



Power Virtual Agents in a Day

Lab 03: Topic Suggestions

Hands-on Lab Step-by-Step

March 2020

Contents

Power Virtual Agents	1
<i>Lab Prerequisites</i>	<i>1</i>
<i>Goals for this lab</i>	<i>1</i>
<i>Scenario: Quickly building out your virtual agent.....</i>	<i>1</i>
<i>Solution: Create topics from existing support content on the web.....</i>	<i>1</i>
<i>Before we start</i>	<i>1</i>
<i>Task 1: Extract content from web pages</i>	<i>1</i>
<i>Task 2: Review and add suggested topics to your bot</i>	<i>4</i>
<i>Extra Practice</i>	<i>7</i>
<i>Lab survey</i>	<i>8</i>
<i>Terms of Use</i>	<i>9</i>

Power Virtual Agents

This lab is subject to the Terms of Use on page 9 of this document.

Lab Prerequisites

Follow the pre-requisite steps that are included in the lab package. Before beginning this lab, confirm that you have provisioned an environment where you will save your apps, Power Automate flows, and database entities.

Goals for this lab



After this lesson you will be able to:

- Quickly import content from relevant sources, such as FAQ or other support web pages.
- Utilize Suggested topics to easily curate new bot content.



The time to complete this lab is **[20]** minutes.

Scenario: Quickly building out your virtual agent

You have just created your Power Virtual Agents bot, and now you need to populate various topics to interact with your customers. Your organization has meticulously built out your FAQ page on the company website, and you want to quickly create topics that re-use and build on your existing content.

Solution: Create topics from existing support content on the web

You can efficiently leverage existing content on web pages when creating a Power Virtual Agents bot. By importing the website content via **Suggested topics**, you can quickly and easily populate and build out your virtual agent.

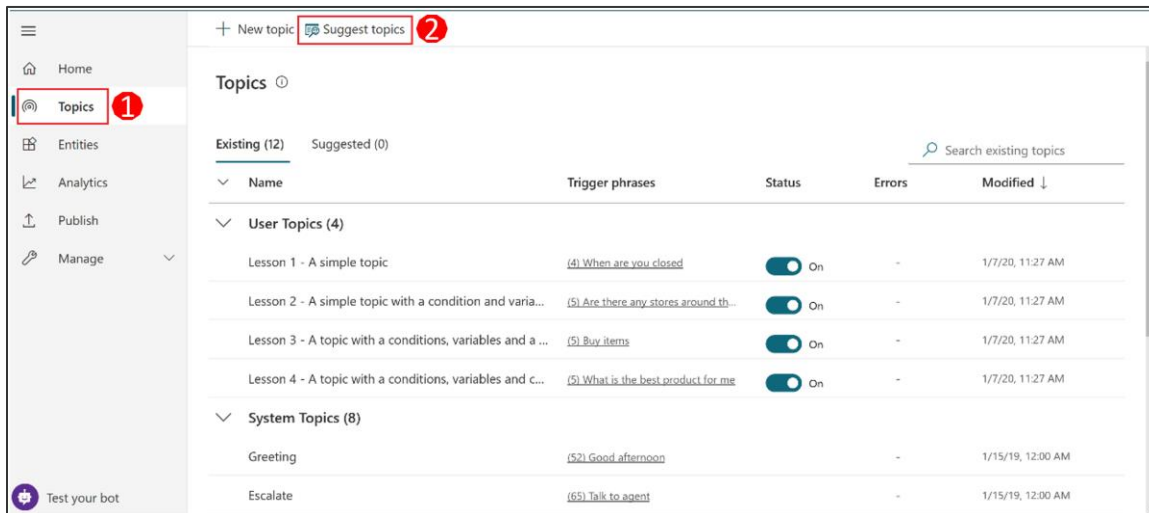
Rather than having to write entirely new content or manually copy existing text into bot topics, you can use AI-assisted authoring to automatically extract and insert relevant content from existing web pages into your bot.

