

GLOBAL POWER PLATFORM BOOTCAMP

Organized Globally, Held Locally



POWER PLATFORM
BOOTCAMP



Power Virtual Agents to the max using Microsoft Bot Framework Skills

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Remove barriers.

**Empower organizations with
efficient business processes to
provide the best customer service.**

Conversational AI Platform

Software as a service, SaaS solutions

To enable out-of-the-box Conversational AI services for key solutions



Enterprise Assistant
Cortana



D365 Virtual Agent
for Customer service

Solution accelerators and templates, PaaS

To extend and enable key Conversational AI solutions



Virtual Assistant
template

Enterprise Assistant Solution Accelerator
Hospitality Assistant Solution Accelerator

Pre-trained AI, Cognitive Services

To add and customize language, speech, knowledge & vision



Vision



Speech



Language



Decision



Web
Search

Managed Bot Service, Azure Bot Service

To accelerate building, management and deployment of conversational AI



Azure Bot Service



Popular open source frameworks, Bot SDK on GitHub

To fully integrate and customize your solution, with any AI technology



Bot Framework



BotKit SDK



From the Intelligent Cloud to the Intelligent Edge



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Empower every organization
to provide the best customer
experience and the best
customer outcomes

Our vision: Customer Service



PERSONALIZE SERVICE

across channels with AI-enabled insights to proactively resolve problems and ensure peace of mind



EMPOWER PEOPLE

with the right tools to intelligently handle routine requests and assist to resolve more complex issues



UNIFY TECHNOLOGY

to simplify orchestrated experiences through a 360-degree view of customer journeys

Power of AI in Customer Service



Customer Insights

Unify all your customer data across the full range of sources to get a single view of customers.



Customer Service Insights

Make better decisions and proactively improve customer satisfaction.



Power Virtual Agents

Provide exceptional customer service with intelligent, adaptable virtual agents.



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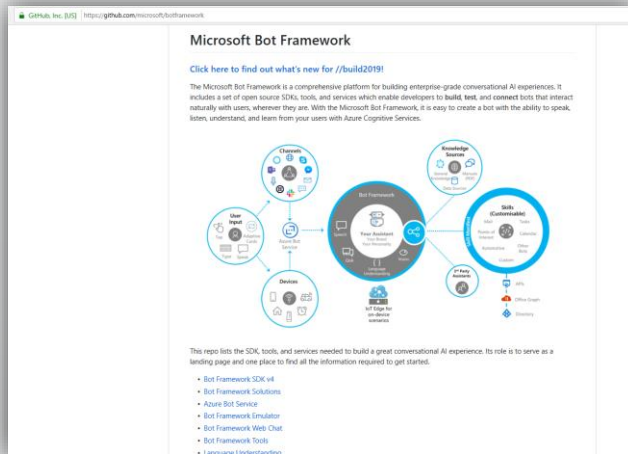
Power of AI in Customer Service

Customer Service Insights



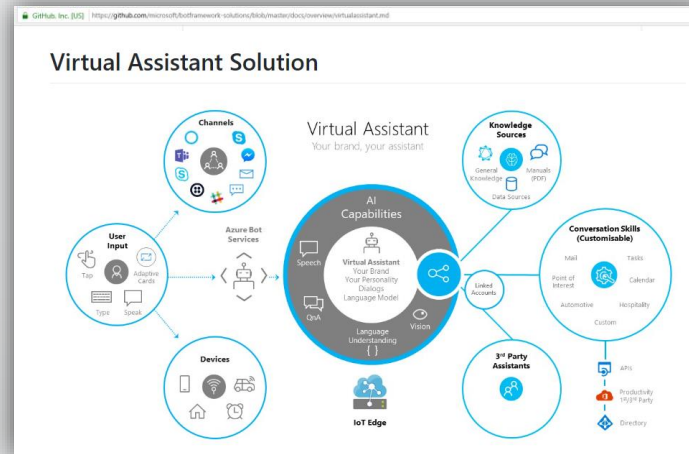
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Three ways to build bots with Azure AI



