

POWER PLATFORM

SATURDAY

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Unleashing the capabilities of Power Platform with Bots & AI

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Agenda

- Introduction to Bots
 - Why and Why Now?
- Success Factors of Bots
 - *Focus on the plan*
- Power Virtual Agents
 - Hidden gems of PVA
 - Integrate it with AI Builder
 - Empower PVA with Bot Framework Skills
- Bot Framework Composer
 - Visual Authoring Canvas for developers to create bots



What are Bots?

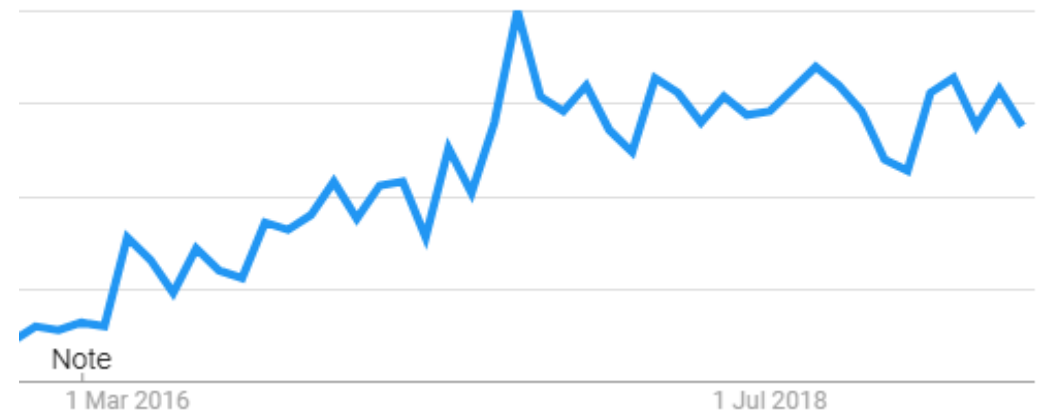
- Bots are services (powered by rules) that people interact with through conversation and messaging
- Conversational AI - Set of technologies that enable computers to simulate real conversations
 - Can be used in apps, browser or on IoT devices
 - New user interface paradigm



Why and Why Now?



“Bots / Agent Interfaces are the top 3rd trend for Digital Technology in 2020^[1]” – Gartner



Google Trends, Australia



Asset to the Digital Transformation

- FAQs
- Appointment Booking
- Transport Queries
- Troubleshooting
- Customer Onboarding or KYC process



Customer Services
/ Help Desk

- Tickets booking
- Flight / Hotel booking
- Recommend products
- Find the right product



Retail / Shopping

- Meeting Room booking
- Find the right domain expert
- HR – booking holiday, fault reporting



In-house Support



Influencing Factors of your next Bot

- Must be used by people
- Ability to choose over existing experiences (mobile apps, websites etc.)
- Prioritize the right factors

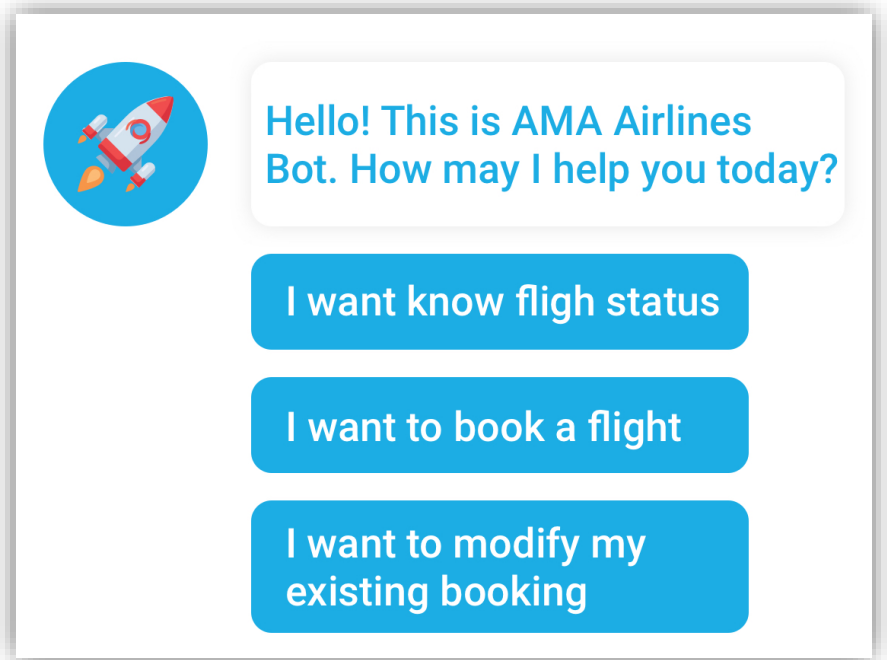
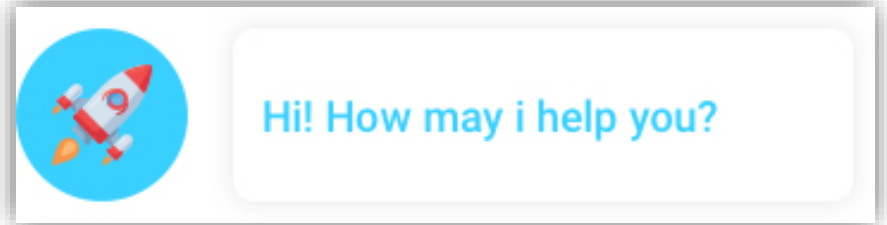
Influencing Factors	Not Influencing Factors
Does your bot solve the user's problem in an efficient (read: faster) way?	How AI driven your bot is.
Does it run on multiple platforms and devices?	Does it support NLP?
Is it discoverable enough?	Does it support voice or answers queries on your behalf?



