

# GLOBAL POWER PLATFORM BOOTCAMP

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Organized Globally, Held Locally



POWER PLATFORM  
**BOOTCAMP**



**K**ingswaySoft

# Power Virtual Agents In Action!

Marco Rocca – Microsoft SR PFE



#GlobalPowerPlatformBootcamp

# Thanks to our sponsor!



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## Marco Rocca

- SR PFE Modern Workplace @Microsoft Italy
- I ❤️ SharePoint (since 2008)
- Focusing on Power Platform
  - Power Apps
  - Power Automate
  - Power Virtual Agents



# Session Agenda

- What is Power Virtual Agents
- Build a virtual agent in a minute
- Suggested FAQ Chatbot Topics
- Improve BOT power with Action
- Q & A

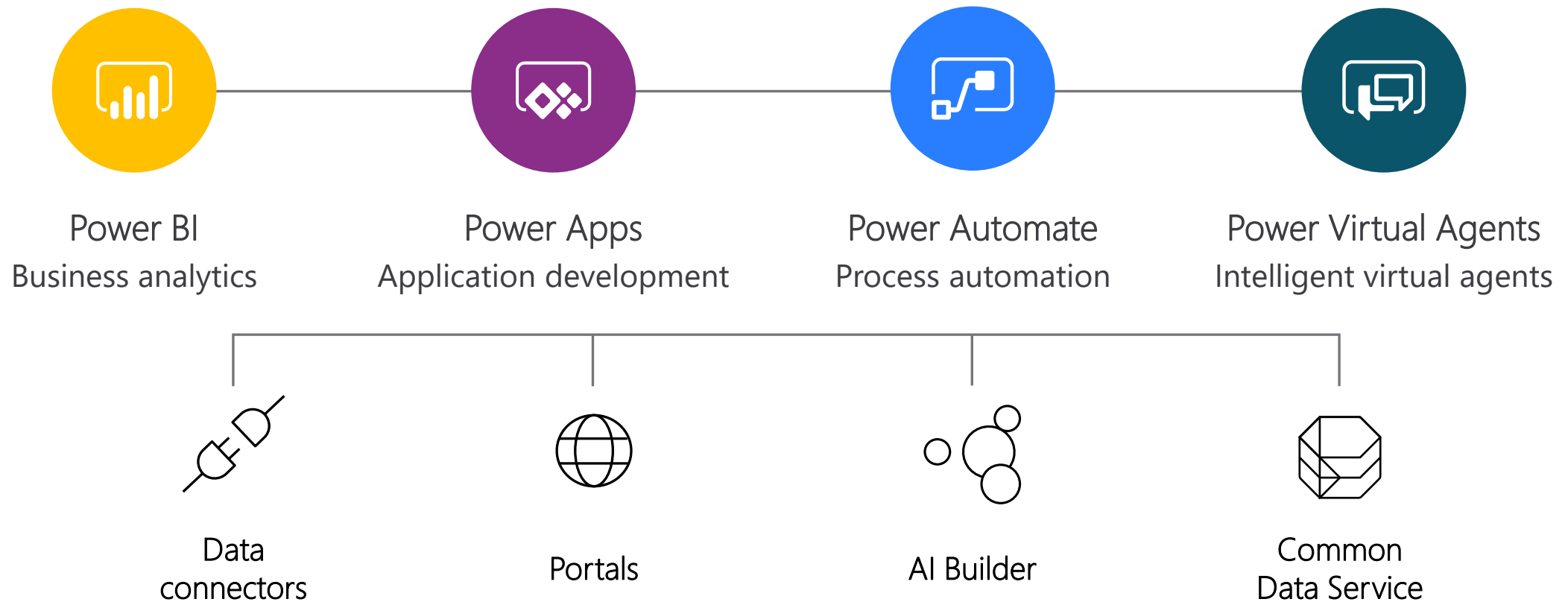


# What is Power Virtual Agents



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# Microsoft Power Platform

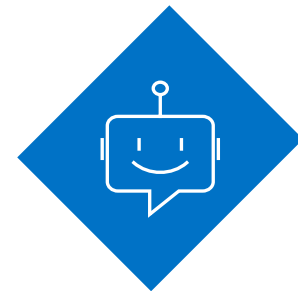


# Chat bots can help, but...

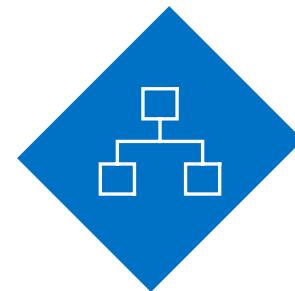
Bots are hard to create and expensive to maintain



There is “a mountain” between the experts with answers – and the developers and scientists who create bots



Bots aren't useful unless they can integrate with the backend and provide personalized answers



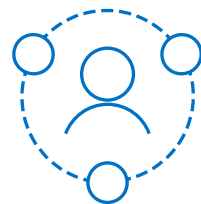


# Microsoft Vision Power Virtual Agents

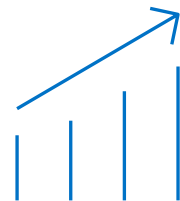
**Empower every  
organization to easily provide  
delightful, natural  
interactions with their  
customers and improve  
engagement and outcomes**



