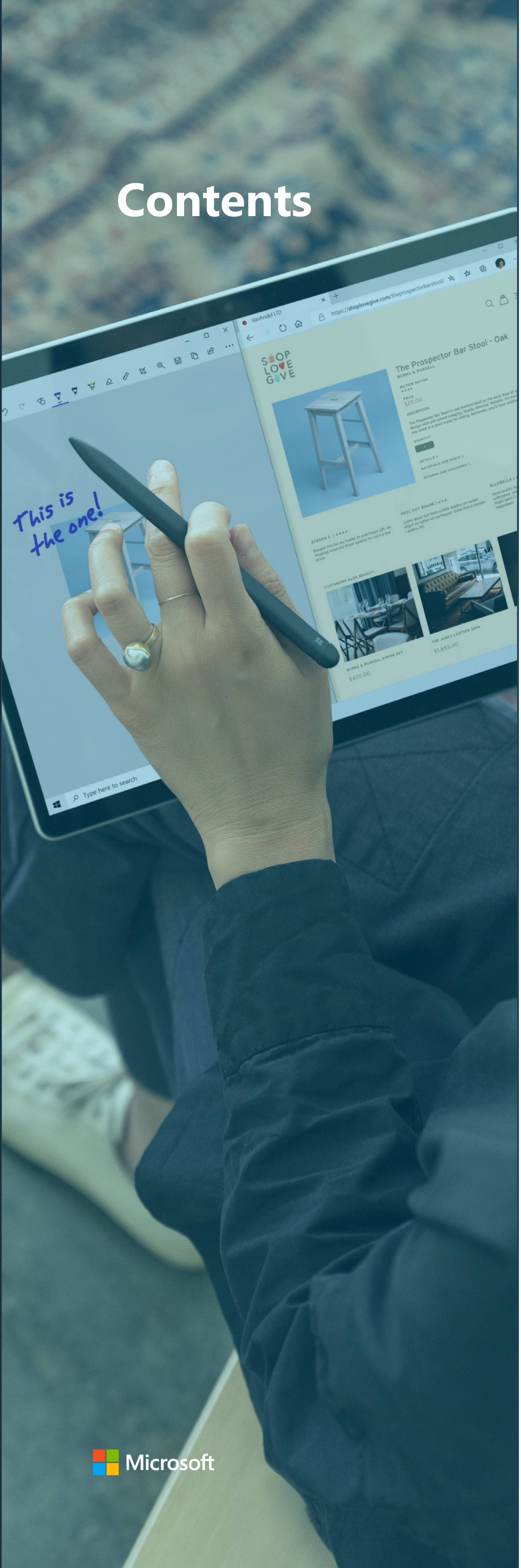
Microsoft Power Virtual Agents
In An Hour

Microsoft

Contents



Microsoft

Power Virtual Agents

Power Virtual Agents helps you to create AI-powered solutions quickly and easily to some of your question/answer-based conversations – no developers or data scientists required. In this exercise, you will go through the steps of creating, deploying, and testing your first bot to talk about how you are feeling.

Lab Prerequisites

Follow the pre-requisite steps that are included in the lab package. Before beginning this lab, confirm that you have registered your account and have provisioned an environment where you will save your apps. Having basic knowledge of what a chatbot is and having interacted with bots before will also be preferred.

Goals for this Lab

After this lab, you will be able to:

- Create a basic interactive chatbot
- Modify the topic template for your chatbot and test your bot as you build it
- Deploy and test your bot on a demo website