UX – The Welcome Message

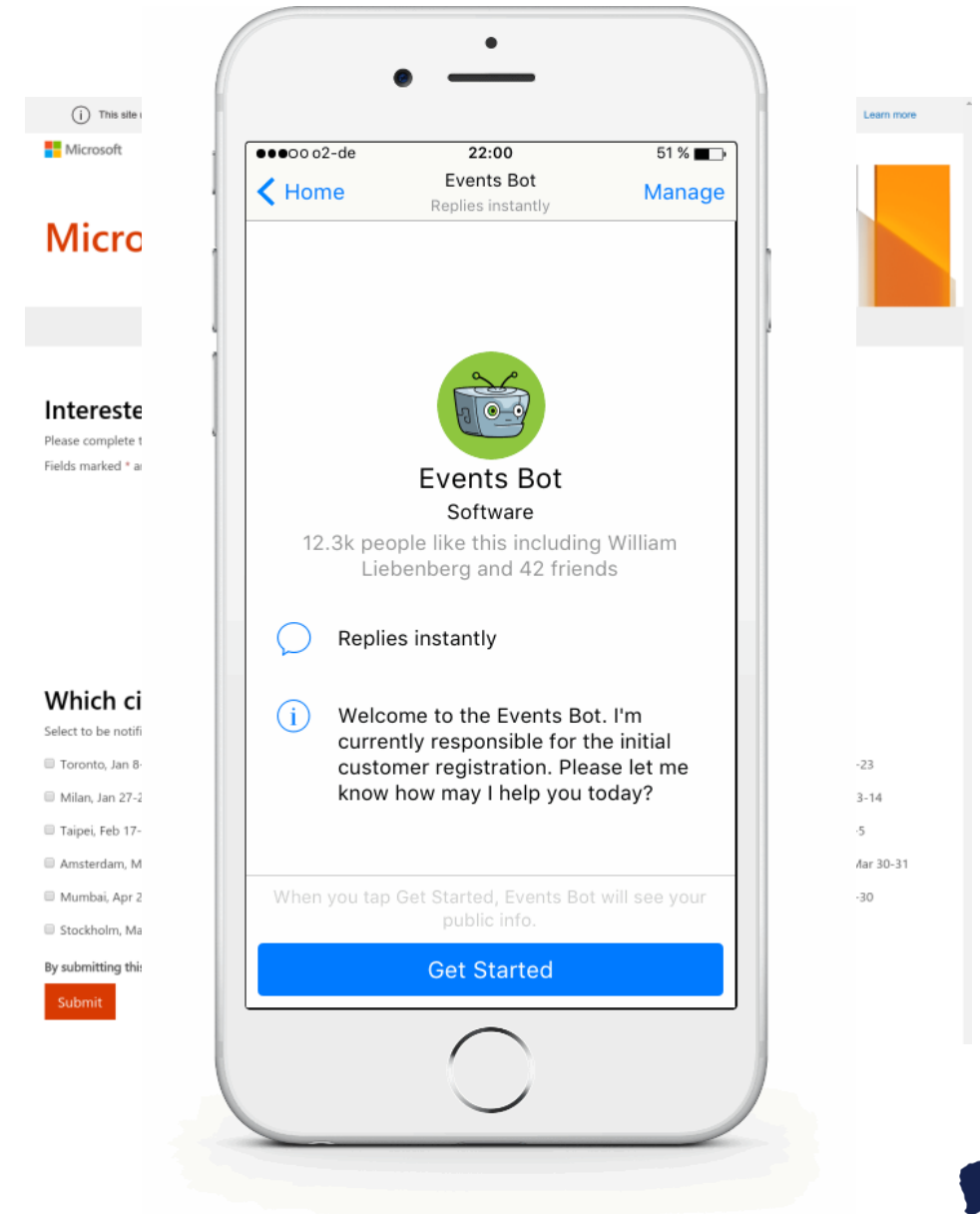
- First impression is the key for retaining customers
- Be descriptive and tell user/customer about bot's capabilities
- Menus are valuable than a simple text and they don't affect the smartness of your bot either