**ENGAGE EASILY AND  
NATURALLY**



**DEMOCRATIZE AI**



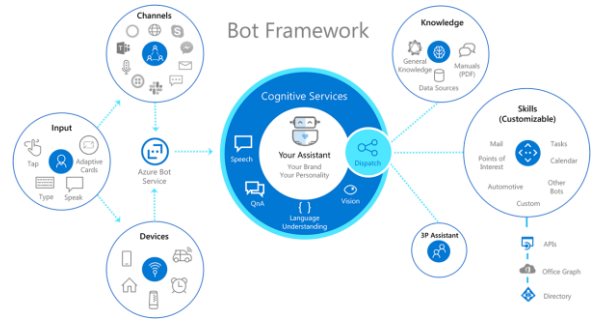
**CONTINUOUSLY  
IMPROVEMENT**



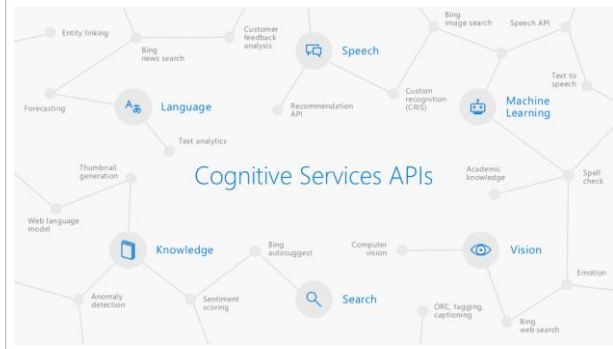
**TAKE ACTION**

# Built on Power Platform & Bot Framework

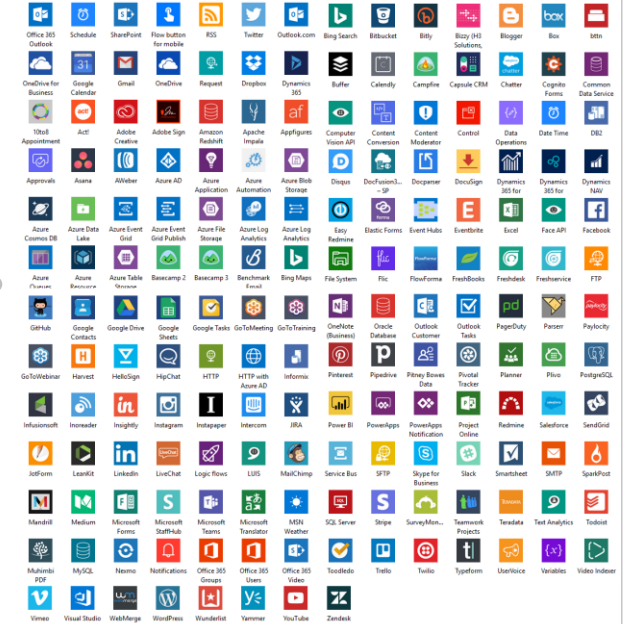
Easy, no-cliff access to the full power of the Azure Bot Framework



Integrated with Azure Cognitive Services



Access to Flow, custom models through AI Builders and 100s of pre-built connectors



Azure Cognitive Services

Bot Framework

Power Platform

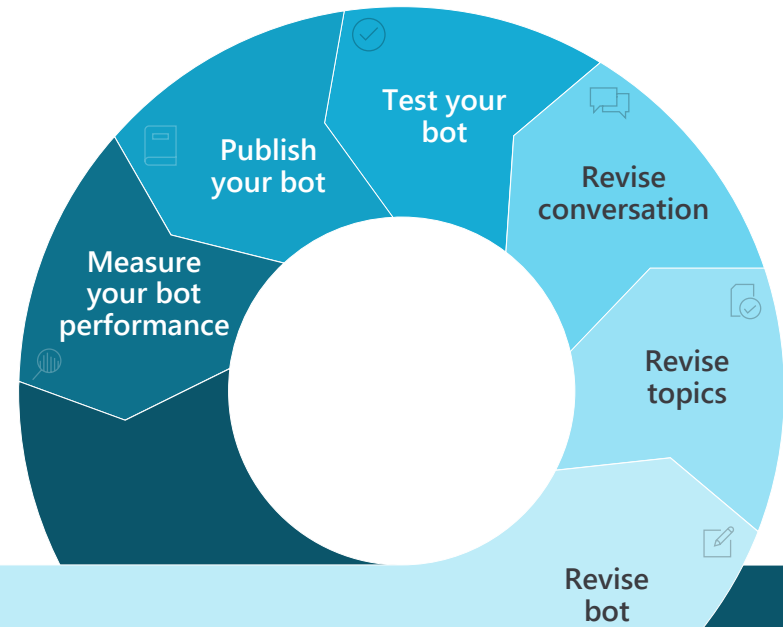
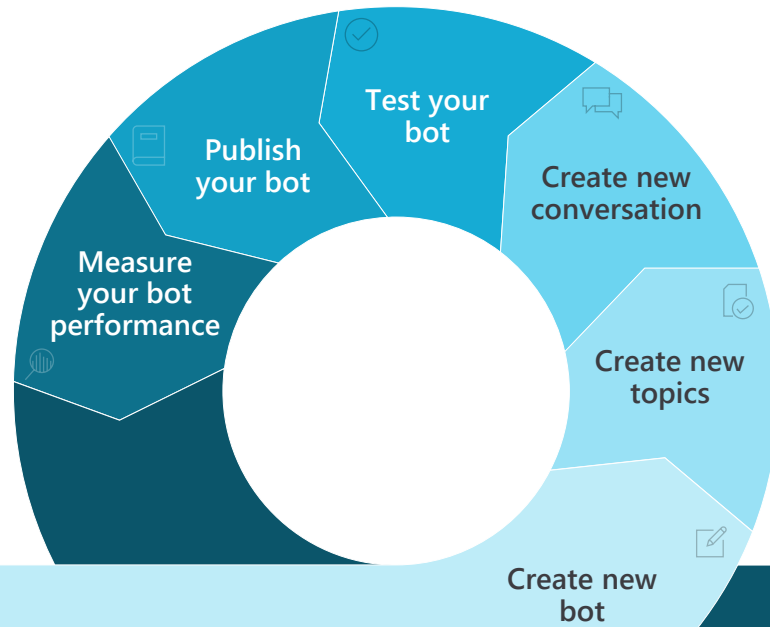
Power Virtual Agents

# Build a virtual agent in a minute



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# Bot Creation Process overview