Before we start

Navigate to <https://powerva.microsoft.com/> and sign in with your credentials.

Task 1: Extract content from web pages

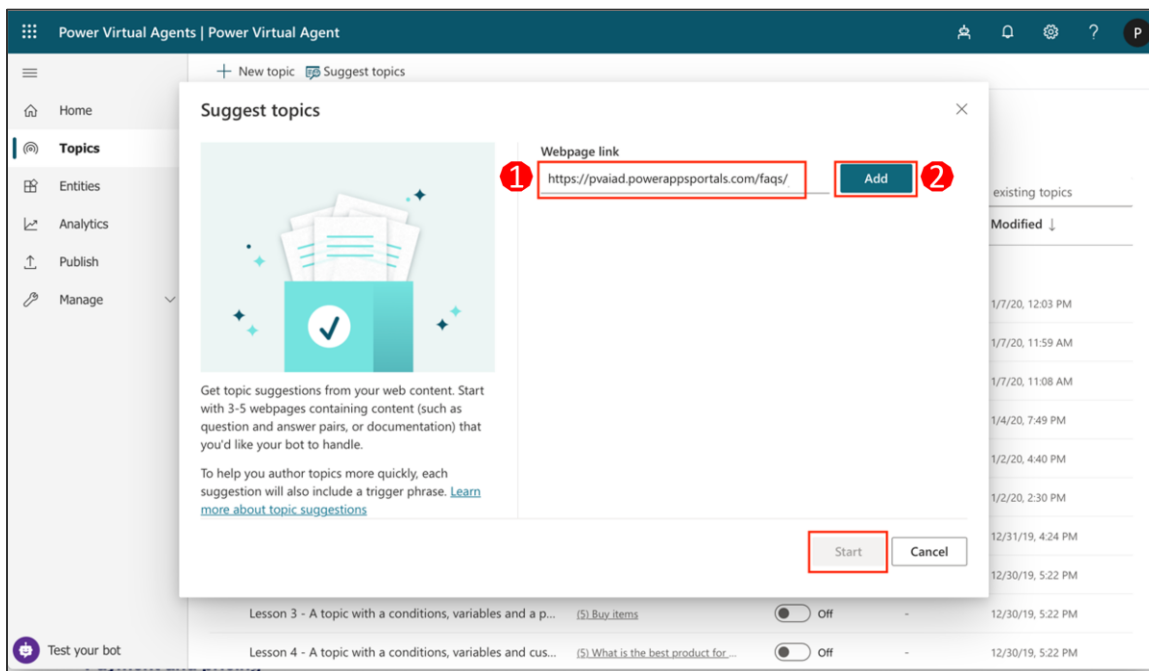
1. Select **Topics** in the left navigation pane.
2. At the top of the page, click **Suggest topics**.



3. The **Suggest topic** window opens. In the **Webpage link** field, enter <https://pvaiaad.powerappsportals.com/FAQs/>

Note: URLs you use here must be secure (they must start with https).

4. Click **Add**.



5. Click **Start** to begin the extraction process.

Note: This could take several minutes, depending on the complexity and number of web pages you added. An alert at the top of the screen will let you know the extraction is in process. You will not be able to add more URLs while extraction is happening.

Getting your suggestions. This may take several minutes

+ New topic Suggest topics

Topics ⓘ

Existing (12) Suggested (0) Search existing topics

Name	Trigger phrases	Status	Errors	Modified ↓
User Topics (4)				
Lesson 1 - A simple topic	(4) When are you closed	On	-	1/7/20, 11:27 AM
Lesson 2 - A simple topic with a condition and varia...	(5) Are there any stores around th...	On	-	1/7/20, 11:27 AM
Lesson 3 - A topic with a conditions, variables and a ...	(5) Buy items	On	-	1/7/20, 11:27 AM
Lesson 4 - A topic with a conditions, variables and c...	(5) What is the best product for me	On	-	1/7/20, 11:27 AM
System Topics (8)				
Greeting	(52) Good afternoon	-	-	1/15/19, 12:00 AM

6. While you're waiting, open a separate browser tab and take a look at the page whose content you're extracting:
<https://pvaiaad.powerappsportals.com/FAQs/>

Contoso Ltd Home | FAQs | About us | New page (6) | Search | Sign in

Check out our FAQs below.

