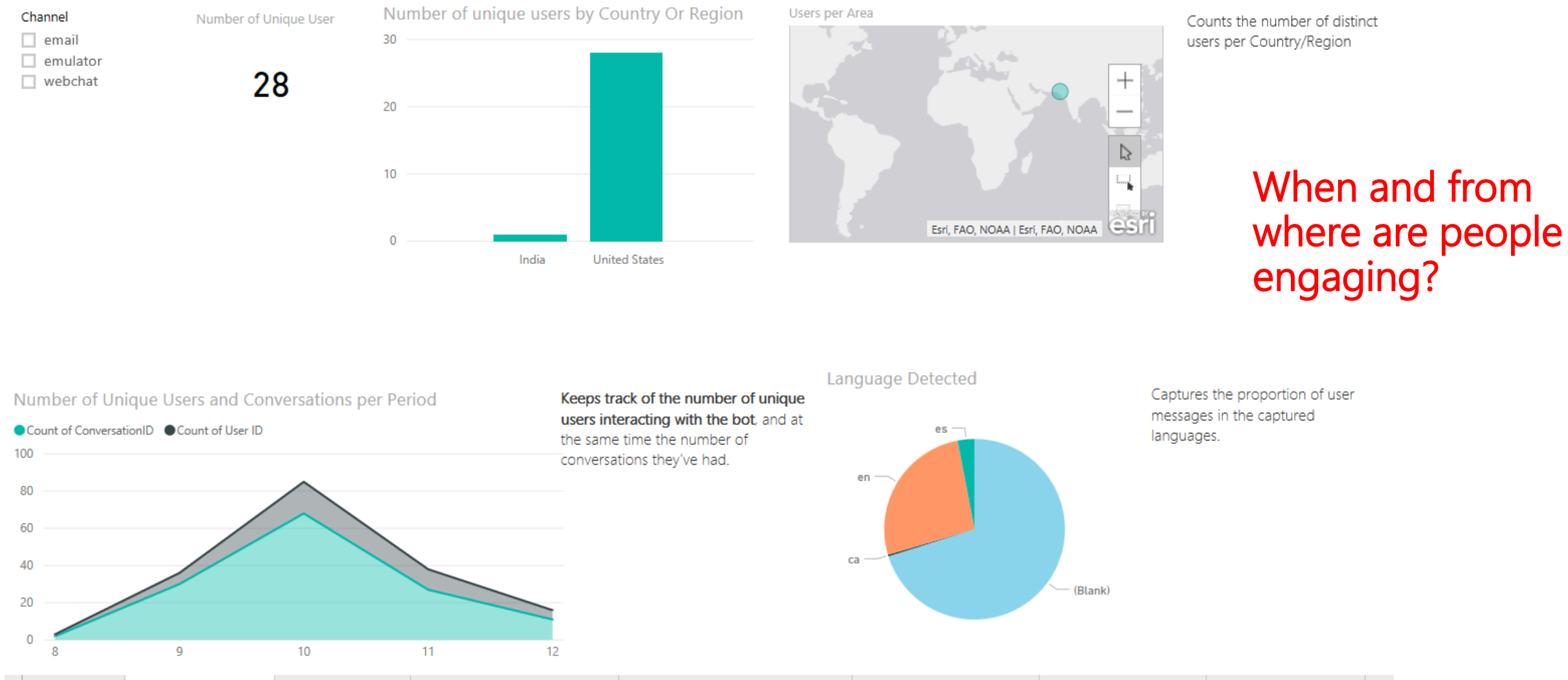
Type your message...

Live Demo: <http://aka.ms/gsmobot>
(require Microsoft corporate account)