# Create a New Virtual Agent



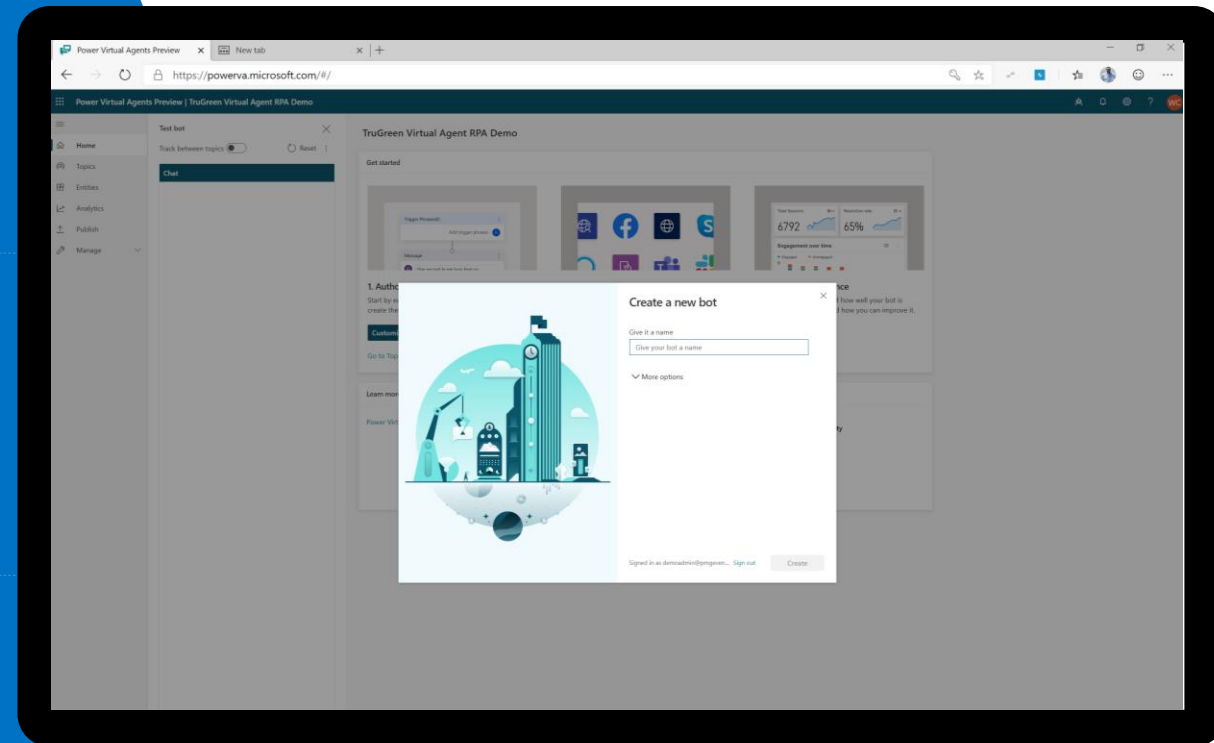
Open the Power Virtual Agents designer



<https://powerva.microsoft.com/>



Select 'new bot'



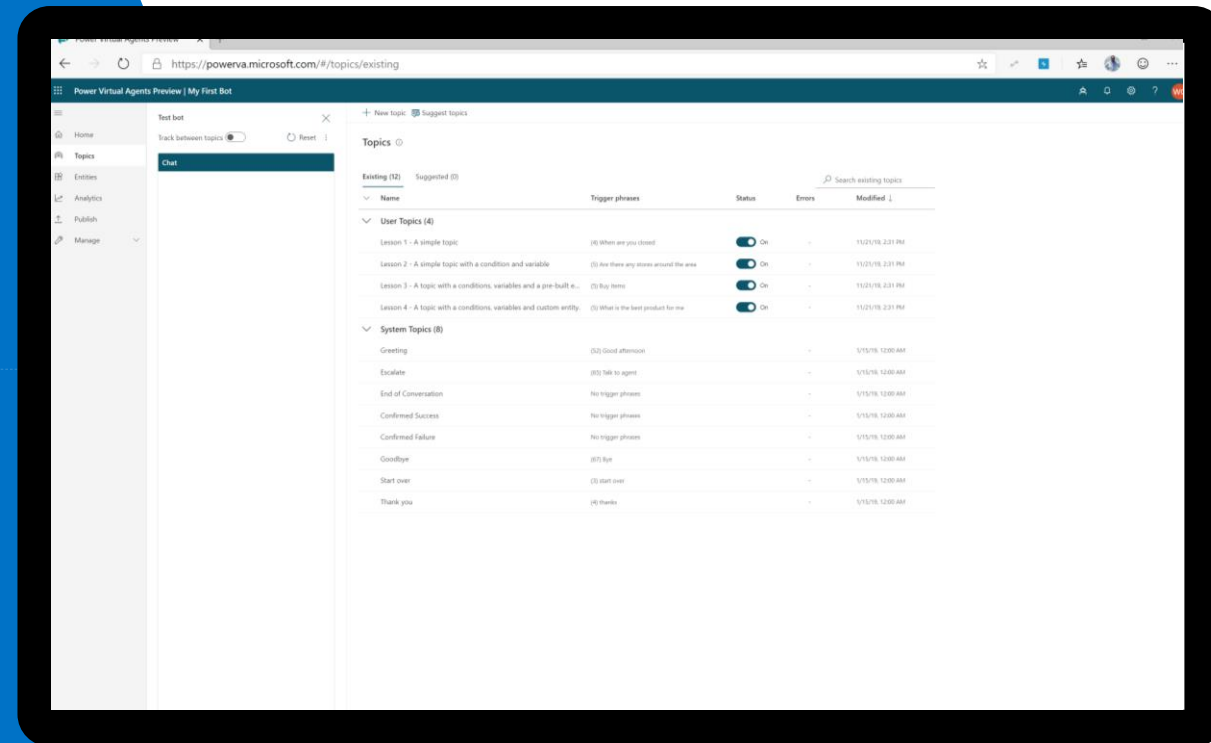
# View Topics



A bot comes with 4 User topics  
& 8 system topics



Using one of the 4 topics to get  
familiar with the structure



# Add Conversational trigger phrases



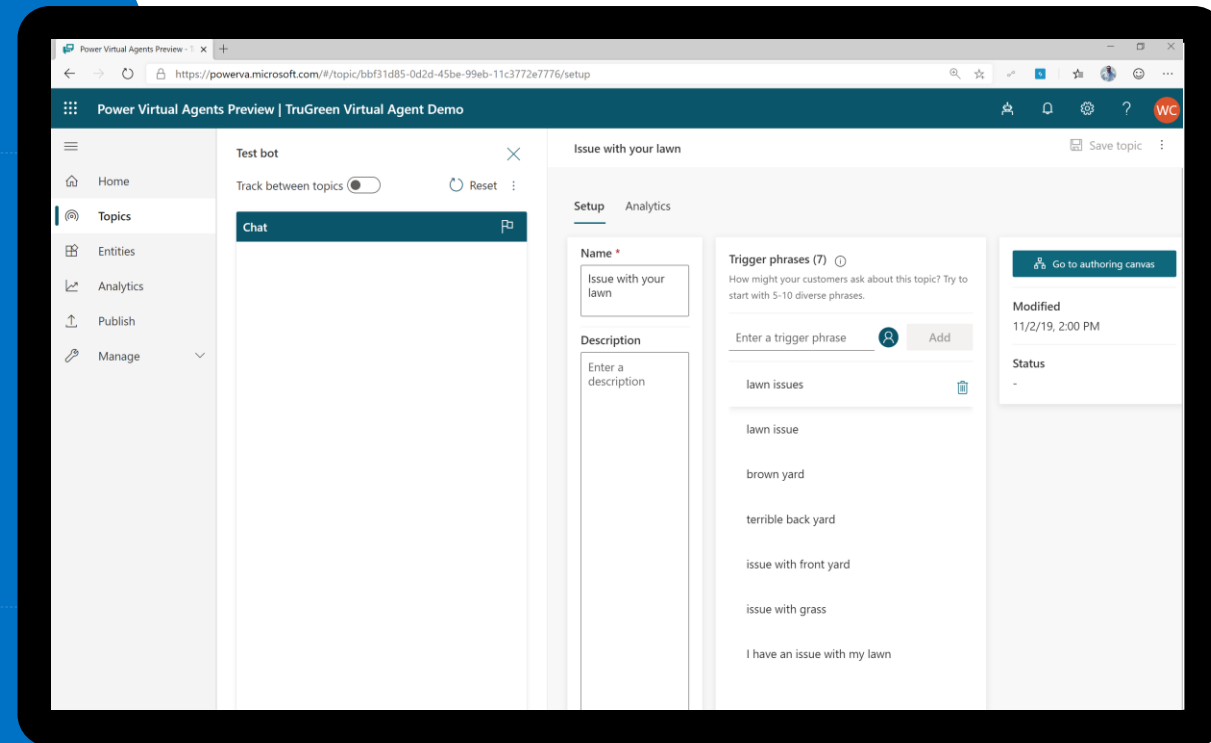
For a topic you'll define a few trigger phrases