Lab duration

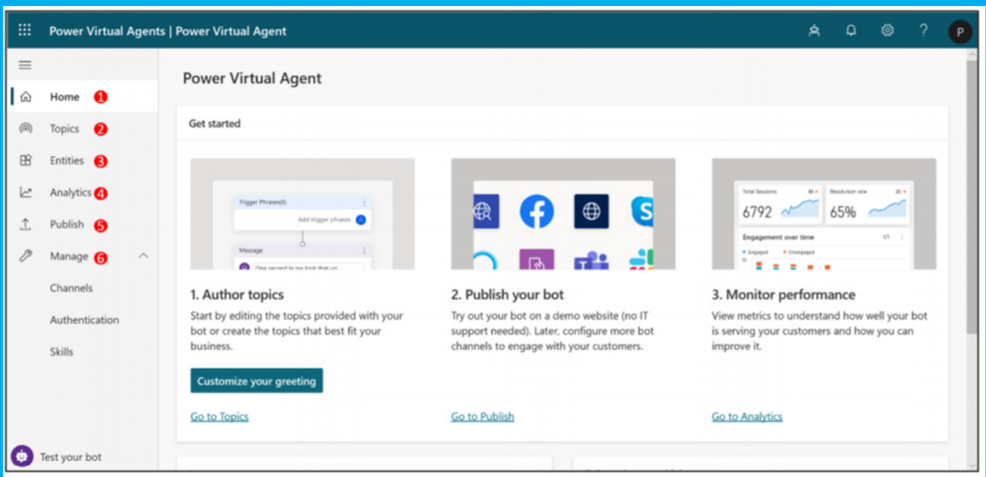
The time to complete this lab is approximately **30 minutes.**

Scenario: Building a bot that cares about feelings

We will be making a basic chatbot that interacts with the users about their feelings in a question and response style as a form of a quick mental health check-in. This will be achieved with the help of training topics, triggers, and response options. The bot then redirects users to an Agent for any further assistance.

Task 2: Tour the User Interface

Power Virtual Agents makes it easy to build your bot without ever writing a line of code. Let's take a quick tour of the six main pages:



1. **Home** page, which includes shortcuts to Customize your greeting and to the Topics, Publish, and Analytics pages, as well as links to Power Virtual Agents documentation, Support community where you can ask questions, and Idea forum for sharing ideas and leaving product feedback.

2. **Topics** page, where you view, delete, create and edit conversation topics.

3. **Entities** page, where you view and create entities that Power Virtual Agents can recognize in user conversations and load into variables.

4. **Analytics** page, where you view metrics to monitor how well your bot is serving your users and find ways improve it.

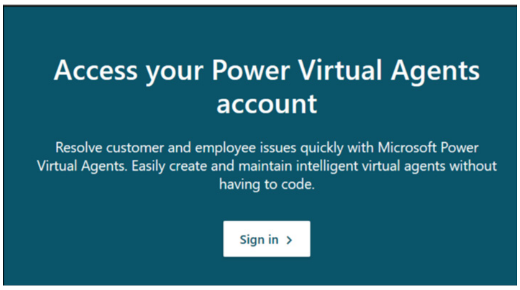
5. **Publish** page, where you can publish the bot for team testing or to engage with your other users.

6. **Manage** page, where you can select the Channels (such as your website, Teams or Facebook) you want users to interact with your bot, configure Authentication to let your users sign in to their account with you when using the bot, and extend your bot's conversational capabilities with Skills.

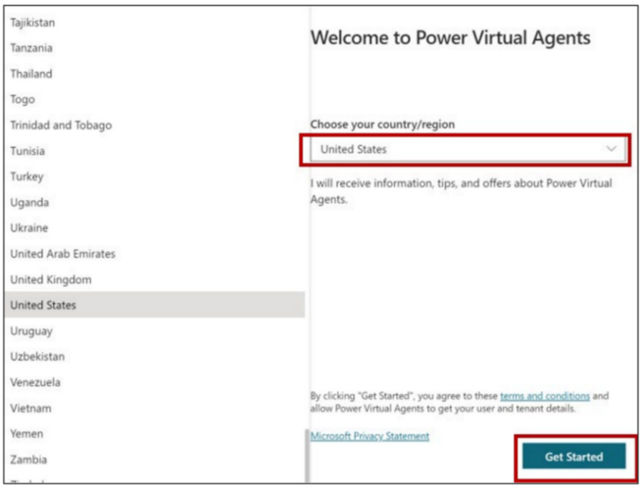
As a gentle reminder before we begin Exercise 1, please constantly test/save the authoring canvas. The bot may crash and force a page reload, which will lose any unsaved changes.