ZELA Process Flow



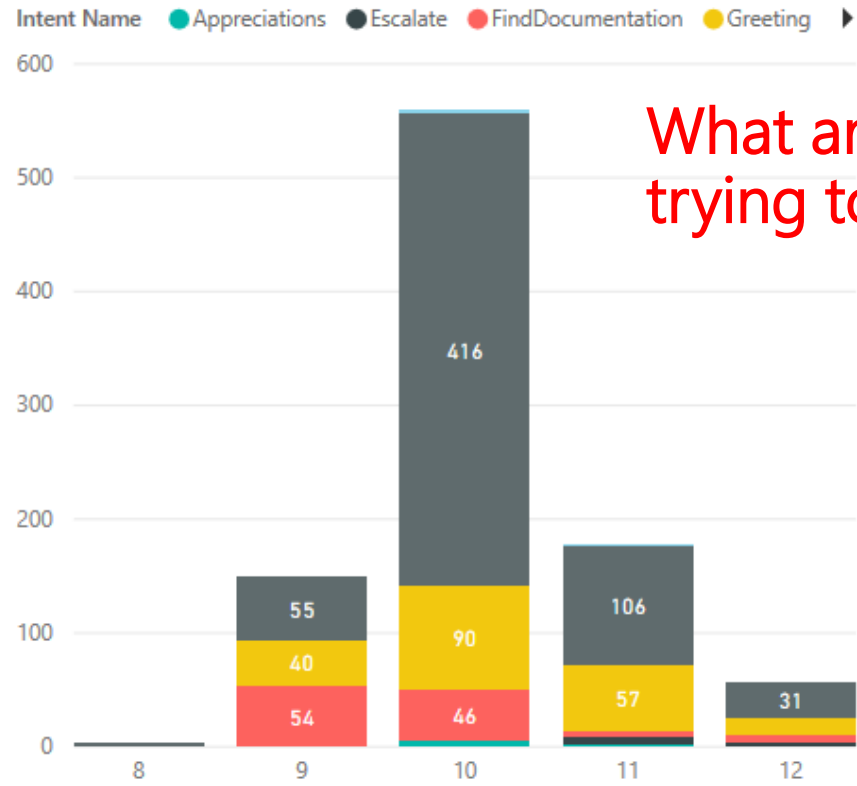
Solution- Modern Knowledge Management – insights to the program team



Conversation LUIS Intents

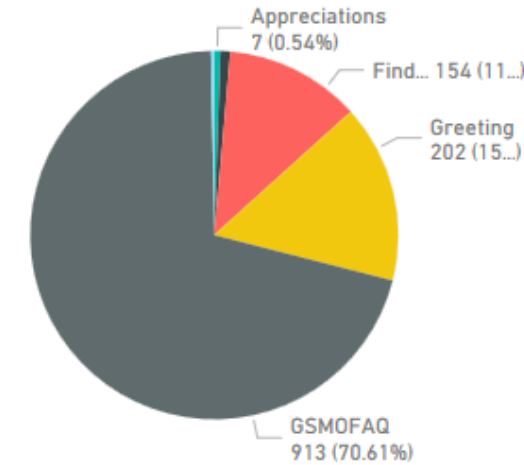
Measurements and track of how the bot understand user's intents and quality of the understanding.

Count of Message by Year, Quarter, Month, Day and Intent Name

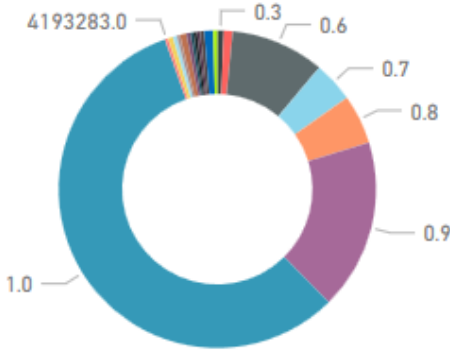


What are people trying to accomplish?

Count of customDimensions.MessageText by customDime...



Count of the LUIS Score



Count	Message Text	Intent Name	LUIS Score
55	hello	Greeting	0.6
19	I want to escalate	GSMOFAQ	0.9
17	hello	Greeting	0.7
17	hi	Greeting	0.8
12	need nda	GSMOFAQ	1.0
12	where can I find a N...	GSMOFAQ	1.0
8	what is GDPR	GSMOFAQ	1.0
7	None of the above	GSMOFAQ	0.9
7	None of the above	GSMOFAQ	1.0
6	looking for pwc	FindDocumentat...	1.0
6	who is Rich	GSMOFAQ	1.0
5	looking for airbus	FindDocumentat...	1.0
5	can I apply for airbus	GSMOFAQ	0.9
5	signature	GSMOFAQ	1.0
5	what's GDPR	GSMOFAQ	1.0
5	where can I find a N...	GSMOFAQ	1.0
5	Please go to [NDAp...	GSMOFAQ	9869455.0
4	#escalate	Escalate	1.0
4	Hello! How are you	Greeting	0.3
4	hi	Greeting	0.9
4	halo	GSMOFAQ	0.9
4	can I run	GSMOFAQ	1.0
3	I want to escalate	Escalate	0.8
3	hello	Greeting	5777505.0
3	SPIFF	GSMOFAQ	0.8
3	need mou	GSMOFAQ	1.0
3	The new [General Da...	GSMOFAQ	1.0
3	what are the key con...	GSMOFAQ	1.0
3	who is GDPR owner	GSMOFAQ	1.0
3	Please see the most ...	GSMOFAQ	9958689.0
3	There are	GSMOFAQ	419328272.0
2	Thank you	Appreciations	1.0