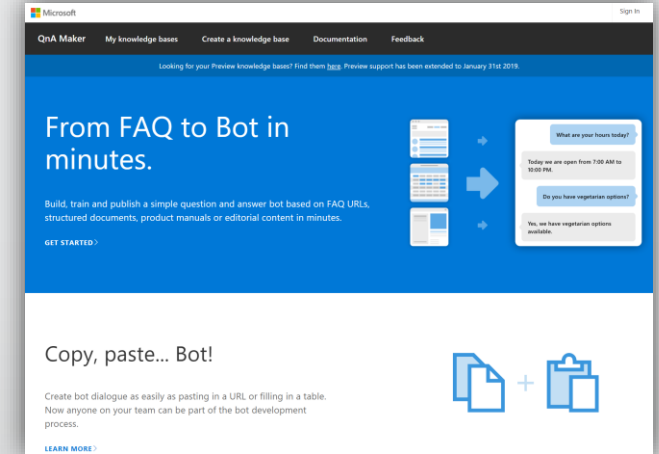
Build a sophisticated bot

Get started with the Microsoft Bot Framework
<https://github.com/microsoft/botframework>



Build your own branded virtual assistant

Get started Virtual Assistant solution accelerator:
<https://aka.ms/VAsolution>



Create a QnA Bot in minutes

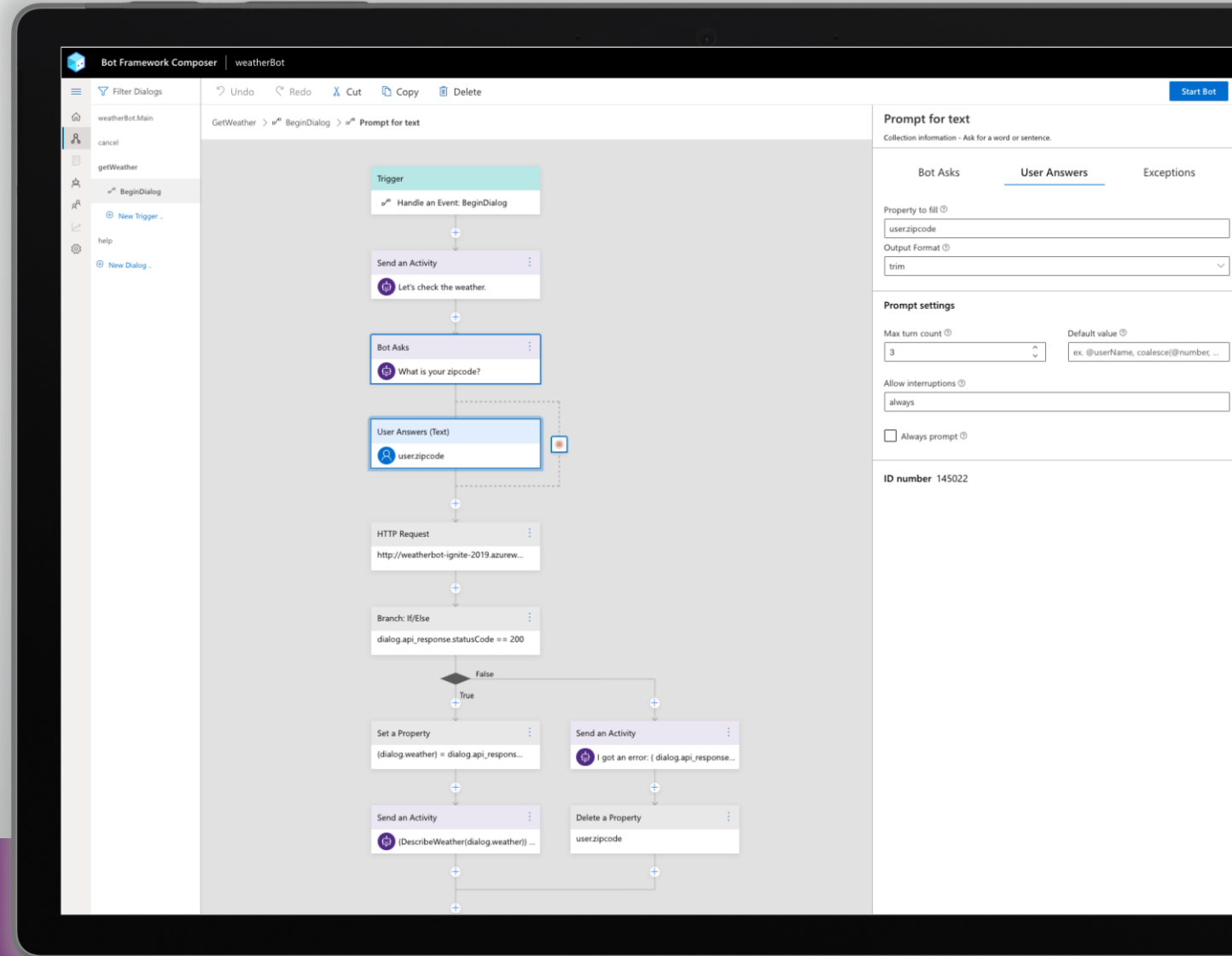
Get started with QnAMaker:
<https://www.qnamaker.ai/>