Task 1: Sign In to Create a Bot

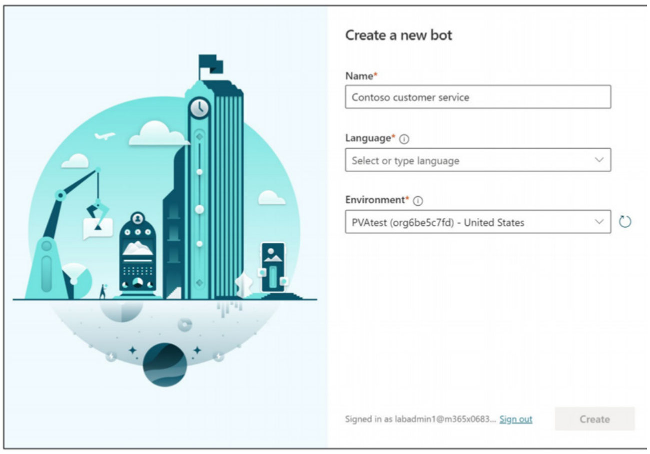
1. Go to https://powerva.microsoft.com/ and click Sign in. Sign in with your own work or school account or test account you have already set up.



2. Select the region/country and click **Get Started.**



3. Name your bot anything you like (such as "My first chatbot"). Select the **Language**, then select the bot environment you set up in the pre-requisites. An *environment* is where your organization will store, manage, and share the bot, business data, apps, and Power Automate flows.



4. Click **Create**.

Note: Once you click **Create**, the process of creating the first bot within a new environment can take up to 15 minutes. Subsequent bots will be created much faster.

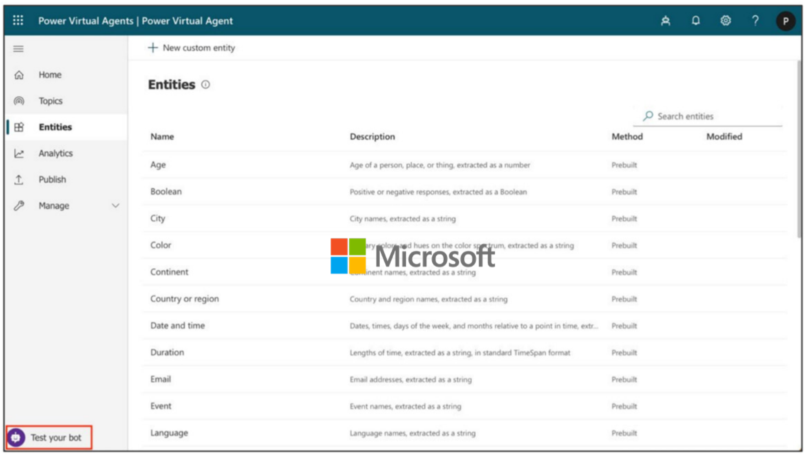
After you create your bot, it appears in the list under the robot icon on the navigation bar.

Pro Tip: If you've created a bot in this environment before, to create another bot select the robot icon on the navigation bar, and then select **New bot.**

Exercise 1

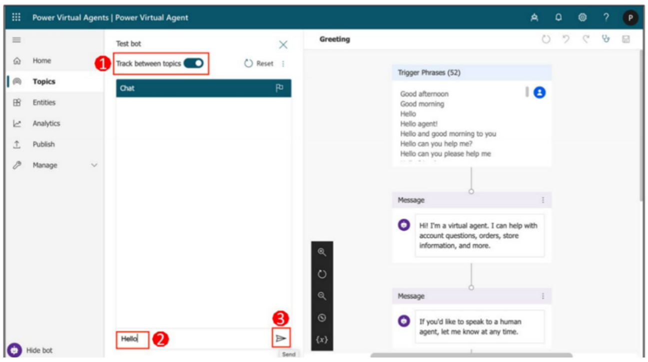
Try Out a Conversation with the Test Bot and Customise the Greeting

Now let’s try out the bot using one of the 4 pre-built lessons included when you create a new bot.