Bot has answered

Bot has suggested

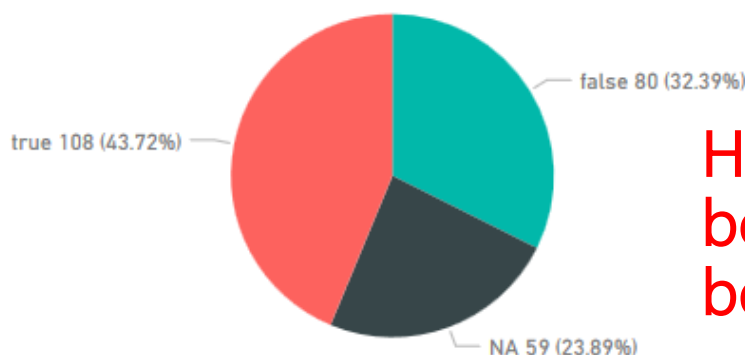
Bot couldn't answer

108

61

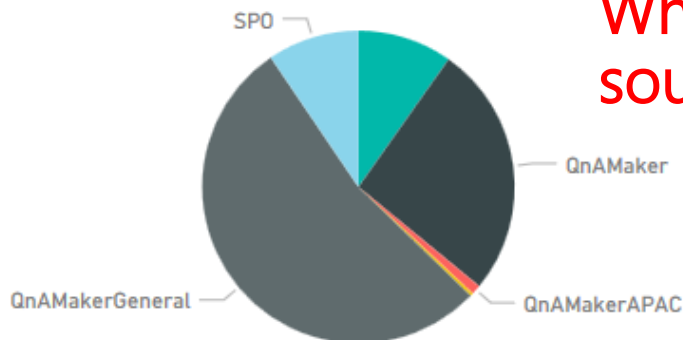
80

Confidence of Bot Knowledge



How accurate is our bot? Is it getting better?

Count of Response Messages by Knowledge Source



Which knowledge source is best?

UserMessageCount	User Message	Knowledge Source	Confidence Score	Bot Response
22	I want to escalate	QnAMakerGeneral	NA	Here are some topics th
18	where can I find a Non-Disclosure agre...	QnAMaker	0	not able to find any ans
16	None of the above			I'm just learning, if it's no
12	need nda	QnAMakerGeneral	98.0012795254469	You can create an NDA i
7	what is GDPR	QnAMakerGeneral	99	The new [General Data F
5	what's GDPR	QnAMakerGeneral	98.009079749316	The new [General Data F
5	where can I find a Non Disclosure agre...	QnAMaker	0	not able to find any ans
4	can i apply for airbus	QnAMaker	0	not able to find any ans
4	need mou	QnAMakerGeneral	98.0101530940175	You can get MoU templ
4	There are	QnAMaker	0	not able to find any ans
4	what are the key concepts of GDPR?	QnAMaker	0	not able to find any ans
3	i want to excalte	QnAMakerGeneral	NA	Here are some topics th
3	SPIFF	QnAMakerGeneral	99	Before using a SPIFF prc
3	sweepstakes	QnAMakerGeneral	99	Global guidance on swe
3	What is GDPR?	QnAMakerGeneral	99	The new [General Data F
2	can i run	QnAMakerGeneral	NA	Here are some topics th
2	Global Contracting Office (GCO) escala...	QnAMakerGeneral	100	If you need to follow up
2	halo	QnAMaker	0	not able to find any ans
2	how can i move azure data	QnAMakerGeneral	NA	Here are some topics th
2	How do I find my CELA contact?	QnAMakerGeneral	100	You can go to the Legal
2	MOU template	QnAMakerGeneral	99	You can get MoU templ
2	Privacy	QnAMakerGeneral	98.000021539253	Du hittar sekretesspolicy
2	signature	QnAMakerGeneral	99	If you are looking for NI
2	what are the key concepts of GDPR	QnAMaker	0	not able to find any ans
2	what is GDPR	QnAMakerGeneral	99	El nuevo [General datos
2	what is GSMO	QnAMakerGeneral	100	Global sales marketing e
2	What is POE?	QnAMakerGeneral	100	You can learn more abo
2	Where can I find a confidentiality agree...	QnAMakerGeneral	NA	Here are some topics th
2	Where can I find an NDA	QnAMakerGeneral	99	Please go to [NDAPlus](
2	Where can I find information about En...	QnAMaker	0	not able to find any ans
2	who can sign my contract	QnAMakerGeneral	98.0088154095769	If you want to know whc
2	who is GDPR owner	QnAMakerGeneral	NA	Here are some topics th
2	who is Rich	QnAMakerGeneral	91.8819625675678	Rich Sauer is my really c
2	yes, who is my cela contact	QnAMakerGeneral	NA	Here are some topics th
1	¿Dónde puedo escalar una preocupaci...	QnAMakerGeneral	100	Hay varias formas que p

Most Common User Messages



This counts the most frequent utterances as captured as the user message type.