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Bot Framework Composer

- Integrated development tool to create custom conversational apps & bots
- Edit, test and refine your bot
- Full integration with code
- Built on the Bot Framework SDK
- For developers and designers



Power Virtual Agents

Enable customer service experts to easily build bots with AI-driven insights.

Engage with your customers conversationally

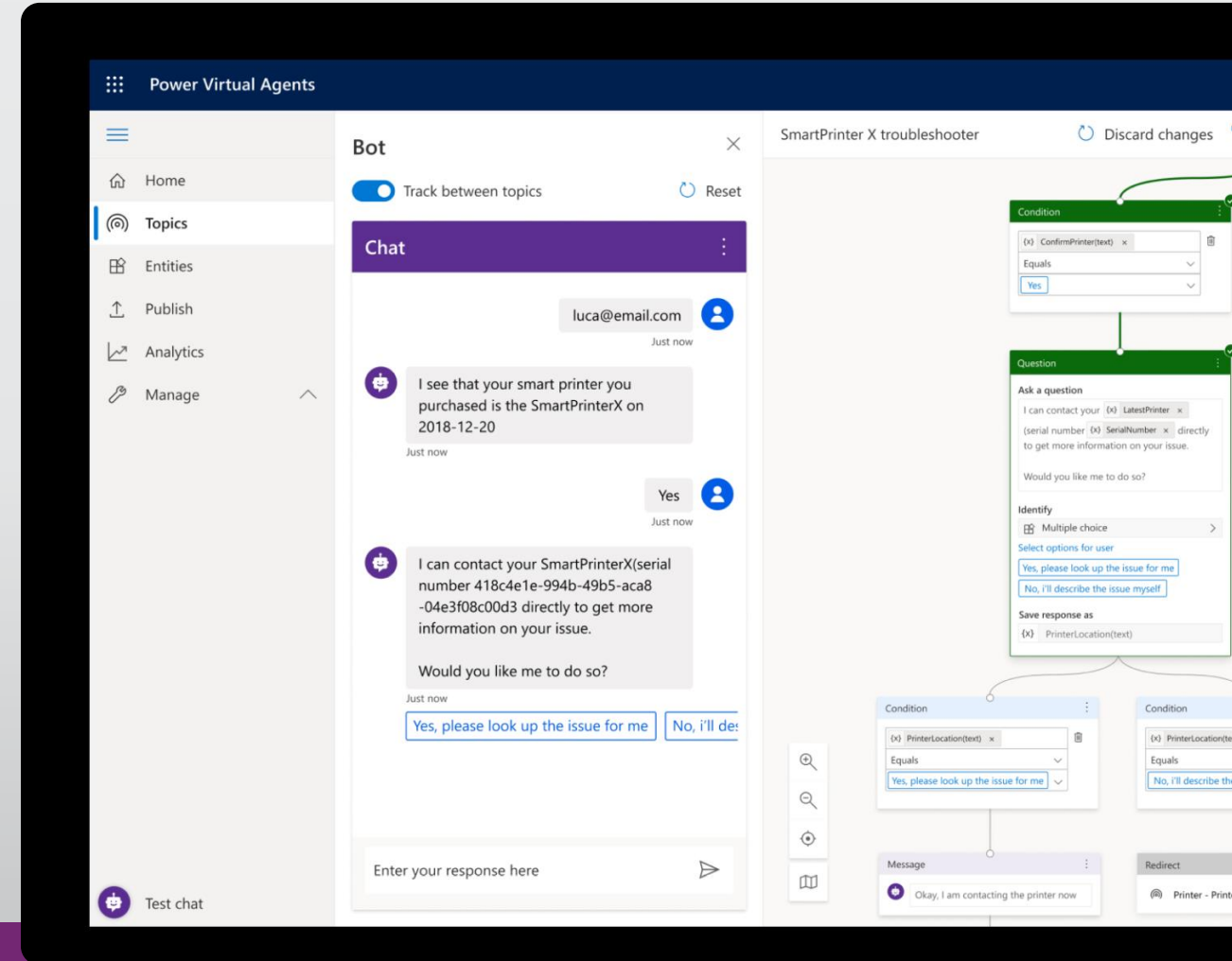
Resolve routine issues easily, freeing up staff to focus on complex matters