Reset your password

If you forget your password or are having trouble signing in to your Contoso.electronics.com account, visit the website sign page and follow the steps below:

1. Select Forget password.
2. Enter your email address associated to your account and select Continue.
3. Enter the 6-digit code you receive by email.
4. Once you receive your password reset code, enter the 6-digit code on the password reset page and select Verify.
5. Create a new password and select Submit.

Returns and refund

Items purchased at Contoso Electronics may be returned either to a store or by mail. Items must be returned in the original manufacturer's packaging. We strongly recommend you keep your packaging for at least the first 90 days after purchase. Items purchased from dealers or resellers and not Contoso Electronics directly are not eligible for return, refund or exchange.

Locate a store

Visit contoso.electronics.com and use the find your store tool.

Payment and pricing

Contoso.electronics.com accepts the following payment types:

1. Visa cards
2. Master cards
3. American Express
4. Contoso electronics gift cards
5. PayPal®

We match any local retail competitor (including their online prices) and these qualifying online retailers: Amazon.com, Dell.com, HP.com.

Product recalls

Please visit our Product Recall page for product safety and recall information. You may also call or visit your local store for more product safety and recall information.

Order confirmation

You will receive a confirmation email after placing your order. If you paid by credit card, you will receive the confirmation email once your credit card is processed. Otherwise, you will receive an email as soon as your order is shipped. You will also receive a confirmation email once your order is shipped.

7. Return to the Power Virtual Agents tab in your browser. You will see a success message when the extraction has finished.

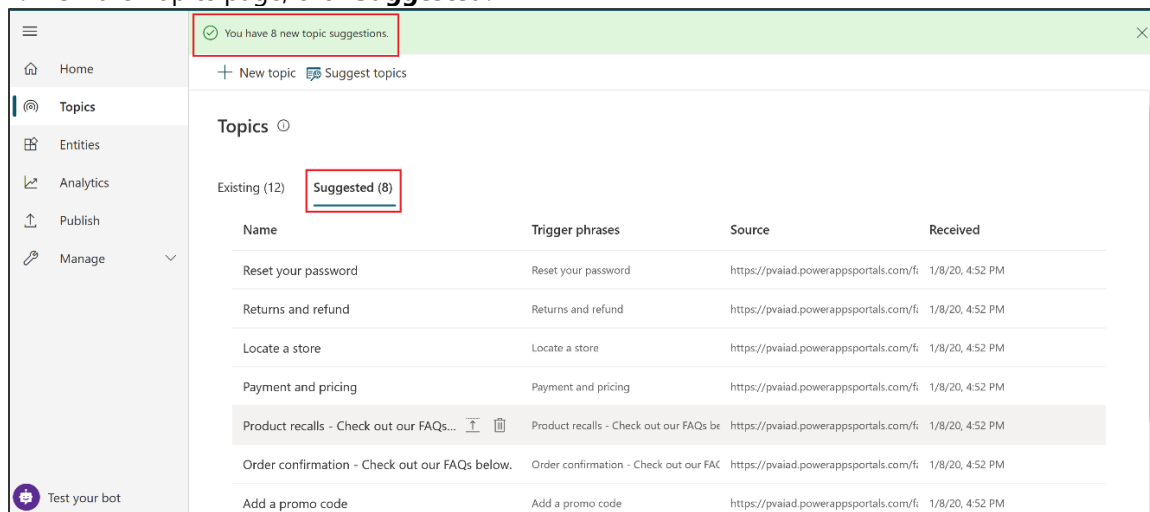


At this point you have a list of suggested topics, but they are not part of your bot yet.