Whether you're designing an app, website or a bot; UX should be your top most priority!



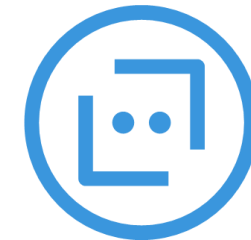
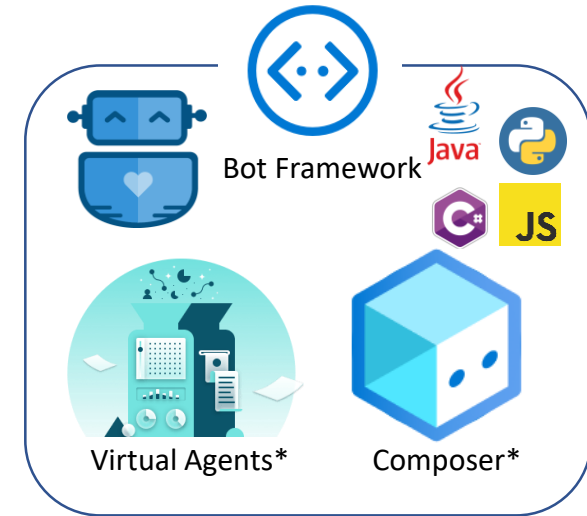
UX – Traditional vs Bot

- Forms – Input Tools
- Messages (with rich controls) are the new UI
- Information gathering = Active Experience



Choose the right option!

- Business objective is the key
- Code vs. No-Code
- Bot Framework (or Composer*), Virtual Assistant (Enterprise) or Power Virtual Agents?