A trigger phrase is a way to describe an intent, it captures the way a customer might ask about a problem/issue. E.g., "problem with my pc desktop"



You only need to provide a few sample phrases – the AI will parse whatever the user says and trigger the topic closest in meaning to the user utterance



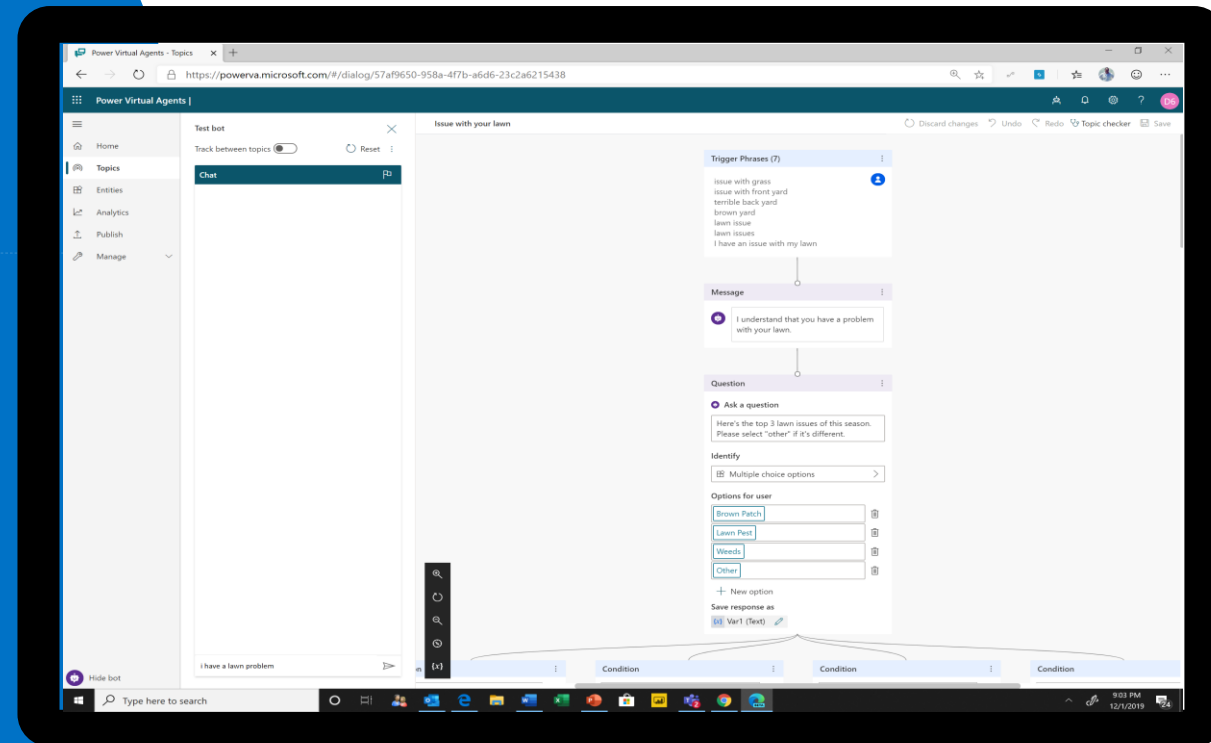
# Open the authoring canvas and begin editing a topic



Open authoring canvas to view the conversation tree



You'll see the trigger phrases at the top. You can edit the conversation tree, adding questions the bot should ask, things the bot should say etc.





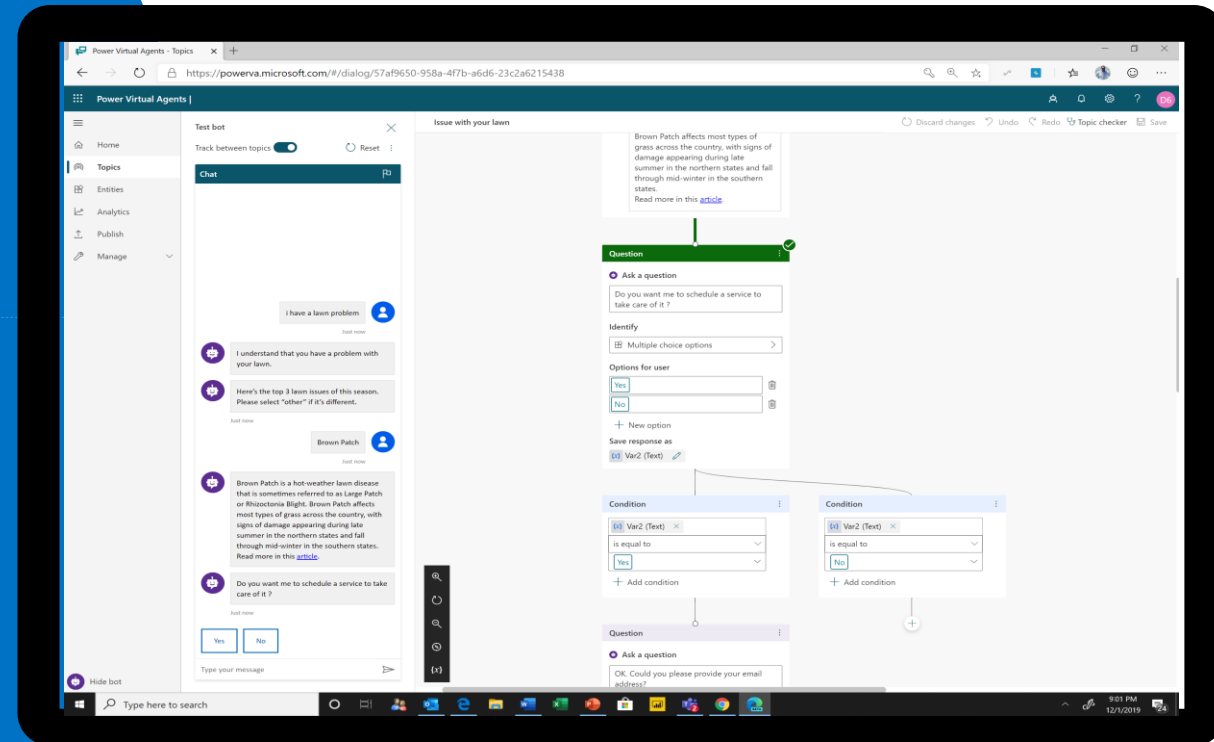
# Test your topic as you construct it



To test what you've created click on test bot (bottom left) to expand test window