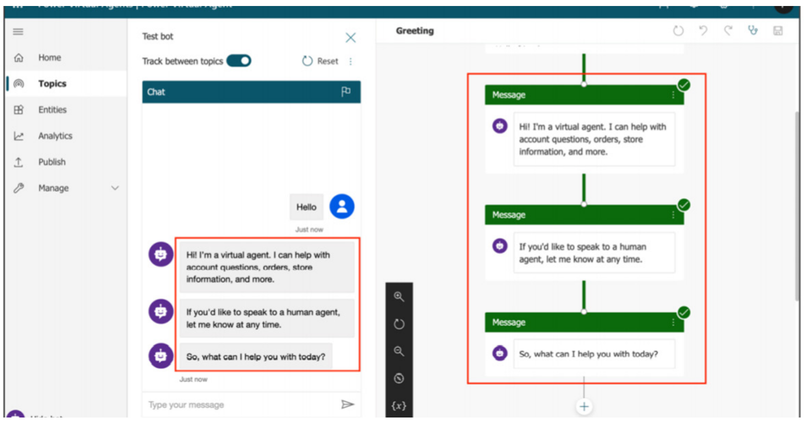
1. To show the Test bot, in the bottom left corner of the screen, click **Test your bot**. (If the button says “Hide bot”, then your Test bot is already showing.) At the top of the Test bot, turn on the **Track between topics** toggle.

2. At the **Type your message** prompt at the bottom of the Test bot, type: *Hello* and then click on the **Send** button.

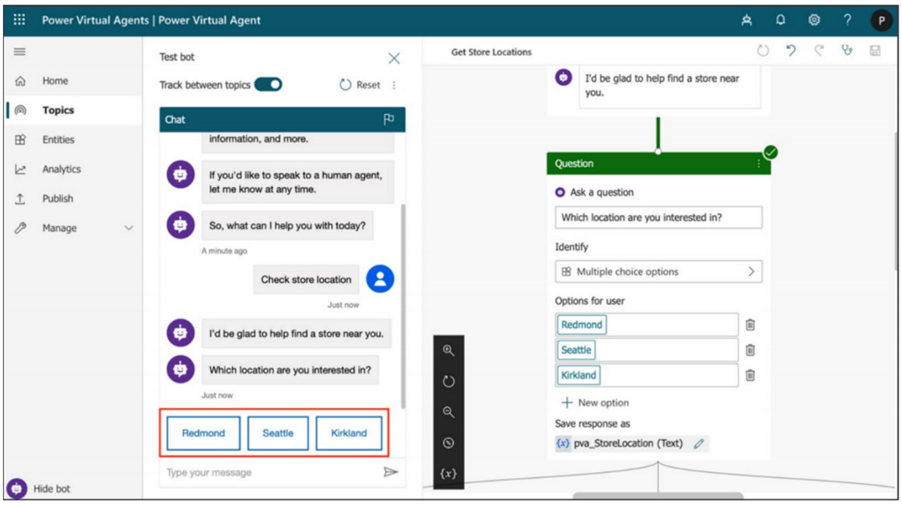


The bot will offer a greeting in the Test bot pane.

Additionally, the **Topics** page will open (no matter which page you were on before) and you can see the **Greeting** topic open in the **Authoring Canvas** window, with green outline and a checkmark added for each part of the conversation design when it is used in the test chat. (This is what the **Track between topics** feature does. If you hadn’t turned this on, you wouldn’t see any changes to the page selection and you would see the green highlights in the greeting topic only if you had already opened it from the Topics page.)