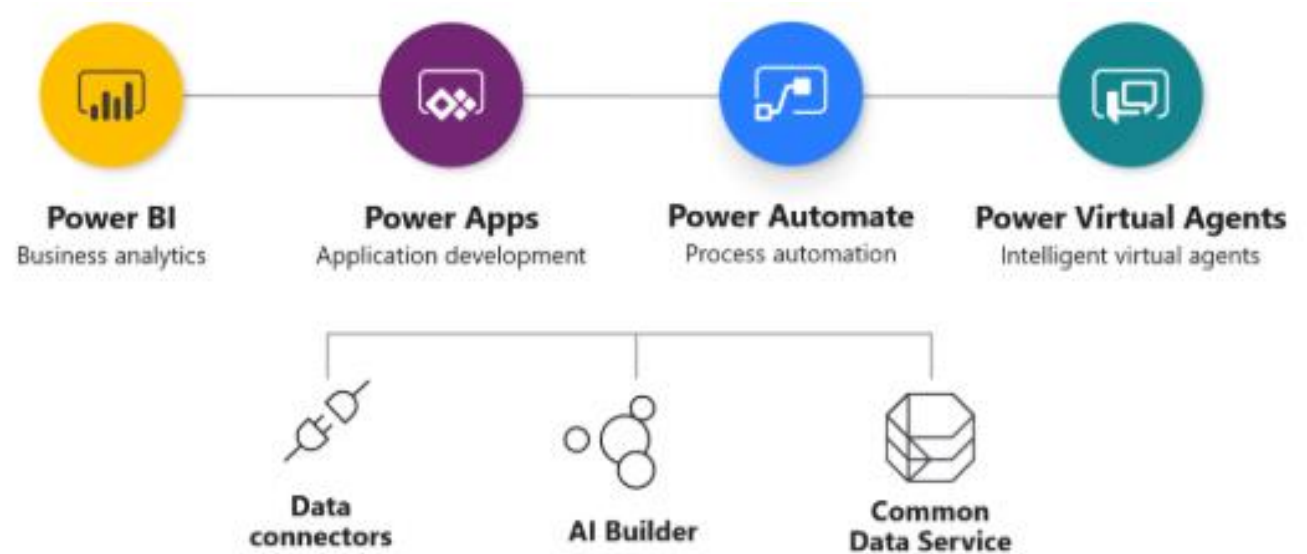


Azure Bot Service



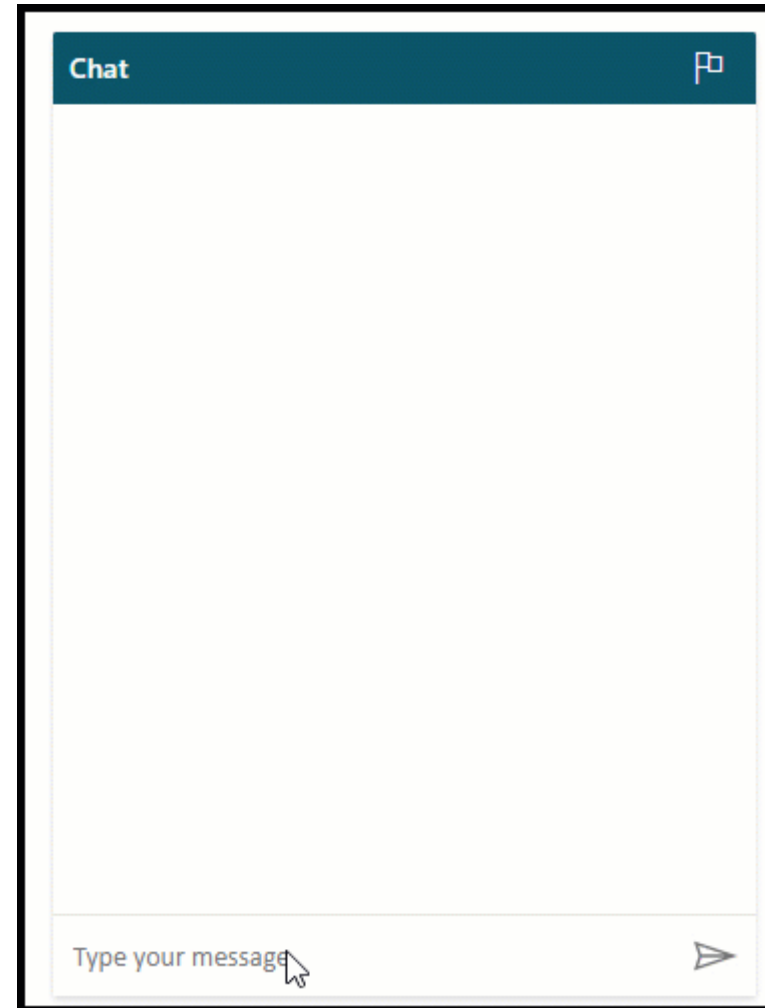
Power Virtual Agents

- Total No-code approach
- Create powerful bots using guided GUI
- Empower customer support specialists / people closest to customer
- No prior knowledge of data science / developers is required
- Monitor and improve bot's performance