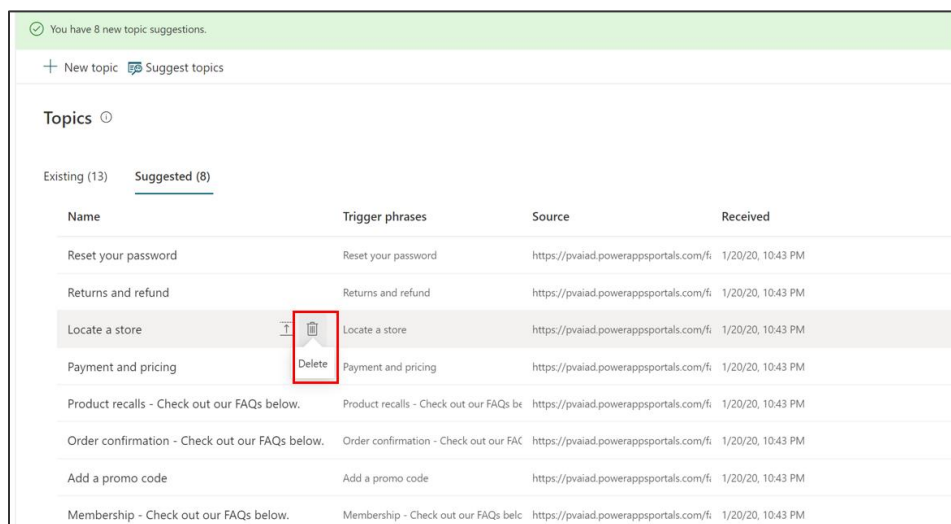
Task 2: Review and add suggested topics to your bot

Once the extraction process has completed, you'll see the successfully extracted topic suggestions appear under the **Suggested** tab. You can then review them and decide which ones you want to include in your bot.

1. On the Topics page, click **Suggested**.

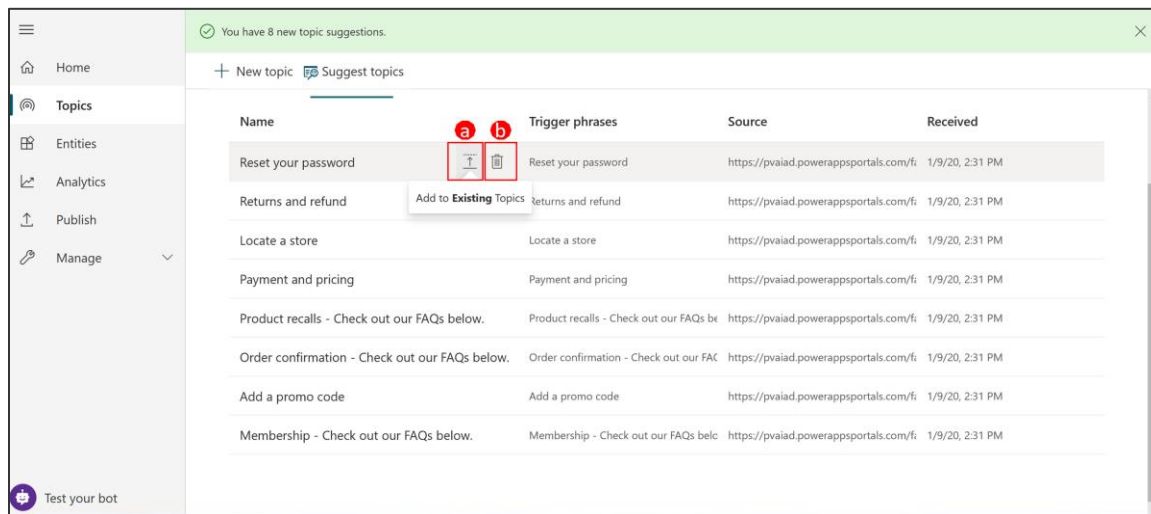


2. Since we already know we don't need the "Locate a store" topic (because we created one in Lab 2), we can delete that immediately. Hover over the row for **Locate a store** and click the **Delete** button that appears.