Count	customDimensions.MessageText
75	hello
68	GSMO FAQ
48	I want to escalate
33	Deal Help
33	need nda
29	where can I find a Non-Disclosure agreement
26	CELA search tool
23	hi
20	what is GDPR
17	looking for pwc
16	None of the above
15	who is Rich
11	looking for airbus
11	There are
11	what's GDPR
10	signature
10	where can I find a Non Disclosure agreement
9	can I apply for airbus
9	can I run
9	Exit Search
9	What is GDPR?
8	halo
8	need mou
8	what are the key concepts of GDPR?
7	SPIFF
6	Please go to [NDaplus]([https://ndaplusweb.cloudapp.net/])
6	signatures
6	swagnotaker

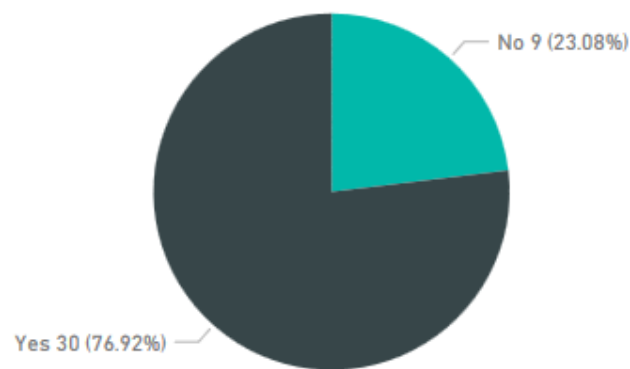
987

User Message Word Cloud



What do people want to know and do?

Was the answer helpful?



What is good? What could be better?

Feedback Comments Word Cloud

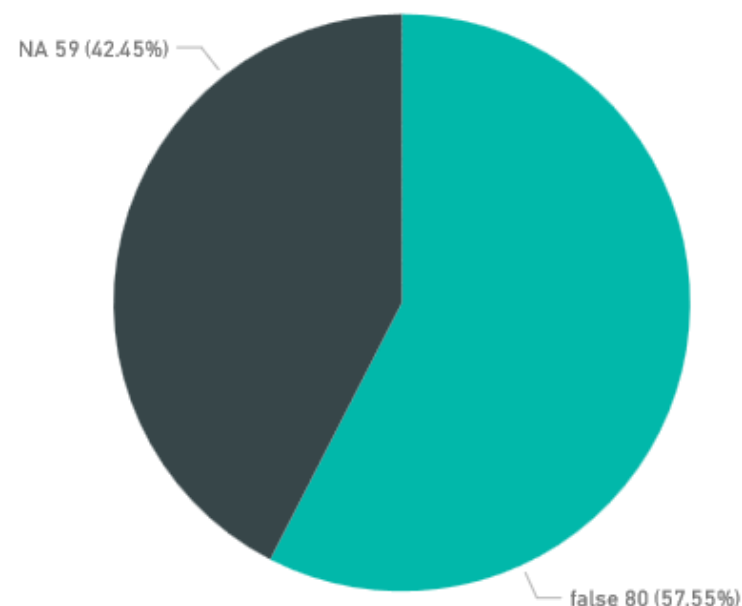


User acknowledgement and comments

Bot responses with user acknowledge if the response was helpful or not, and additional comments from the user