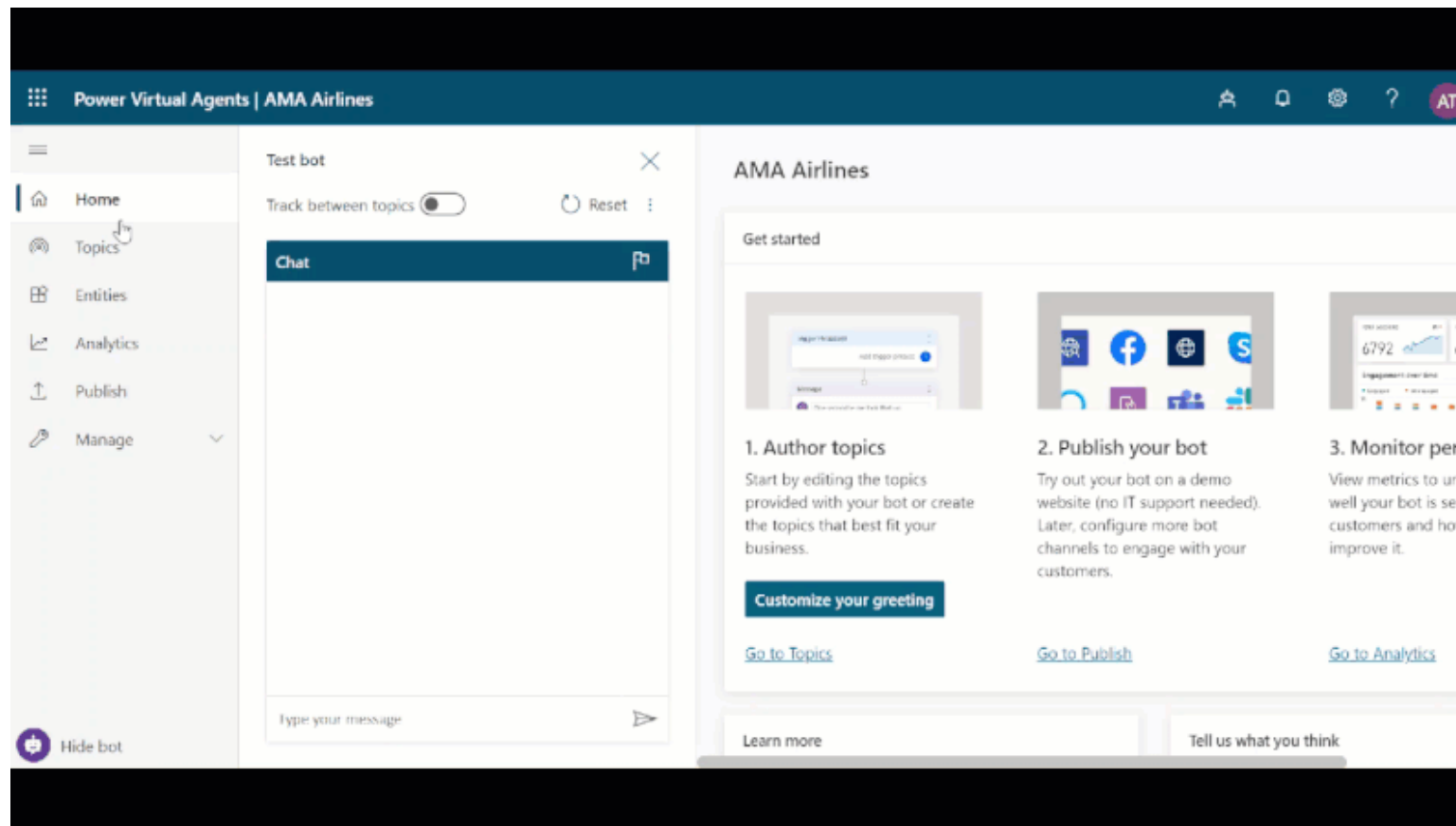
Hidden Gems of Power Virtual Agents 1/3

- Proactive Slot Filling
 - Extract entities from the text
 - Improve CX



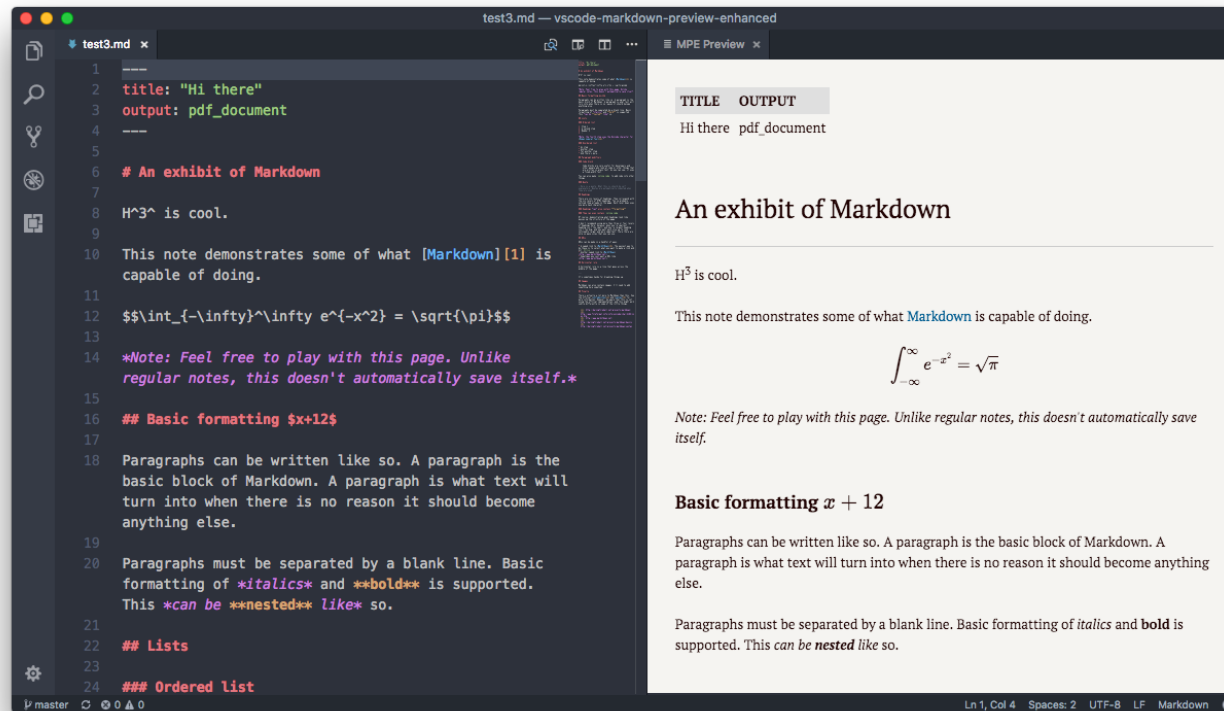
Hidden Gems of Power Virtual Agents 2/3

- Suggested Topics



Hidden Gems of Power Virtual Agents 3/3

- Markdown Text



Demo


Power Virtual Agents, Dynamics 365 and Power Automate



Enhance your business with AI


Add intelligence to your business. Create tailored AI models to automate processes and find insights. [Learn more](#)

Make your own AI model



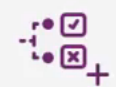
Form Processing

Automatically handle routine documents, like invoices or tax forms.




Object Detection

Count and label things in images.



Prediction 💎

Predict whether something will happen.