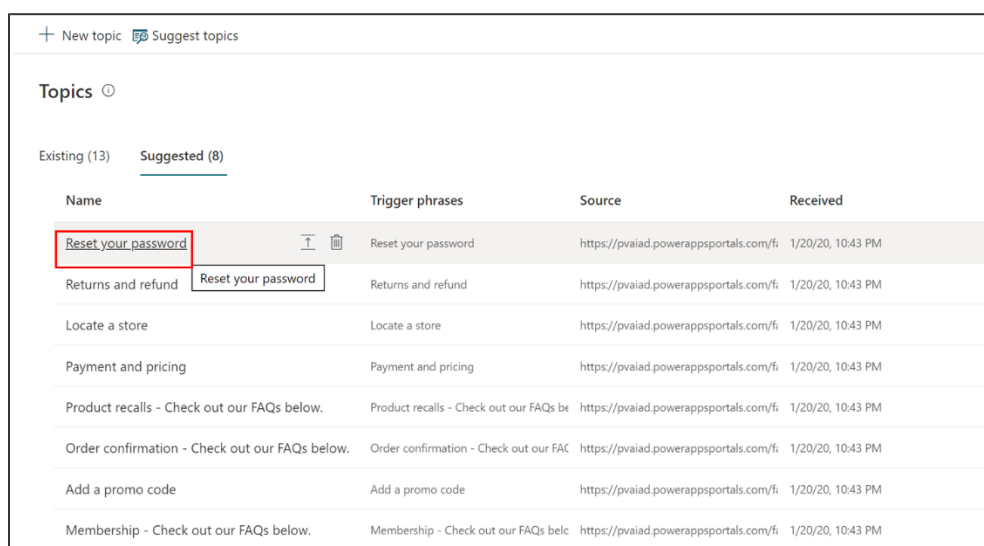


Note: You can add or delete topics from the list, though we recommend previewing topics before adding them (learn how in the next step).

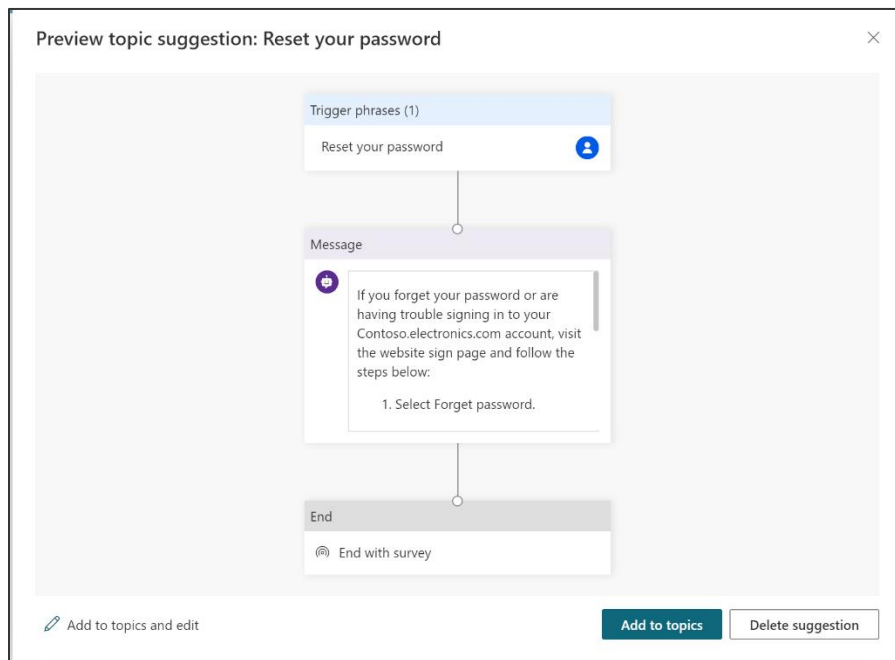
- a. To add the topic to your bot, select the **Add to Existing topics** button. You won't see a preview of the topic, and the topic will be automatically removed from the list of suggested topics.
- b. To delete the suggested topic, select the **Delete** button.