Turn on "Track between topics". This lets you trace your way through both this topic and any others you call



# Publish to demo website

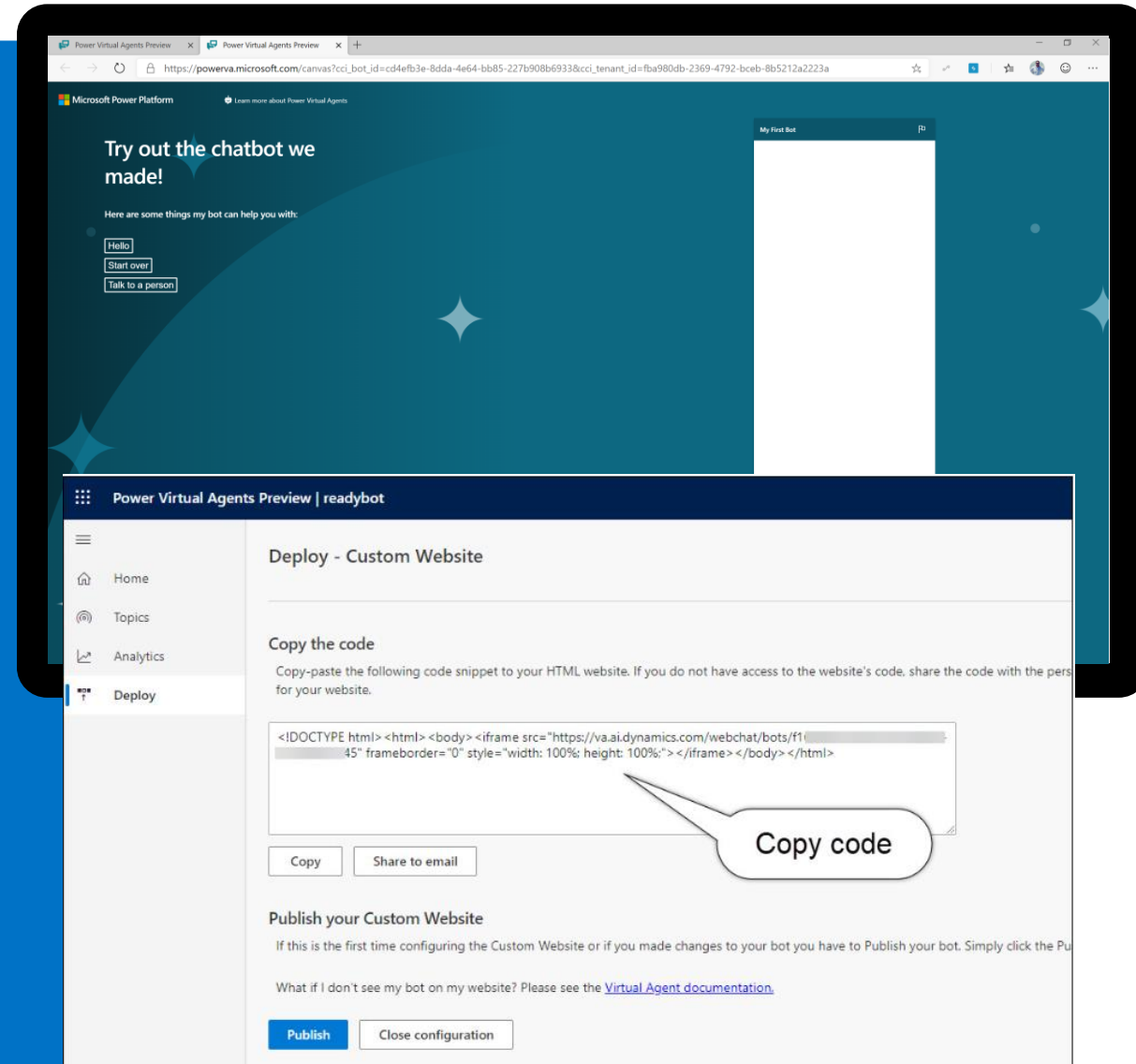


Publish to demo website and share the URL with colleagues so they can try the bot



Add screen shot with that publish to demo site show and demo page

```
<iframe  
src="https://powerva.microsoft.com/webchat/bots/xxxxxxx" frameborder="0"  
style="width: 100%; height: 100%;">  
</iframe>
```



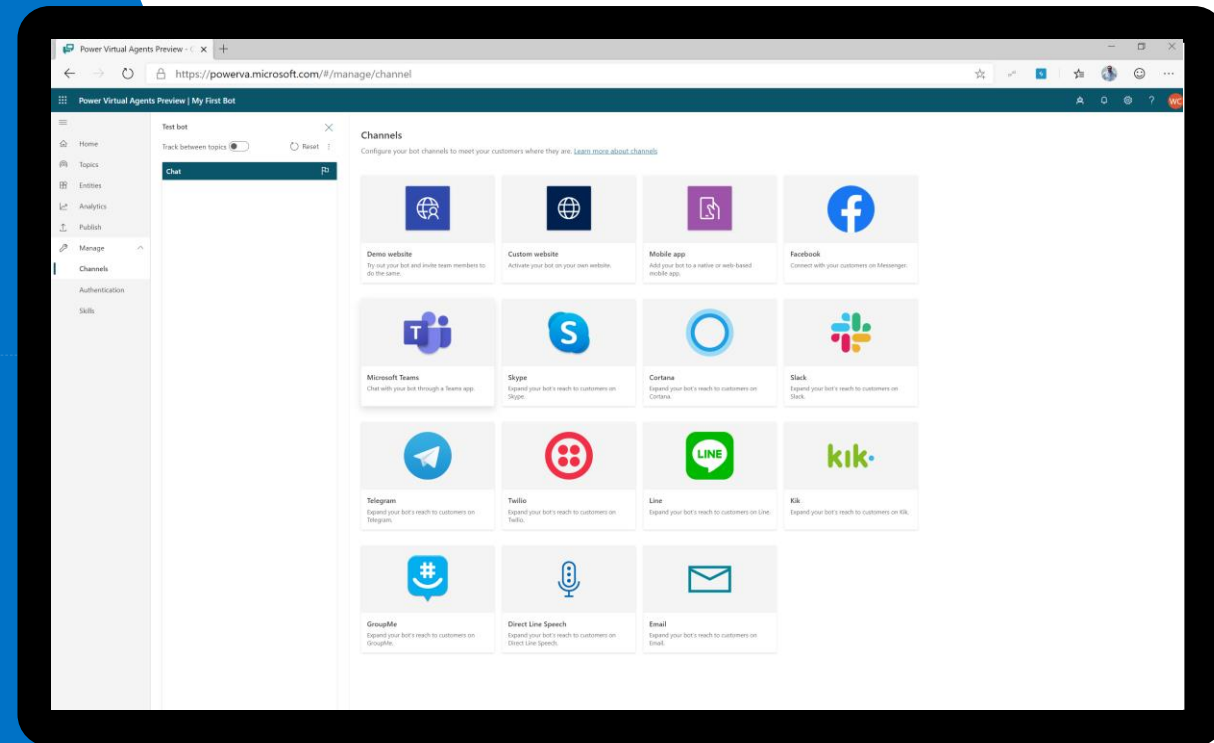
# Publish to multiple channels



Expand your agent's reach



Deploy your virtual agent on widely used services



# Demo1: Create Chat BOT



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# Suggested FAQ Chatbot Topics