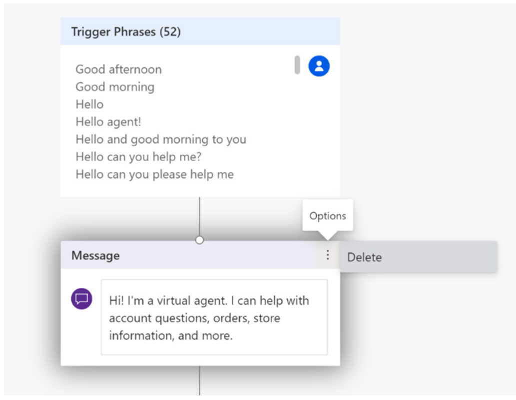
Exercise 1



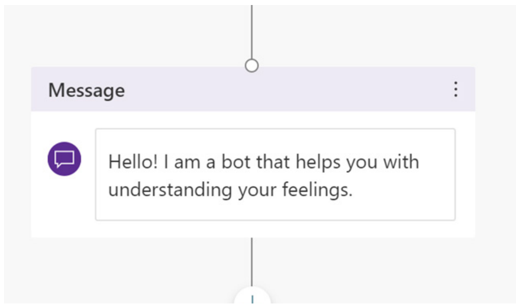
3. Click on the **Topics** tab on the left-hand side.

4. Under System topics, click "**Greeting**". Here you will see all of the trigger phases that execute this greeting workflow.

5. Click on **Authoring Canvas**. Delete the first and second responses.

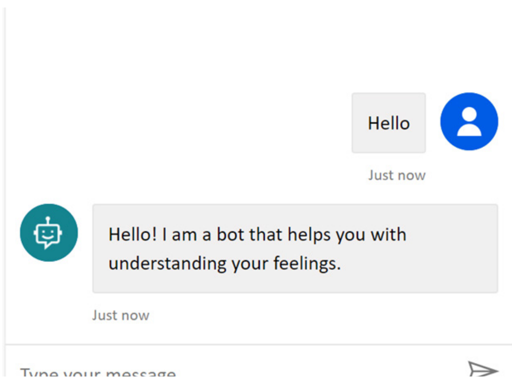


6. Replace the text in the last message box with "Hello! I am a bot that helps you with understanding your feelings." or anything that you wish. Ensure it looks like the below.



7. Click **Save** at the top-right corner.

8. Test your changes. Type *Hello* in the bot and it should reply with your customised greeting.



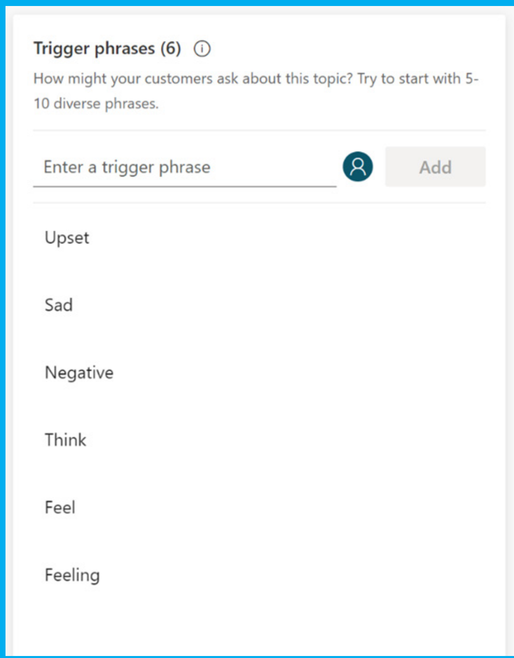
Exercise 2

Note: While testing, if the authoring canvas redirects to a different Topic, you will need to go back to Lesson 2 through the Topics pane on the left hand side.

Design and Develop an Interaction Workflow

1. Click on **Topics** tab. Under **User Topics,** you'll find 4 pre-built conversations. Click on **Lesson 2.**

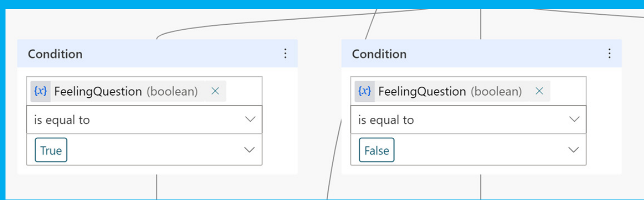
2. You will see all the trigger phrases which trigger this workflow. Delete them all and replace them with feeling-related words (i.e. *Upset, Sad, Negative, Think, Feel, Feeling).* Ensure it looks like the right image. Click Save Topic at the top right corner.