conversationId	Conversation Type	WasHelpful ...	User Comments	Answer Score	Answer Text	User Comments
KdqCEvmaHuXCRWgzKxWZDY	Feedback	Yes	But did not reply to my qu...	100	Please see the most up to date informa...	Why M...
KdqCEvmaHuXCRWgzKxWZDY	Feedback	Yes	But did not reply to my qu...	100	Please see the most up to date informa...	Why M...
KdqCEvmaHuXCRWgzKxWZDY	Feedback	Yes	But did not reply to my qu...	100	Please see the most up to date informa...	Why M...
KdqCEvmaHuXCRWgzKxWZDY	Feedback	Yes	It was useful overview of t...	99	The new [General Data Protection Reg...	What
IFj0ziSYcH58VmRWPn1oD6	Feedback	Yes		99	Microsoft will comply with all privacy la...	do we
IFj0ziSYcH58VmRWPn1oD6	Feedback	No		81.1756148636341	Codes of conduct are optional sets of ...	What
IFj0ziSYcH58VmRWPn1oD6	Feedback	No		99	Please read the following guidance on ...	Can I
IFj0ziSYcH58VmRWPn1oD6	Feedback	Yes		98.0000876648098	Microsoft has published a "[Prod...	produ
IFj0ziSYcH58VmRWPn1oD6	Feedback	Yes		100	Global guidance on contests is availabl...	Conte
DvHNM3TByh0Fqw0nXAkWv	Feedback	Yes		100	If these students are only that- student...	Are st
DvHNM3TByh0Fqw0nXAkWv	Feedback	Yes		99	Please go to [NDAplus]([https://ndapl...	Where
DG0LdVJQKGABwhd12diYMj	Feedback	Yes	nice	NA	Hope the sharepoint search results hel...	lookin
LngNE0walht5A3lyUawdnH	Feedback	No	The link had an error mess...	98.0000338148534	Please read the following guidance on ...	What
LngNE0walht5A3lyUawdnH	Feedback	Yes		99	Neither CELA nor the GCO manage or ...	NDA :
LngNE0walht5A3lyUawdnH	Feedback	Yes		99	If you are looking for NDA signature, pl...	signat
LngNE0walht5A3lyUawdnH	Feedback	No	that is irrelevant to signat...	98.0027446703225	Customer Data will be used only to pro...	do we
LngNE0walht5A3lyUawdnH	Feedback	No	MIOL isn't relevant to my ...	100	When MIOL signature is required on a ...	I need
4t7EEaVoYkNZxkuEu9vOa	Feedback	Yes	good, thanks!	NA	Hope the sharepoint search results hel...	show
5lnnI41ffa4i	Feedback	No		91.8819625675678	Rich Sauer es mi líder realmente fresco ...	who is
5lnnI41ffa4i	Feedback	Yes		99	The new [General Data Protection Reg...	What
Hn7aEPu6hhO750o4NM6M2F	Feedback	No		95.7842882275581	You can utilize the [SharePoint Search ...	what i
BvXp6dSiENFWHwtyzeJRr	Feedback	Yes		100	The GDPR takes effect on May 25, 2018...	When
BvXp6dSiENFWHwtyzeJRr	Feedback	Yes		86.5642247796059	Read the Serving on a board section (h...	can i j
BvXp6dSiENFWHwtyzeJRr	Feedback	Yes		100	Please find CELA marketing guidance h...	Where
BvXp6dSiENFWHwtyzeJRr	Feedback	Yes		100	Before giving anything to a Governme...	Can I
7DQgUX6eLjOCXeaP2psjdG	Feedback	No	This answer only point to ...	98.000021539253	Du hittar sekretesspolicyn för Microsoft...	Privac

What is missing?



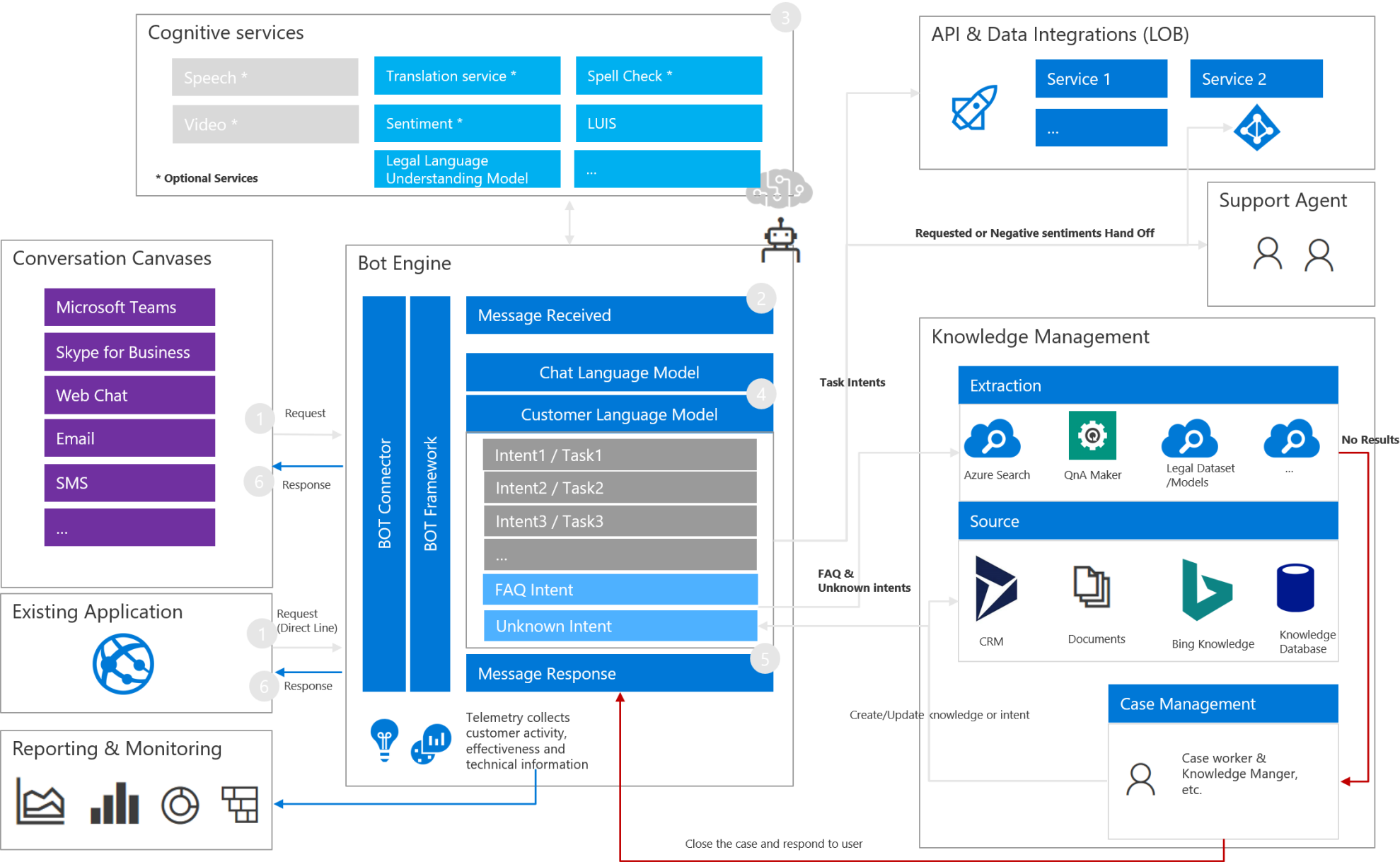
Questions that Bot cannot answer confidently:

