Topics in Power Virtual Agents

Components of Power Virtual Agents

When you create chatbots with Power Virtual Agents, you author and edit topics. Topics are discrete conversation paths that, when used together within a single chatbot, allow for users to have a conversation with a chatbot that feels natural and flows appropriately. Creating a chatbot with Power Virtual Agents is easy to do with the no-code authoring canvas, and there are a number of ways you can manage how topics interact, how you want the conversation to flow, and what it should feel like. It is also easy to test the chatbot without having to fully deploy the chatbot whenever you make a small change. There are also lesson topics that guide you through topic authoring - from simple to complex scenarios, as well as default system topics. You can also choose what language you want your chatbot to use.

Topics

In Power Virtual Agents, a topic defines how a chatbot conversation plays out. You can author topics by customizing provided templates, creating new topics from scratch, or getting suggestions from existing help sites.

A topic has trigger phrases—these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue—and conversation nodes—these are what you use to define how a chatbot should respond and what it should do.
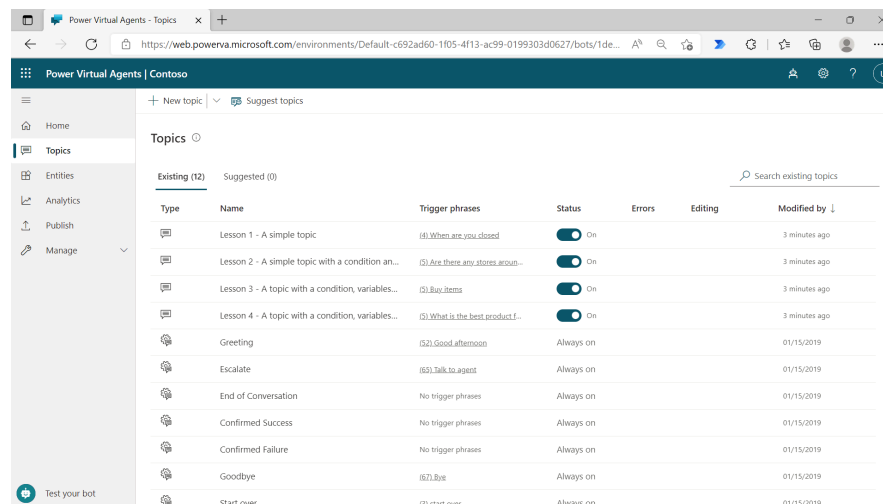
The AI uses natural language understanding to parse what a customer actually types and find the most appropriate trigger phrase or node.

For example, a user might type "Open hours" into your chatbot—the AI will be able to match that to the **Store hours** topic and begin a conversation that asks which store the customer is interested in, and then display the hours the store is open.

You can see how the chatbot conversation works in practice by testing it in the **Test chatbot** pane. This lets you fine-tune the topic until you are ready to deploy it without having to exit the Power Virtual Agents portal.

Use system and sample topics

When you create a chatbot, a number of topics will be automatically created for you.

These are:

- Four prepopulated **User Topics** that are titled as lessons. These lesson topics can be used to help understand simple to complex ways of using nodes to create chatbot conversations.
- A number of **System Topics**. These are prepopulated topics that you are likely to need during a chatbot conversation. We recommend you keep these and use them until you are comfortable with creating an end-to-end chatbot conversation.

You can edit both of these topic types in the same manner as for topics you create; however, you cannot delete them.