3. Click **Go to Authoring Canvas.**

4. Change the initial message from "I'd be glad to help find a store near you." to a helpful understanding message of your choice. For example, you can type *"I understand."*

5. In the question below, change the question to *"Is it ok if I learn more about why you are feeling this way?"*. Change the Identify section to "Boolean". Change the variable name to "Feeling Question" by clicking on the pencil icon and editing the name.



6. Delete one of the three conditions below, leaving two.

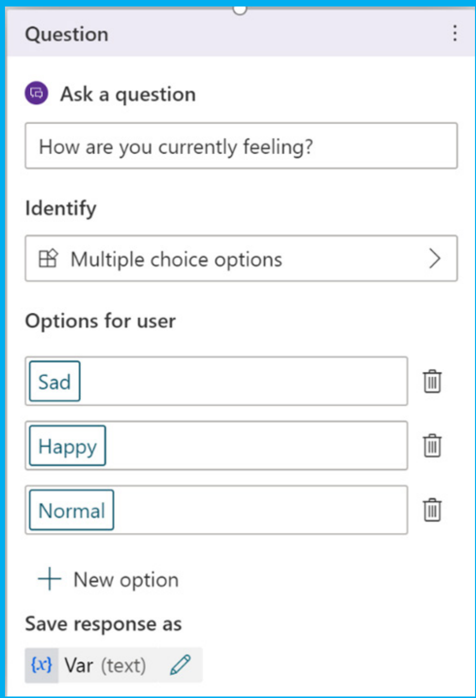
7. In the drop down, select True under one condition and False for the other.

Exercise 2

8. In the message under True, replace it with *"I am glad to be helping you!"* and "Th*at is okay. Feel free to talk to me at any time!"* under False.

9. Click **Save** and test the bot at this stage via the chat window on the left side. Ensure it acts like expected. Try to trigger both the True and False conditions! Use the **Reset** button to restart the conversation.

10. Under the True message flow, click the **+** button and click **Ask a question**. Add Sad, Happy and Normal as three options. Three new conditions will auto-populate.



11. Under the Happy condition, click the **+** sign and click **Show a message.** Add *"I am happy that you are happy!"*. Click on the **+** sign under the message and choose **End the conversation** with **End with Survey.**

12. Under the Sad condition, click on the **+** sign and click **Ask a question.** Change the question to *"It is okay to not be happy. We will put you through to someone who can help you further. Please feel free to give me your email."* Change the **Identify** to Email.

13. Add the Normal condition to the question we just made by clicking the **+** sign under the Normal condition and moving the white circle to the question we just made.

14. Click the **+** sign under the question and click **Add a condition.** In one condition, select the **email variable (Var1)** and in the drop down below, select **"has value".**

Exercise 2

15. In the other condition, under the “All other conditions” box, click the **+** sign and select **Show a message** then put *“I didn’t detect an email.”*. Click on the **+** sign under that message **and End the conversation** with a survey.

NOTE: Remember to Save!

16. Add a question under the email condition with the question being “Is {email} your correct email?” with the {email} part being the email variable.

17. Add two options “Yes” and “No”. Under the No condition, click the **+** sign and redirect the white circle to question which asks for their email so the user can enter it correctly.

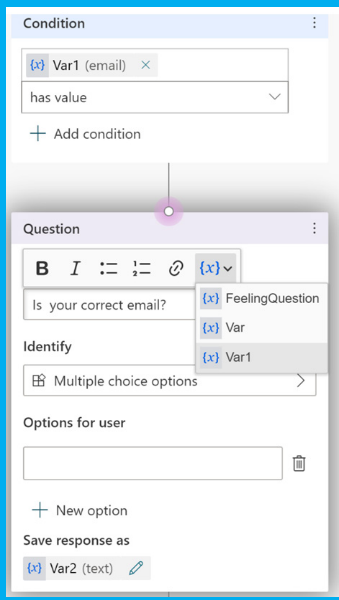
18. Under the Yes condition, click the + sign and click **Show a message.** Put “*Thank you for giving us your email. We will put you through to an agent.*” as the message. Click the **+** sign under that message and click **End the conversation** and choose **“Transfer to agent”.** A Transfer to Agent box will appear. In the Private message to agent box, write “Please contact {email}. They are feeling {feeling}”. Choose the appropriate variables.