3. Choose any of the remaining suggested topics and click its name to open a preview of it.

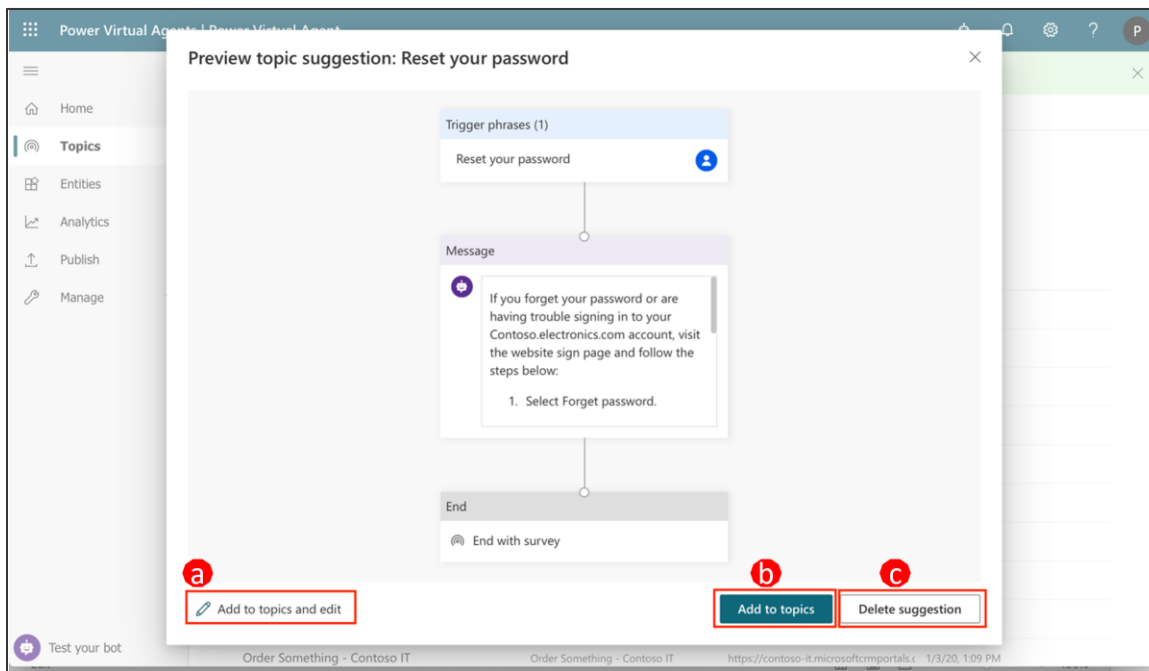


4. Review the **Trigger phrases** and **Message** node text.



Note that each topic will end with a survey, so your customers can identify if it was helpful or not.