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# Let Microsoft AI Offer you Suggested FAQ Chatbot Topics



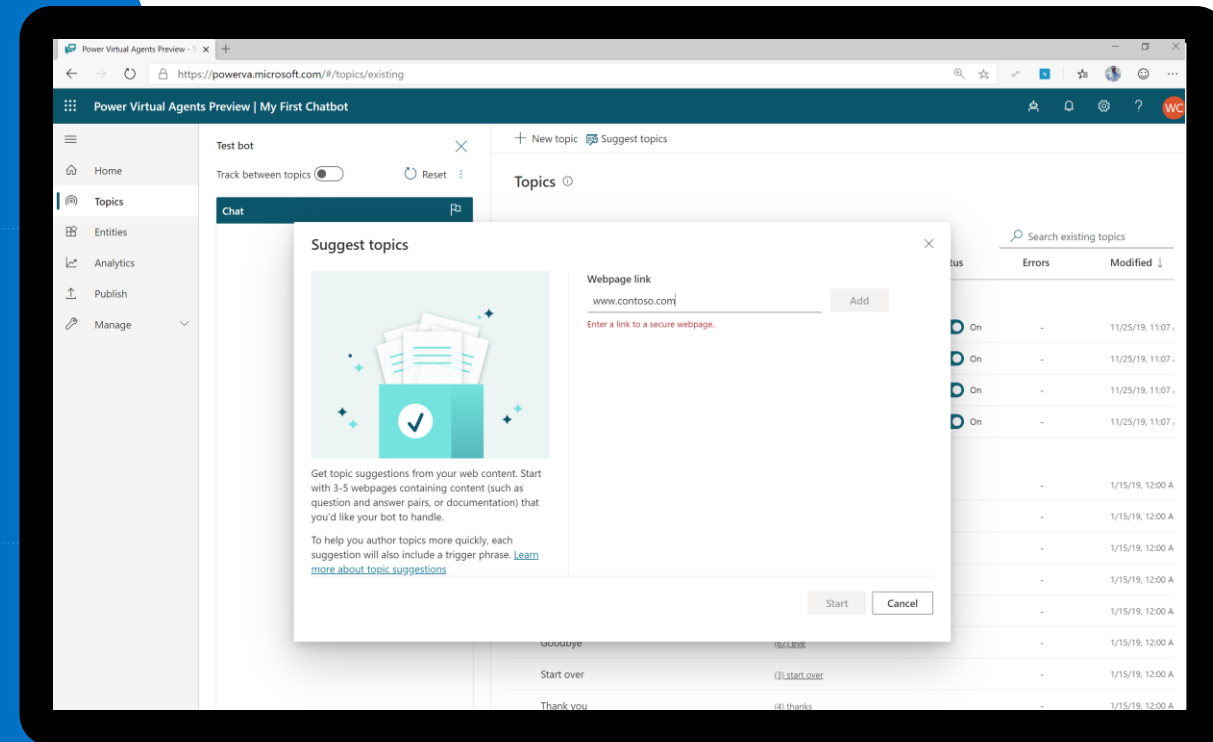
## Each FAQ becomes a chatbot trigger



The answer to your FAQ becomes message text in dialogue tree



# Create a single turn conversation tree in minutes



# Demo2: Create FAQ Based on KB



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# Improve BOT power with Action



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# Easily integrate your virtual agent with your broader ecosystem



