

# GLOBAL POWER PLATFORM BOOTCAMP

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Organized Globally, Held Locally



POWER PLATFORM  
**BOOTCAMP**

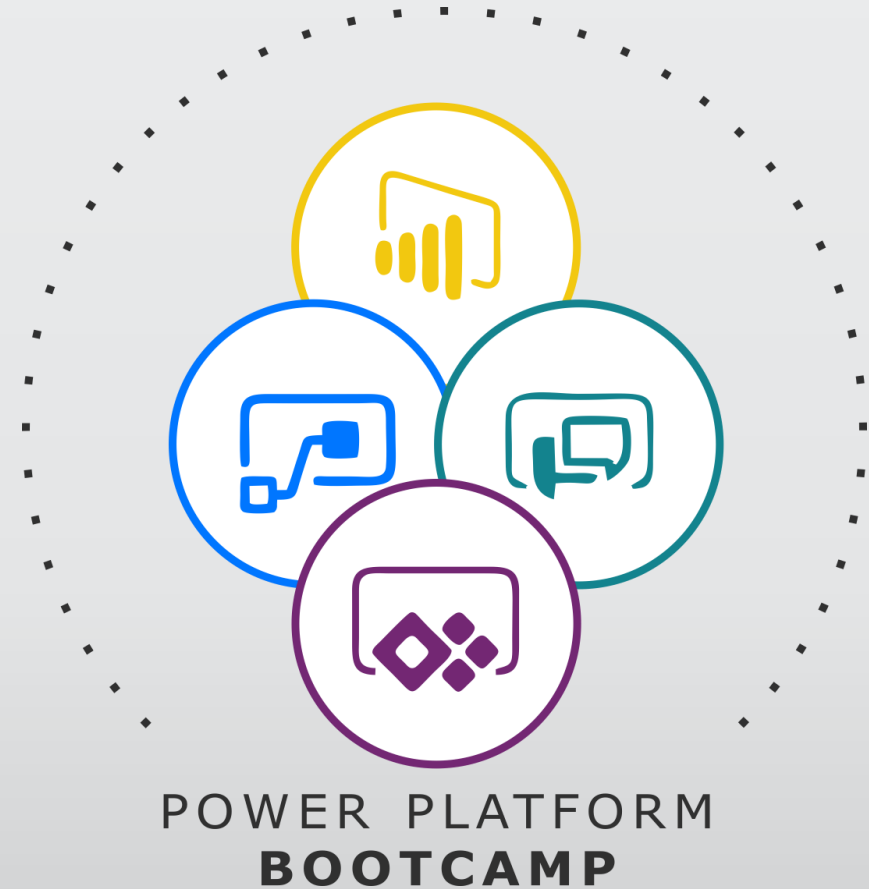


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Organized Globally, Held Locally

Power Virtual Agent



# Power Virtual Agent

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Microsoft 365 Product Owner



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## Power Virtual Agents

Intelligent virtual agents

**Empoderar a las personas a  
impulsar el valor del negocio  
a través de IA para conversación  
natural y fácil de crear**



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# Microsoft Power Platform

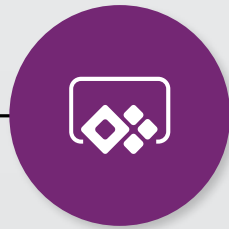
La plataforma de bajo código que abarca Office 365, Azure, Dynamics 365 y aplicaciones independientes

Innovación en cualquier lugar. Desbloquea valor en todas partes.



## Power BI

Business analytics



## Power Apps

Application development



## Power Automate

Process automation



## Power Virtual Agents

Intelligent virtual agents



**Data  
connectors**



**Portals**



**AI Builder**



**Common  
Data Service**



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# Una plataforma de agente virtual robusta

**Construye  
fácilmente  
conversaciones  
poderosas**

**Crea experiencias  
de clientes  
personalizadas**

**Extensibilidad  
ilimitada con  
habilidades de Bot  
Framework**  
preview



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## Test chat

☒ Track between topics

Bot



Hi, I'm your support bot. How can I help you?

Just now

Are you closed now?



Just now



Our store hours are M-F 8am-7pm, Saturday 10am-4pm, and Sunday 10am-3pm.

Just now



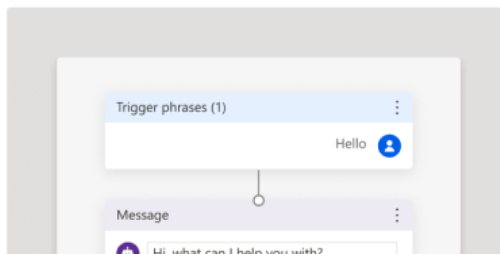
...

Enter your response here



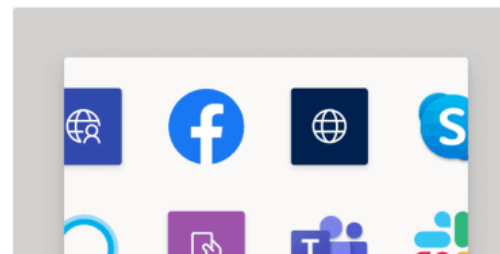
## Power Virtual Agents

## Get started



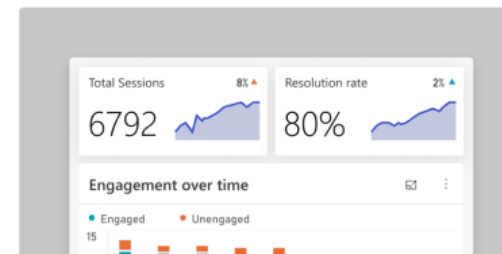
## 1. Author topics

Work with templates or create your own topics to best fit your business.