False- Bot doesn't have answers

NA- Bot suggested some questions to the user

Count	User Message	Knowledge Source	Confidence Sc...	Bot Response
22	I want to escalate	QnAMakerGeneral	NA	Here are some topics that might help. ...
18	where can I find a Non-Disclosure agre...	QnAMaker	0	not able to find any answer
5	where can I find a Non Disclosure agre...	QnAMaker	0	not able to find any answer
4	can i apply for airbus	QnAMaker	0	not able to find any answer
4	There are	QnAMaker	0	not able to find any answer
4	what are the key concepts of GDPR?	QnAMaker	0	not able to find any answer
3	i want to excalte	QnAMakerGeneral	NA	Here are some topics that might help. ...
2	can i run	QnAMakerGeneral	NA	Here are some topics that might help. ...
2	halo	QnAMaker	0	not able to find any answer
2	how can i move azure data	QnAMakerGeneral	NA	Here are some topics that might help. ...
2	what are the key concepts of GDPR	QnAMaker	0	not able to find any answer
2	Where can I find a confidentiality agree...	QnAMakerGeneral	NA	Here are some topics that might help. ...
2	Where can I find information about En...	QnAMaker	0	not able to find any answer
2	who is GDPR owner	QnAMakerGeneral	NA	Here are some topics that might help. ...
2	yes, who is my cela contact	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	BIF	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	can i apply for air bus	QnAMaker	0	not able to find any answer
1	Can I buy lunch for a government offici...	QnAMaker	0	not able to find any answer
1	can I help my customer migrate data	QnAMaker	0	not able to find any answer
1	can i sign a mo	QnAMaker	0	not able to find any answer
1	Can you tell me about marketing paym...	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	car policy	QnAMaker	0	not able to find any answer
1	cls	QnAMaker	0	not able to find any answer
1	Commercial attorney for bulgaria?	QnAMaker	0	not able to find any answer
1	confidential agreemen	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	confidential agreement	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	do we have to use the electronic sig	QnAMaker	0	not able to find any answer
1	do we have to use the electronic signat...	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	do you know anything about MOU?	QnAMaker	0	not able to find any answer
1	English	QnAMaker	0	not able to find any answer
1	global leaves	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	Grace	QnAMaker	0	not able to find any answer
1	How are you?	QnAMaker	0	not able to find any answer
1	how can I get GDPR complaint	QnAMakerGeneral	NA	Here are some topics that might help. ...
1	how do a create a logo license for a cu...	QnAMakerGeneral	NA	Here are some topics that might help. ...

Architecture Reference



Building your Conversational AI




Adaptive Cards



Open Framework Multiple Canvases

Notification

Card created: Publish Adaptive Card schema



Miguel Garcia

Created Monday, February 13, 2017 10:08:39 ...

Now that we have define the main rules and features of the format, we need to produce a schema and ...

Board: Adaptive Card

List: Backlog

Assigned to: David Claux

Due date: Not set

Set due da...

Comment

View

Microsoft Teams

Card created: Publish Adaptive Card schema



Miguel Garcia

Created Monday, February 13, 2017 10:08:39 PM

Now that we have define the main rules and features of the format, we produce a schema and publish it to GitHub. The schema will be the st... our reference documentation.

Board: Adaptive Card

List: Backlog


Assigned to: David Claux

Due date: Not set

Set due date

Comment

Skype



Miguel Garcia

Created Monday, February 13, 2017 10:...

Now that we have define the main rules and features of the format, we need to produce a ...

Board: Adaptive Card

List: Backlog

Assigned to: David Claux

Due date: Not set


Set due date

Comment

View

Android

Card Created: Publish



Miguel Garcia

Created Monday, February 13, 2017

Now that we have define the main rules and features of the format, we need to produce a schema and publish it to...