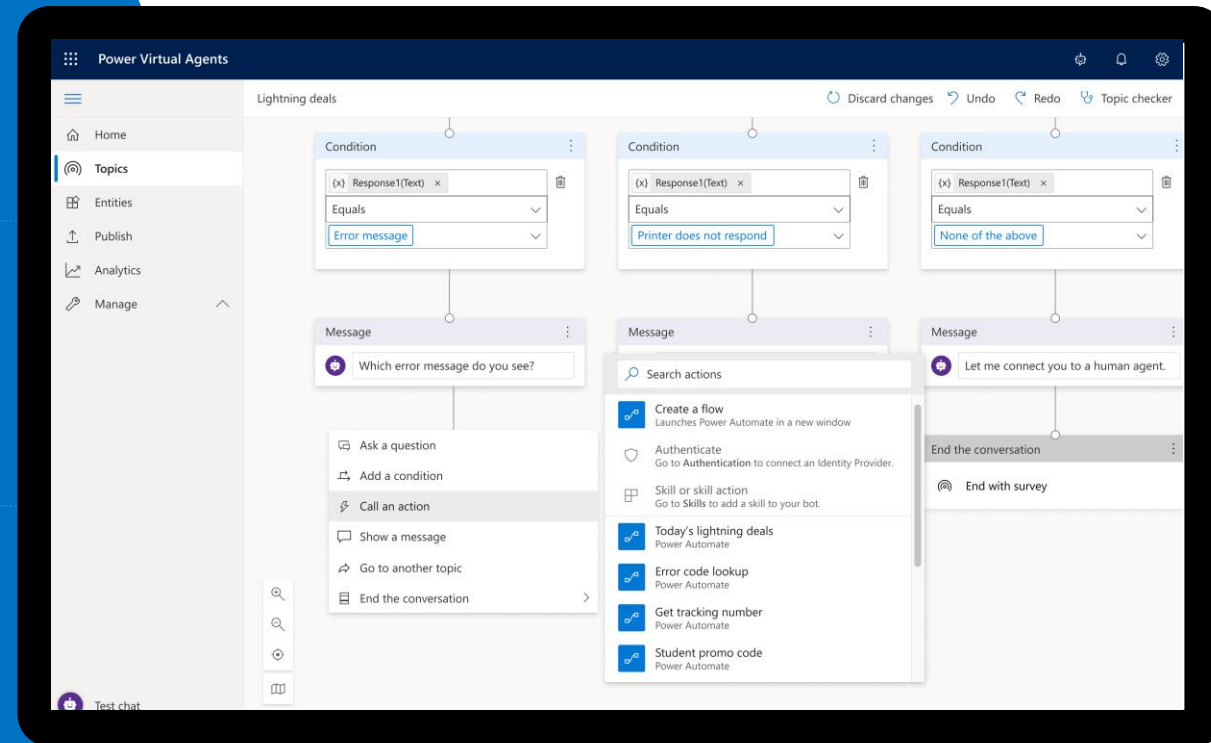
Leverage hundreds of connectors



Embed custom APIs



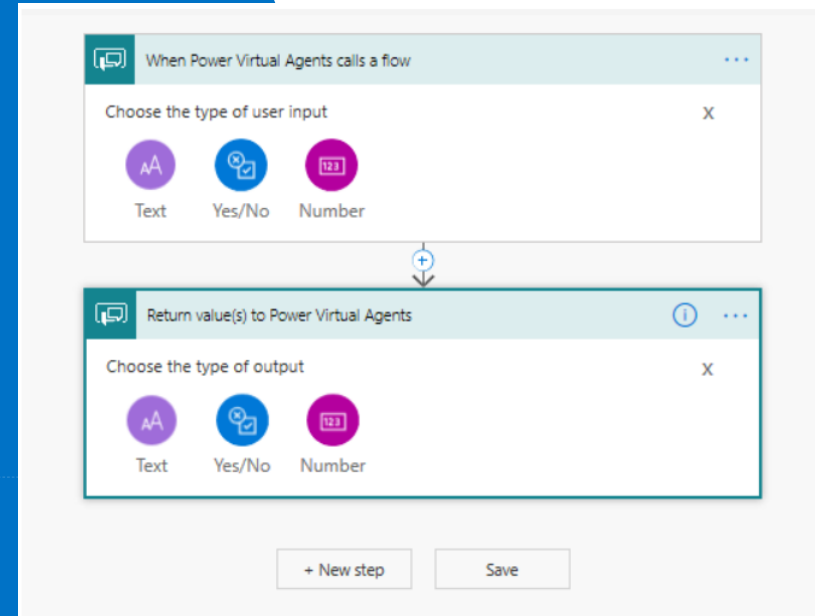
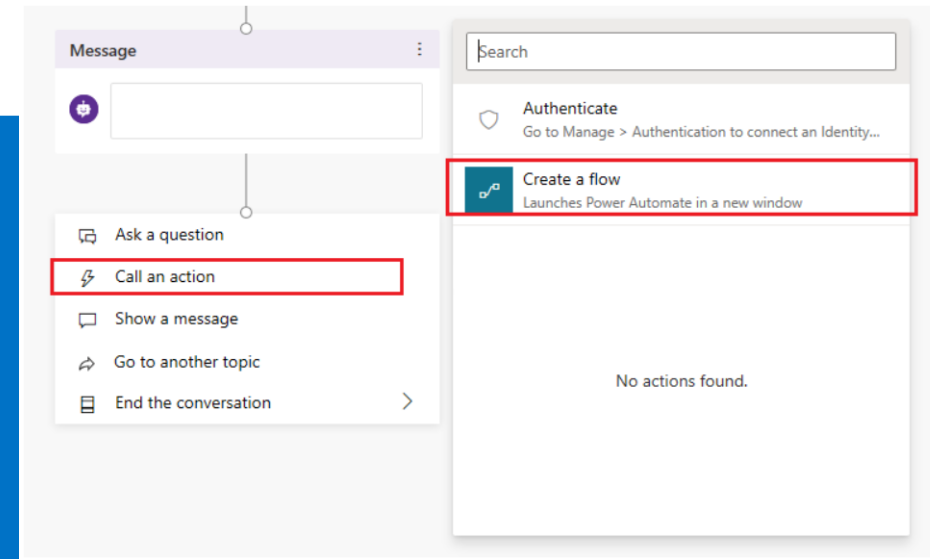
Add process automation with  
embed flow from Power  
Automate



# Power Virtual Agents Connector

Power Virtual Agents Connector provides a convenient UI interface for flow input and output parameters

Note that the flows currently using HTTP Request/Response Connector will continue working with Power Virtual Agents



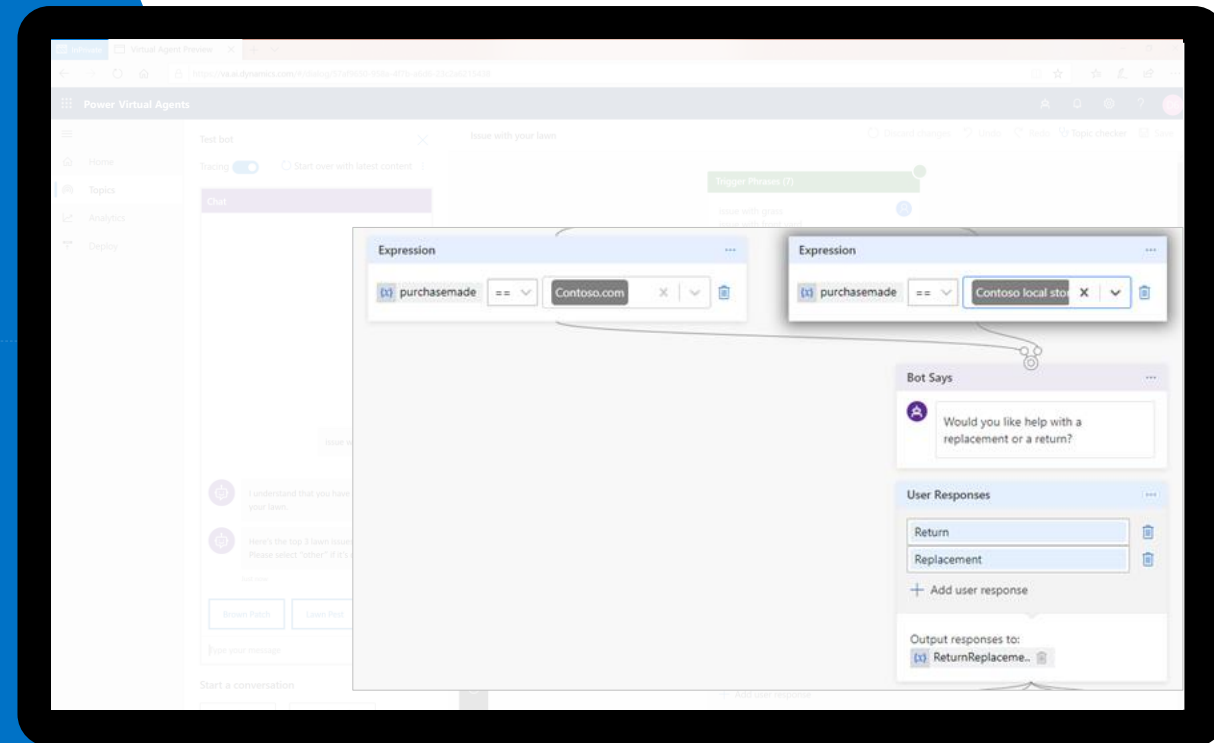
# Use variables to navigate customers to tailored content