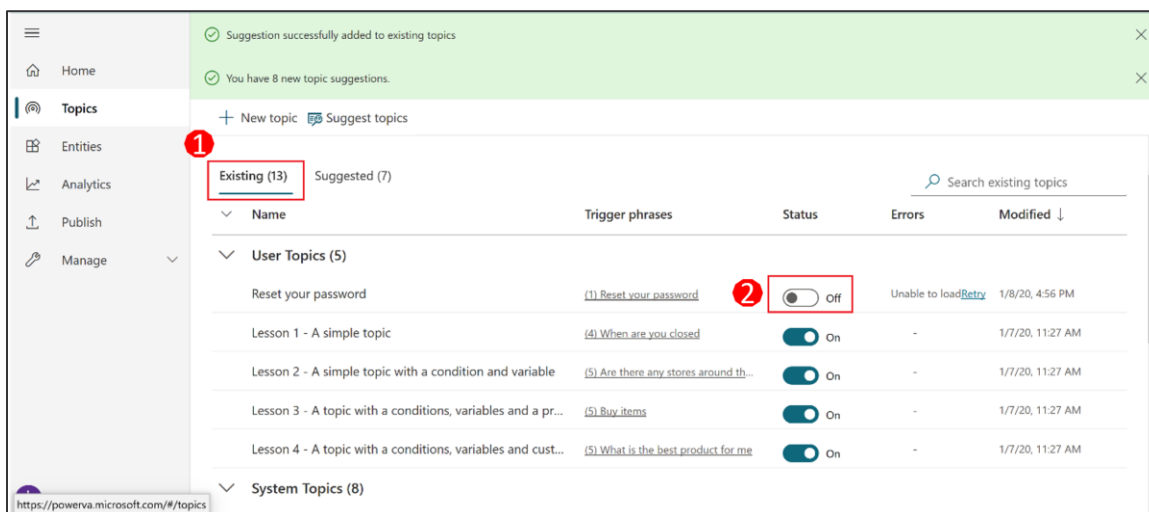
5. Choose any of the three option buttons at the bottom of the page:
 - a. To make edits to the topic (which you may want to do to add to the trigger phrases, or change the answer in the **Message** node), select **Add to topics and edit**. This option also adds the topic to the **Existing** topics list and removes it from the **Suggested** topics list. It then opens the new topic so that you can edit the trigger phrases or go to the authoring canvas to make changes to the conversation.
 - b. To directly add the suggested topic without making any changes, select **Add to topics**. This option adds the topic to the **Existing** topics list and removes it from the **Suggested** topics list. You'll return to the list of suggested topics.
 - c. To completely remove the suggestion, select **Delete suggestion**. This option deletes the topic from the **Suggested** topics list.



Topic suggestions are added to your bot with a status of **Off**, so you'll need to turn them on to test and publish them.

6. When you're finished reviewing the Suggested topics, go to the **Existing** tab of the **Topics** page.

7. For each topic you want to enable, slide the toggle under **Status** from **Off** to **On**.



Note: In actual practice, you're likely to want to do additional editing of topics before sending them live.

Extra Practice

You've just used a powerful tool to automatically generate topics from an FAQ page. Try these steps out on the FAQ on your own website to see what topics and trigger phrases are picked up. Go into a suggested topic and look at the trigger phrases.

Think of other trigger phrases that would work and add them to the topic, then activate your topic and test the bot.

Lab survey

We would appreciate your feedback on Power Virtual Agents and on this hands-on-lab, such as the quality of documentation and the usefulness of the learning experience.

Please use the survey at <https://aka.ms/PVAiaDSurvey> to share your feedback.

You may provide feedback for each module as you complete it or at the end once you've completed all the modules. Thank you!

Terms of Use

By using this document, in whole or in part, you agree to the following terms:

Notice

Information and views expressed in this document, including (without limitation) URL and other Internet Web site references, may change without notice. Examples depicted herein, if any, are provided for illustration only and are fictitious. No real association or connection is intended or should be inferred. This document does not provide you with any legal rights to any intellectual property in any Microsoft product.

Use Limitations

Copying or reproduction, in whole or in part, of this document to any other server or location for further reproduction or redistribution is expressly prohibited. Microsoft provides you with this document for purposes of obtaining your suggestions, comments, input, ideas, or know-how, in any form, ("Feedback") and to provide you with a learning experience. You may use this document only to evaluate its content and provide feedback to Microsoft. You may not use this document for any other purpose. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell this document or any portion thereof. You may copy and use this document for your internal, reference purposes only.

Feedback

If you give Microsoft any Feedback about this document or the subject matter herein (including, without limitation, any technology, features, functionality, and/or concepts), you give to Microsoft, without charge, the right to use, share, and freely commercialize Feedback in any way and for any purpose. You also give third parties, without charge, the right to use, or interface with, any Microsoft products or services that include the Feedback. You represent and warrant that you own or otherwise control all rights to such Feedback and that no such Feedback is subject to any third-party rights.