Board: Adaptive Card

List: Backlog

Assigned to: David Claux

Due date: Not set

iOS

Card Created: Publish



Miguel Garcia

Created Monday, February 13, 2017

Now that we have define the main rules and features of the format, we need to produce a schema and publish it to...

Board: Adaptive Card

List: Backlog

Assigned to: David Claux

Due date: Not set

Language Understanding (LUIS)

Machine learning-based service to build natural language into apps, bots, and IoT devices
Quickly create enterprise-ready, custom models that continuously improve

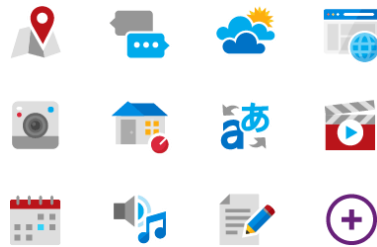
Add natural language to your apps



Designed to identify valuable information in conversations, LUIS interprets user goals (intents) and distills valuable information from sentences (entities), for a high quality, nuanced language model

Custom Models can be created based on the same technology in Azure Machine Learning

Quickly build a custom language solution



Uses customizable pre-built apps and entity dictionaries (e.g. Calendar, Music, Devices)

Dictionaries are mined from the collective knowledge of the web and supply billions of entries, helping your model to correctly identify valuable information from user conversations

LUIS integrates with the Azure Bot Service, making it easy to create a sophisticated bot

Continuously learning & improving



Active learning is used to continuously improve the quality of the natural language models

Once the model starts processing input, LUIS begins active learning, allowing you to constantly update and improve the model

Enterprise-ready, available worldwide



The service is ready to be deployed in commercial applications and can scale with enterprise quality and performance

The service helps meet international compliance standards, supports 12 languages and is available worldwide, making it highly accessible around the world

LUIS New Features

Integrated Experience

- **Speech:** Speech priming now happens automatically when the LUIS app is published. A single key works for LUIS & Speech
- **Sentiment:** Sentiment analysis, commonly known as Text Analytics Cognitive Service, is now included as part of LUIS. This is included at no additional charge
- **Multi-lingual:** Build your LUIS application in one language, and Machine Translation is used enable the Bot to work with multiple languages

Core Language Understanding

- **Patterns:** Patterns are templates that teach LUIS common utterances with fewer examples. It is fully integrated with machine learning
- **Regex entity:** Identifies an entity in the utterance based on a regular expression
- **Key phrase entity.** Identifies noun phrases in the utterance using the Cognitive Services Text Analytics APIs

Enterprise-grade Service

- **General Availability:** Since December 2017, with SLAs, multiple pricing tiers
- **Compliance:** GDPR, ISO & HIPAA compliance
- **Worldwide Support:** 12 languages & 13 Azure regions

QnA Maker

Distill information into conversational, easy-to-navigate answers

- **New architecture.** The data and runtime hosted in your Azure subscription.
- **No more throttling!**
- **Data privacy and compliance.** QnA data is hosted within your Azure compliance boundary.
- **Azure Application Insights integration.**

The screenshot displays the Microsoft QnA Maker web interface. At the top, there's a navigation bar with 'QnA Maker', 'My knowledge bases', 'Create a knowledge base', 'Documentation', and 'Feedback'. A 'Sign In' button is in the top right. The main header area features the text 'From FAQ to Bot in minutes.' and a sub-header 'Build, train and publish a simple question and answer bot based on FAQ URLs, structured documents, product manuals or editorial content in minutes.' Below this is a 'GET STARTED >' link. On the right, there are 'Save and retrain' and 'Publish' buttons, with a note 'Retrained 5 minutes ago'. The left sidebar shows 'Knowledge Base' with 'Test' and 'Settings' options. The main area is titled 'TEST' and contains a 'Chat' window. The chat window shows a conversation where a user asks 'how to enable the voice activation system?'. The bot's response is 'Activating the voice activation system' followed by a numbered list of steps: 1. Press button on the steering wheel. 2. Wait for the signal. 3. Say the command. A command that is recognized by the voice activation system is announced and displayed in the instrument cluster. Below this, it says 'This symbol in the instrument cluster indicates that the voice activation system is active. If no other commands are available, use function via iDrive.' To the right of the chat window, there's a section for 'Provide multiple alternative phrasings to the question, to broaden the knowledge base.' with an 'Add alternative here' button and a list of alternatives, including 'how to enable the voice a...'. At the bottom, there's a 'Type your message...' input field and 'Download chat logs' and 'Upload chat logs' links.