Direct your customers to content you want them to see



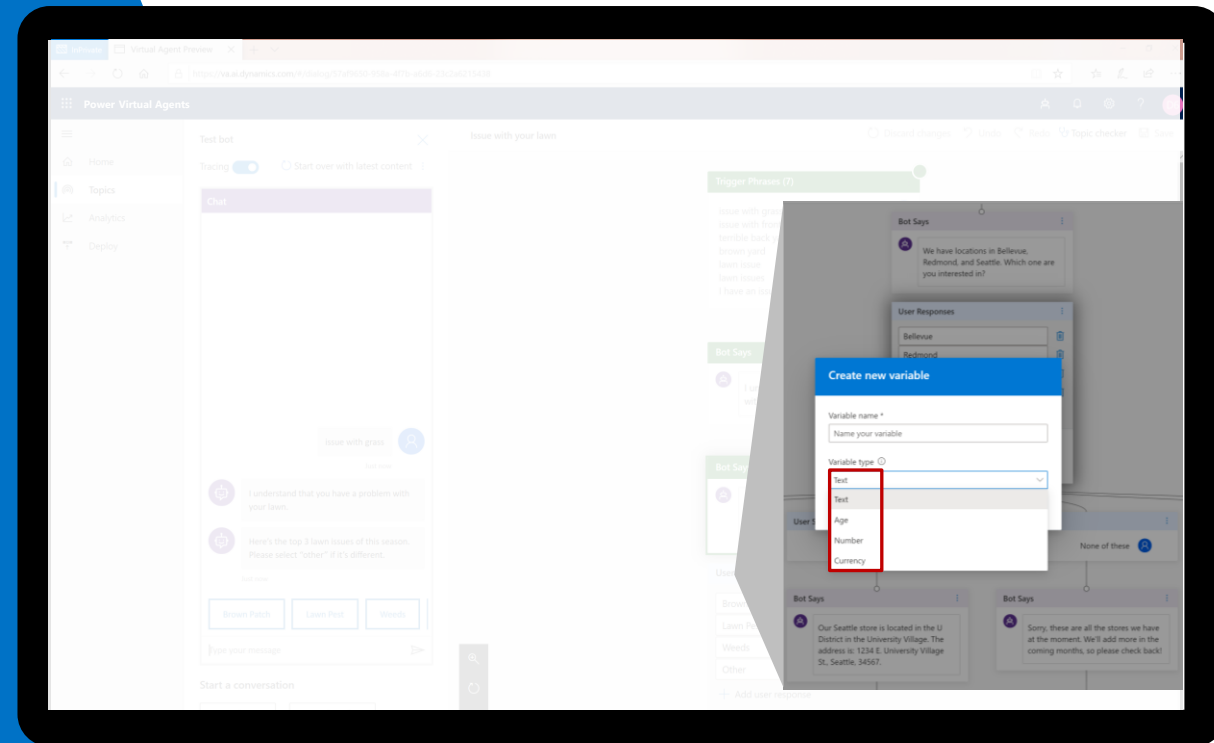
Add variables to keep customer information for later in the conversation



# Multiple variable types are supported



Use different variable types to influence user response



# Easily add end-user authentication to your virtual agent



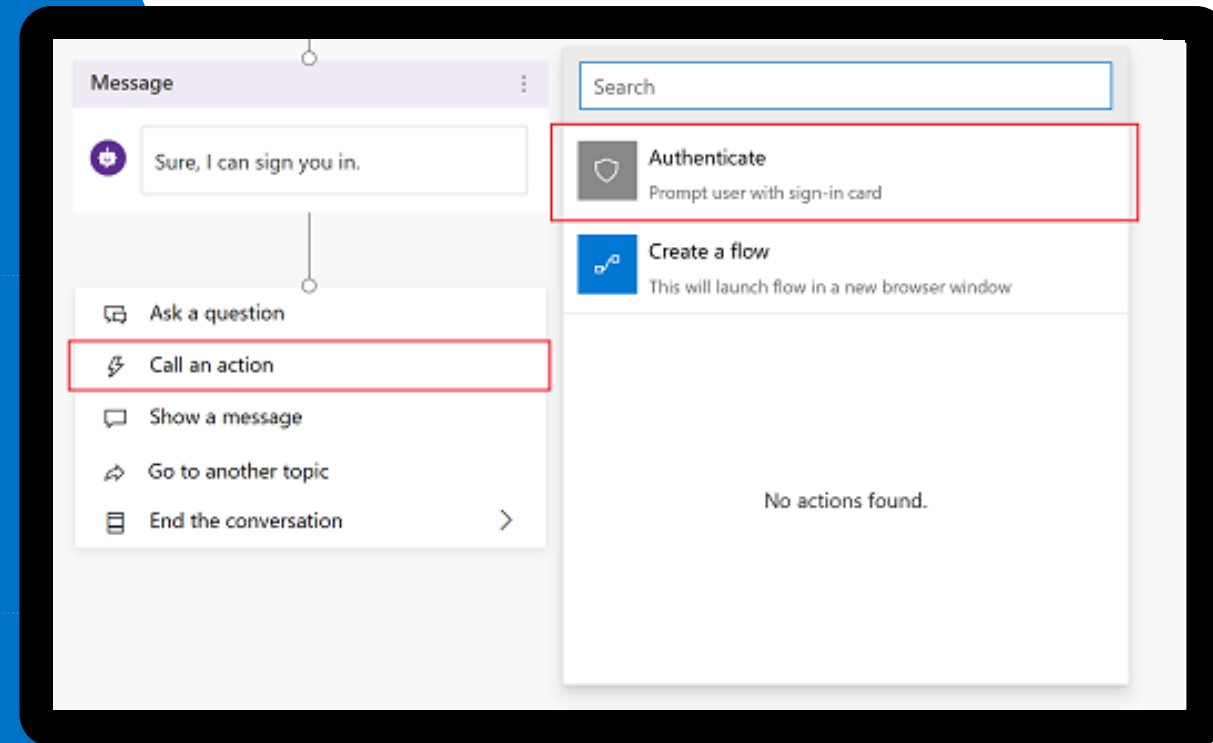
Add right from dialogue tree



Call an action



Choose Authenticate



# Demo3: Using Flow in your Chat BOT



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# Any Questions?



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# Help us make better!



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**Please fill  
out the  
survey!  
& Win  
Swags!!**



<https://www.powerplatformbootcamp.com/survey>



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# Thank You For Attending

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**Twitter: @marco\_r\_73**



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