DISCLAIMERS

CERTAIN SOFTWARE, TECHNOLOGY, PRODUCTS, FEATURES, AND FUNCTIONALITY (COLLECTIVELY "CONCEPTS"), INCLUDING POTENTIAL NEW CONCEPTS, REFERENCED IN THIS DOCUMENT ARE IN A SIMULATED ENVIRONMENT WITHOUT COMPLEX SET-UP OR INSTALLATION AND ARE INTENDED FOR FEEDBACK AND TRAINING PURPOSES ONLY. THE CONCEPTS REPRESENTED IN THIS DOCUMENT MAY NOT REPRESENT FULL FEATURE CONCEPTS AND MAY NOT WORK THE WAY A FINAL VERSION MAY WORK. MICROSOFT ALSO MAY NOT RELEASE A FINAL VERSION OF SUCH CONCEPTS. YOUR EXPERIENCE WITH USING SUCH CONCEPTS IN A PHYSICAL ENVIRONMENT MAY ALSO BE DIFFERENT. THIS DOCUMENT, AND THE CONCEPTS AND TRAINING PROVIDED HEREIN, IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING (WITHOUT LIMITATION) THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NONINFRINGEMENT. MICROSOFT DOES NOT MAKE ANY ASSURANCES OR REPRESENTATIONS WITH REGARD TO THE ACCURACY OF THE RESULTS, THE OUTPUT THAT DERIVES FROM USE OF THIS DOCUMENT OR THE CONCEPTS, OR THE SUITABILITY OF THE CONCEPTS OR INFORMATION CONTAINED IN THIS DOCUMENT FOR ANY PURPOSE.

MICROSOFT POWER VIRTUAL AGENTS (1) IS NOT INTENDED OR MADE AVAILABLE AS A MEDICAL DEVICE FOR THE DIAGNOSIS OF DISEASE OR OTHER CONDITIONS, OR IN THE CURE, MITIGATION, TREATMENT OR PREVENTION OF DISEASE, OR OTHERWISE TO BE USED AS A COMPONENT OF ANY CLINICAL OFFERING OR PRODUCT, AND NO LICENSE OR RIGHT IS GRANTED TO USE MICROSOFT POWER VIRTUAL AGENTS FOR SUCH PURPOSES, (2) IS NOT DESIGNED OR INTENDED TO BE A SUBSTITUTE FOR PROFESSIONAL MEDICAL ADVICE, DIAGNOSIS, TREATMENT, OR JUDGMENT AND SHOULD NOT BE USED AS A SUBSTITUTE FOR, OR TO REPLACE, PROFESSIONAL MEDICAL ADVICE, DIAGNOSIS, TREATMENT, OR JUDGMENT, AND (3) SHOULD NOT BE USED FOR EMERGENCIES AND DOES NOT SUPPORT EMERGENCY CALLS. ANY CHATBOT YOU CREATE USING MICROSOFT POWER VIRTUAL AGENTS IS YOUR OWN PRODUCT OR SERVICE, SEPARATE AND APART FROM MICROSOFT POWER VIRTUAL AGENTS. YOU ARE SOLELY RESPONSIBLE FOR THE DESIGN, DEVELOPMENT, AND IMPLEMENTATION OF YOUR CHATBOT (INCLUDING INCORPORATION OF IT INTO ANY PRODUCT

OR SERVICE INTENDED FOR MEDICAL OR CLINICAL USE) AND FOR EXPLICITLY PROVIDING END USERS WITH APPROPRIATE WARNINGS AND DISCLAIMERS PERTAINING TO USE OF YOUR CHATBOT. YOU ARE SOLELY RESPONSIBLE FOR ANY PERSONAL INJURY OR DEATH THAT MAY OCCUR AS A RESULT OF YOUR CHATBOT OR YOUR USE OF MICROSOFT POWER VIRTUAL AGENTS IN CONNECTION WITH YOUR CHATBOT, INCLUDING (WITHOUT LIMITATION) ANY SUCH INJURIES TO END USERS.