Language support & Geography

Language	Locale	Prebuilt domain	Prebuilt entity	Phrase suggestions	**Text analytics (Sentiment and Keywords)
American English	en-US	✓	✓	✓	✓
Canadian French	fr-CA	-	-	-	✓
*Chinese	zh-CN	✓	✓	✓	-
Dutch	nl-NL	-	-	-	✓
French (France)	fr-FR	-	✓	✓	✓
German	de-DE	-	✓	✓	✓
Italian	it-IT	-	✓	✓	✓
*Japanese	ja-JP	-	✓	✓	Key phrase only
Korean	ko-KR	-	-	-	Key phrase only
Portuguese (Brazil)	pt-BR	-	✓	✓	not all sub-cultures
Spanish (Spain)	es-ES	-	✓	✓	✓
Spanish (Mexico)	es-MX	-	-	✓	✓

Global region	Authoring region	Publishing & querying region	LUIS website
Asia	West US	East Asia	www.luis.ai
Asia	West US	Southeast Asia	www.luis.ai
*Australia	Australia East	Australia East	au.luis.ai
*Europe	West Europe	North Europe	eu.luis.ai
*Europe	West Europe	West Europe	eu.luis.ai
North America	West US	East US	www.luis.ai
North America	West US	East US 2	www.luis.ai
North America	West US	South Central US	www.luis.ai
North America	West US	West Central US	www.luis.ai
North America	West US	West US	www.luis.ai
North America	West US	West US 2	www.luis.ai
South America	West US	Brazil South	www.luis.ai

Billing

SPEND OF RESOURCES UNDER GSMOBOT-PROD-01	
Resource	Current
microsoft.search/searchservices/zelaanz-asd2sp822un5wni	\$200.0
microsoft.search/searchservices/zelageneral-aszrneovzy5ljoo	\$200.0
microsoft.search/searchservices/zelaapac-ascip4uzzal8t54	\$199.7
microsoft.web/serverfarms/gsmoserviceplan	\$178.6
microsoft.streamanalytics/streamingjobs/zelabotstreamanalyticsproduction	\$85.1
microsoft.cognitiveservices/accounts/zelabottextanalyticsproduction	\$59.8
microsoft.web/serverfarms/zela_apac	\$59.5
microsoft.web/serverfarms/zela_anz	\$59.5
microsoft.web/serverfarms/zela_general	\$59.5
microsoft.sql/servers/zelabotproduction/databases/zelabotproduction	\$12.0
microsoft.sql/servers/zelabotproduction	\$12.0
microsoft.cognitiveservices/accounts/zela_apac	\$8.0
microsoft.cognitiveservices/accounts/zela_anz	\$8.0
microsoft.cognitiveservices/accounts/zela_general	\$8.0
microsoft.web/sites/zelaazurefunctionsprod	\$3.2
microsoft.storage/storageaccounts/zelabottlelemetryprod	\$2.8
microsoft.botservice/botservices/zelabotproduction	\$1.4
microsoft.storage/storageaccounts/zelastatedata	\$1.3
microsoft.cognitiveservices/accounts/zelaaisprodupgrade	\$1.2
microsoft.cognitiveservices/accounts/zelaaisprod	\$0.5
microsoft.cognitiveservices/accounts/zelabotbingspellproduction	\$0.4
microsoft.keyvault/vaults/zelakeyvaultprod	\$0.4
microsoft.web/sites/zela	\$0.1
microsoft.web/sites/gsmobotprod	\$0.0
microsoft.web/sites/zelageneral	\$0.0
microsoft.web/sites/zelaapac	\$0.0
microsoft.web/sites/gsmocategoriesuggestionsprod	\$0.0
microsoft.web/sites/zelaanz	\$0.0

ZELA Azure Spend Per Month- \$1.1K

Your Estimate

Azure Bot Service

REGION:

West US

TIER:

S1

Standard Channels

Unlimited messages included.

Premium Channels

1	x	\$0.50	=	\$0.50
Messages (in thousands)		Per 1,000		
			=	\$0.50

Clone

Delete

More info

- Pricing details
- Product details
- Documentation

Cognitive Services

Standard tier: Unlimited number of managed documents.

API:

QnA Maker

INSTANCE:

Standard

REGION:

West US

Unlimited number of managed documents

\$10.00

Clone

Delete

More info

- Pricing details
- Product details
- Documentation

Cognitive Services

Translator Text: S1 tier with 1 million translated characters...

API:

Translator Text

REGION:

West US

INSTANCE:

S1

0 Included translated characters.

1	x	\$10.00	=	\$10.00
Millions of characters above the included amount		Per million characters		

Clone

Delete

More info

- Pricing details
- Product details
- Documentation

Support

SUPPORT:

Included

\$0.00

Programs and Offers

LICENSING PROGRAM:

Microsoft Online Services Program (MOSP)

SHOW DEV/TEST PRICING

Estimated monthly cost

Export

Save

Share

\$20.50

US Dollar (\$) ▼

Pricing Calculator - <https://azure.microsoft.com/en-us/pricing/calculator/>