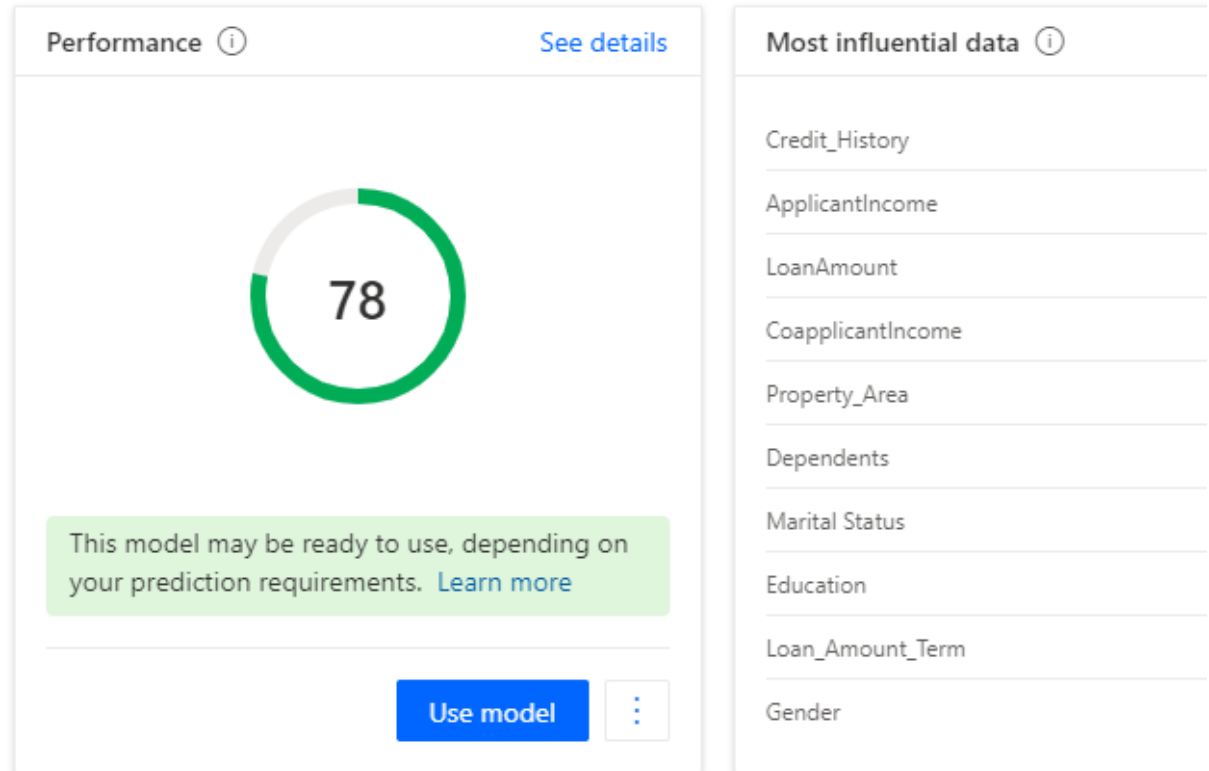
Text Classification

Analyze the meaning of text, like reviews or feedback.

Infuse No-Code AI with No-Code PVA!

- AI Builder (Prediction Model)
 - Binary Classification
 - Eligibility
 - Subscriptions
 - Pay on time
 - No specialized Data Science knowledge is required
- Limitations
 - Two Options Type Label
 - On demand or 24 hours cycle updates

Models > Loan Application Contact Model
Prediction • Published • Arafat Tehsin



Demo

Power Virtual Agents, **AI Builder**, Dynamics 365 and Power Automate



Extend Power Virtual Agents with Skills

- Endless possibilities with Bot Framework Skills
- Pro-code skills required
- Seamless Integration with Point and Click experience

A

AMA Bank Skill bot

View manifest

Remove

Description

This skill extends the banking operations to facilitate the customer

Added

2/5/20, 11:21 PM

Privacy policy

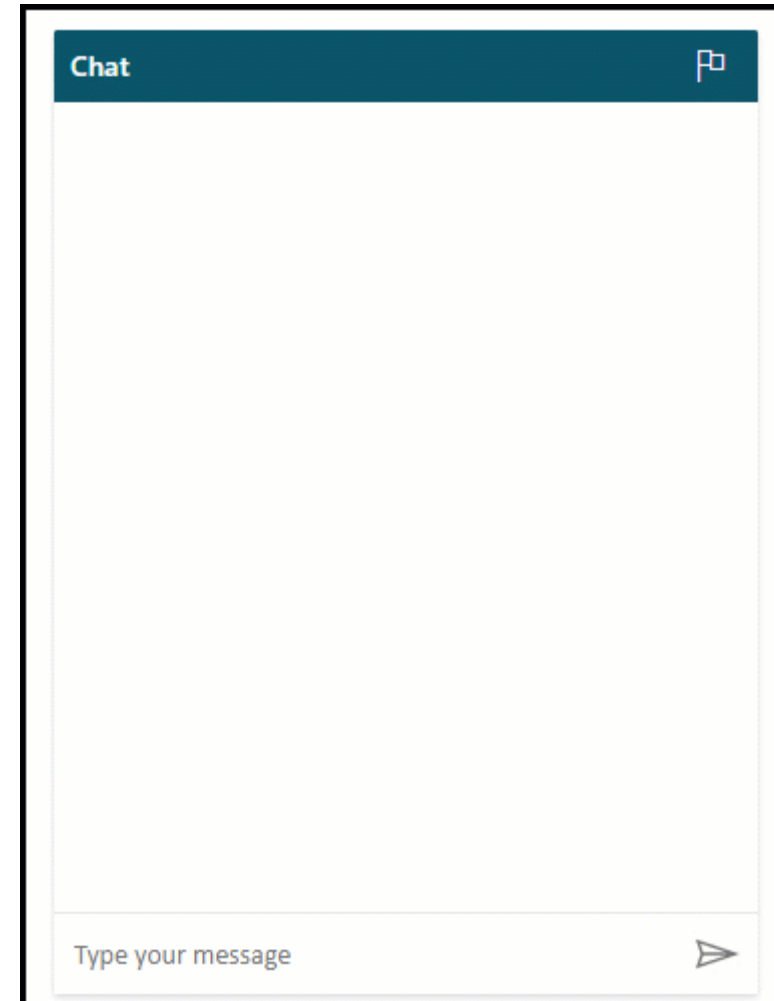
<https://www.arafattehsin.com/blog>

Skill actions (1)