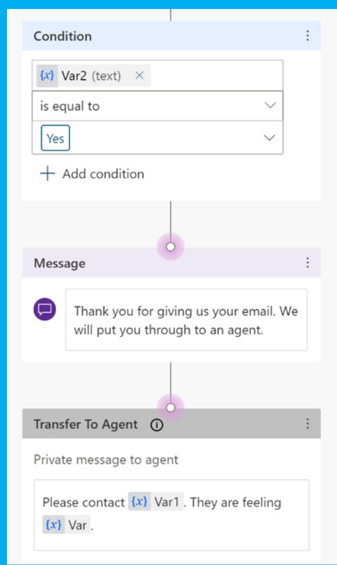
19. Click **Save** and Test out your bot! Try to get to the “Transfer to Agent” part.

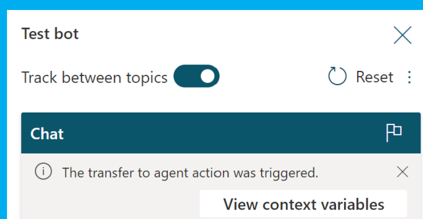
Note: You can’t get to see the message which the Agent will receive, but in a real-life business scenario the Agent will get a message like “Please contact email@test.com. They are feeling Sad.”.

20. We are done with the interaction workflow! You have just designed and developed your own chatbot experience. If you couldn’t get a part working, please contact a workshop facilitator who can help you.

21. After the Transfer to Agent workflow is tested, you will see a button in the bot saying “View Context Variables”. If there is time remaining, the Facilitator will cover mapping variables to values.





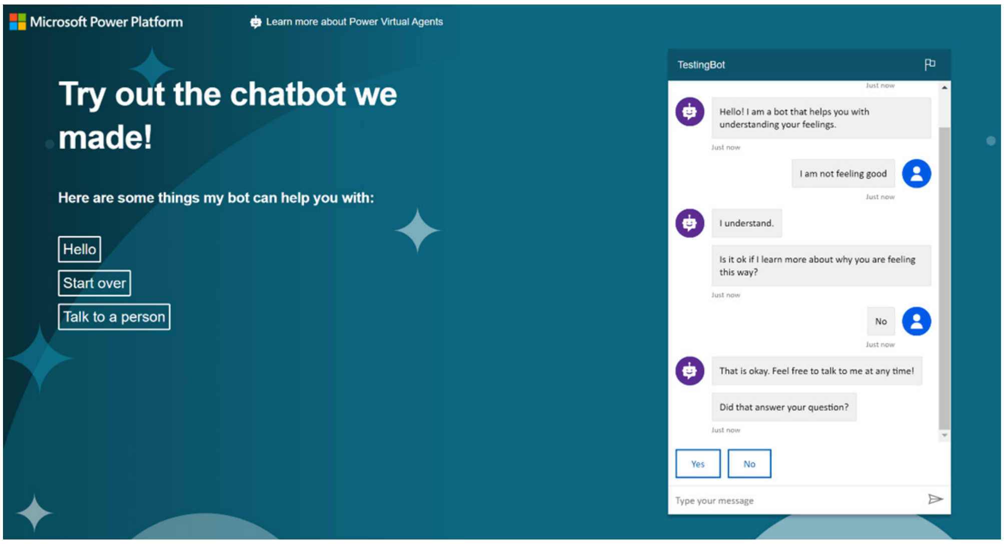


Exercise 3

Deploy and Publish your Bot

1. Click on the **Publish** tab then click **Publish**. When it asks to Publish latest content, click **Publish**.

2. Under **Share your bot,** click **Demo website.** A new webpage should open with your bot, test the bot there!



3. If there is time remaining, modify the content of the Demo Website. Click on "Go to Channels" and click the Demo Website option. Change the Welcome message and Conversation starters, click Save and test out the new changes!