[Customize your greeting](#)[Go to Topics](#)

## 2. Deploy your bot

Set up a demo website and share your bot (no IT support needed). Later, deploy it to your support website to engage with your customers.

[Go to Deploy](#)

## 3. Monitor performance

View metrics to understand how well your bot is serving your customers and how you can improve it.

[Go to Analytics](#)

## Learn more

[Documentation](#)

## Product videos

- [Create, test, and deploy your bot](#)
- [Create a PowerApps environment](#)
- [Use variables and expressions in bot topics](#)
- [Enhance bot capabilities with Microsoft Flow](#)

## Tell us what you think



Ask questions and learn from the community  
[Support community](#)



Share your thoughts and ideas  
[Idea forum](#)

Virtual Agent Preview

Home

Topics

Analytics

Deploy

Hide Virtual Agent

Test Virtual Agent

Tracing Start over with latest content

Chat

luca@email.com

I see that your smart printer you purchased is the SmartPrinterX on 2018-12-20

Just now

Yes

Just now

I can contact your SmartPrinterX(serial number 418c4e1e-994b-49b5-aca8-04e3f08c00d3) directly to get more information on your issue.

Would you like me to do so?

Just now

Yes, please look up the issue for me

No, I

Type your message

Start a conversation

Store hours

Store location

Pay bill

SmartPrinter X troubleshooter

Discard changes

Undo

Redo

Topic Checker

Expression

Yes

+ Add Expression

Bot Says

I can contact your latestPrinter (serial number SerialNum ) directly to get more information on your issue.

Would you like me to do so?

User Responses

Yes, please look up the issue for me

No, I'll describe the issue myself

+ Add user response

Output responses to:

+ Add variable

Expression

Yes, please look up the issue f...

+ Add Expression

Expression

No, I'll describe the issue myself

+ Add Expression

Bot Says

Ok, I am contacting the printer now

Redirect

Printer - Printer is not printing

Expression

No, I have another prin

+ Add Expression

Bot Says

Sorry, our records show so else, let me connect you to human agent that can assi further.

One moment please.

Escalate

Escalate

The logo for Power Platform Bootcamp, featuring a circular arrangement of four icons: a bar chart, a speech bubble, a gear, and a person, with the text "POWER PLATFORM BOOTCAMP" below.

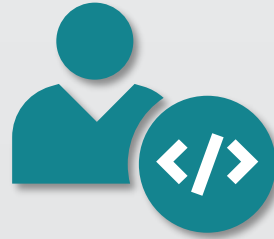
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# Power Virtual Agents está diseñado para todos



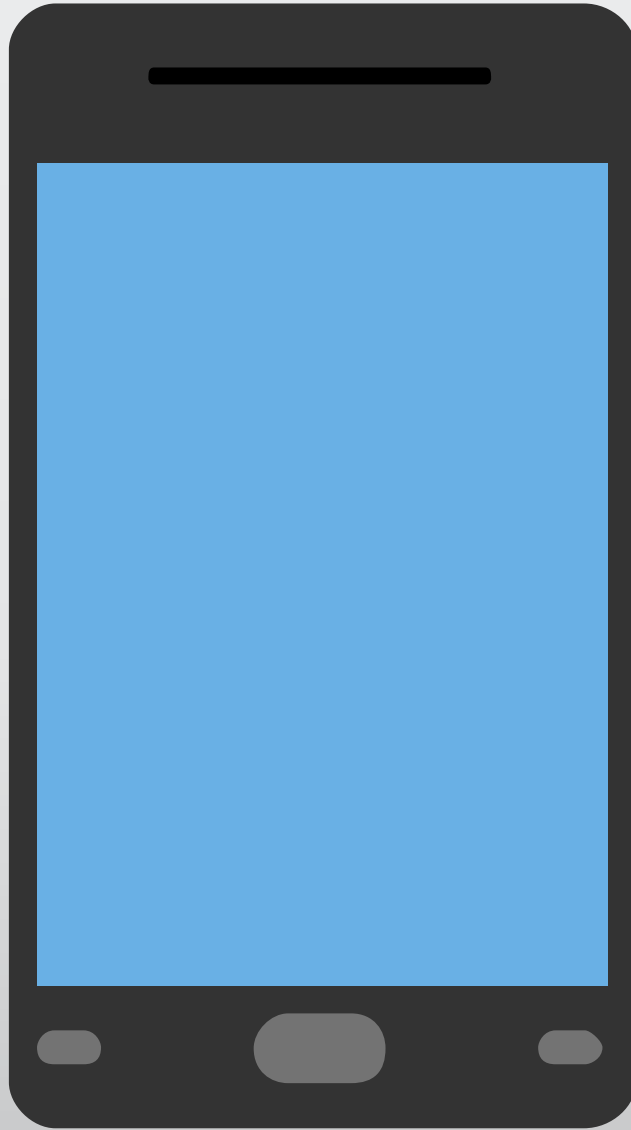
Tus clientes



Usuarios Expertos



IT Admin/Dev



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# Consultas?



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**Por favor  
complete la  
encuesta,  
¡Y gana  
recompensas!**



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



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# Gracias por su atención



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