ID ↓

message

Receives the i



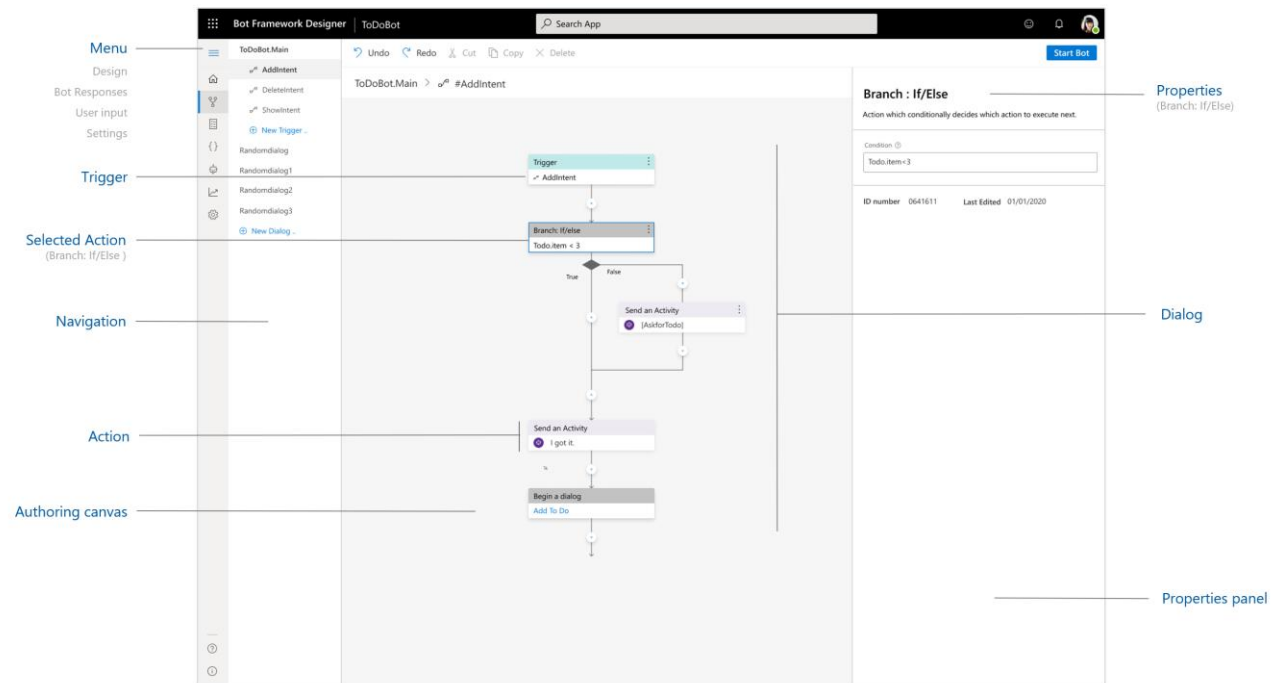
Second Last Demo

Power Virtual Agents, **Bot Framework Skills**, Adaptive Cards



Bot Framework Composer

- Open source development tool
- A visual editing canvas for authoring and visualizing the conversation flow
- Language understanding (NLU) in-context of conversation authoring.
- Tools to train and manage dialog components (including NLU and QnA)
- Author Bot responses (powered by Language generation and templating system)
- A ready-to-use bot runtime



Last Demo (Finally!)

Bot Framework Composer, Adaptive Cards



Licenses

- AI Builder
 - <https://docs.microsoft.com/en-us/power-platform/admin/powerapps-flow-licensing-faq#ai-builder>
 - Trial Available for 30 Days
- Power Virtual Agents
 - <https://powervirtualagents.microsoft.com/en-us/#pricing>
 - Trial Available for 30 Days
- Azure Bot Service
 - (<https://azure.microsoft.com/en-au/pricing/details/bot-service/>)
 - Trial Available with Azure Trial
- Bot Framework Tools
 - FREE!



What we learnt

- Always consider UX as a top priority
- Business objective is the key
- No need to rush with the bot's integration
- Microsoft ecosystem has bunch of tools for Conversational AI for all the channels

Questions please?



Thank you