Empower your subject matter experts

Easily create powerful bots using guided, no-code graphical interface - without the need for developers or data scientists

Less talk more action

Leverage 100+ connectors that come with Power Automate or add complex capabilities using Microsoft Bot Framework

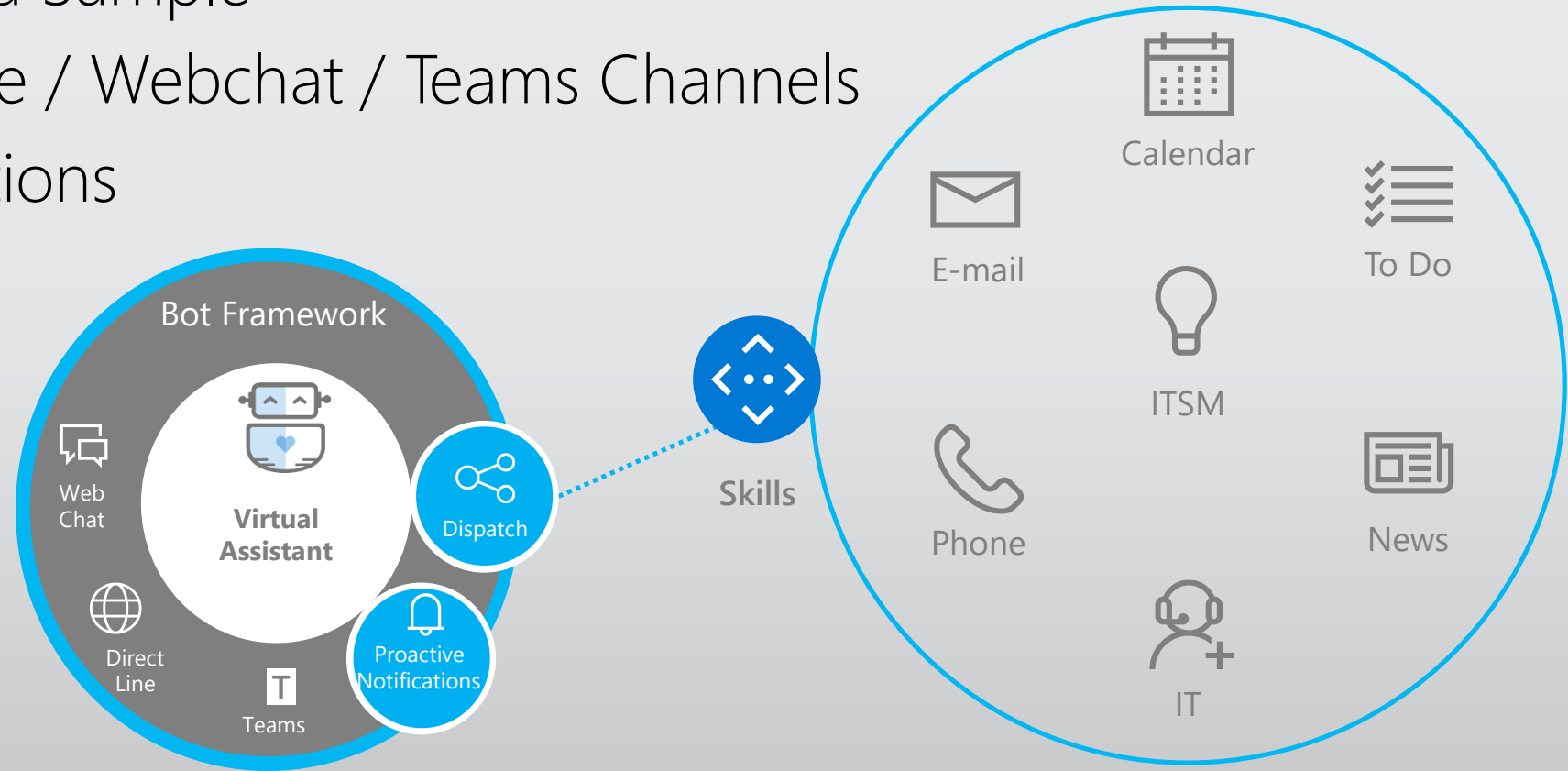


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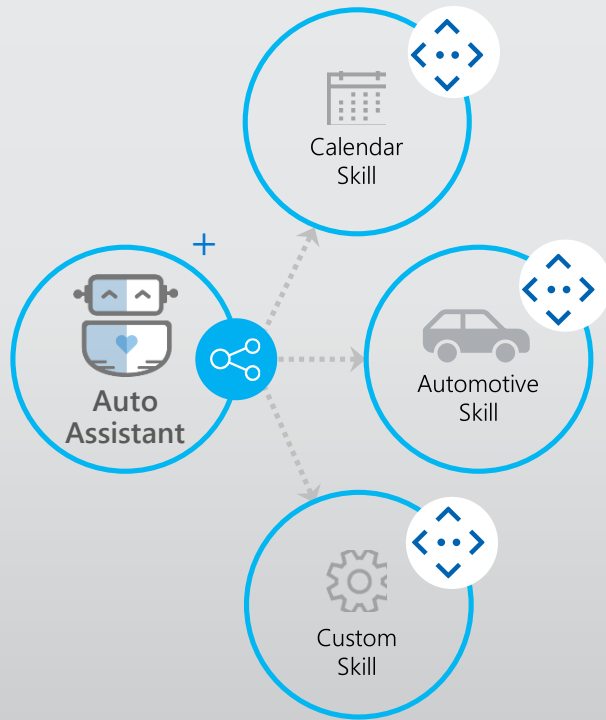
Enterprise Assistant

- Enterprise Focused Sample
- Focused on Mobile / Webchat / Teams Channels
- Proactive Notifications
- 7 Skills Enabled

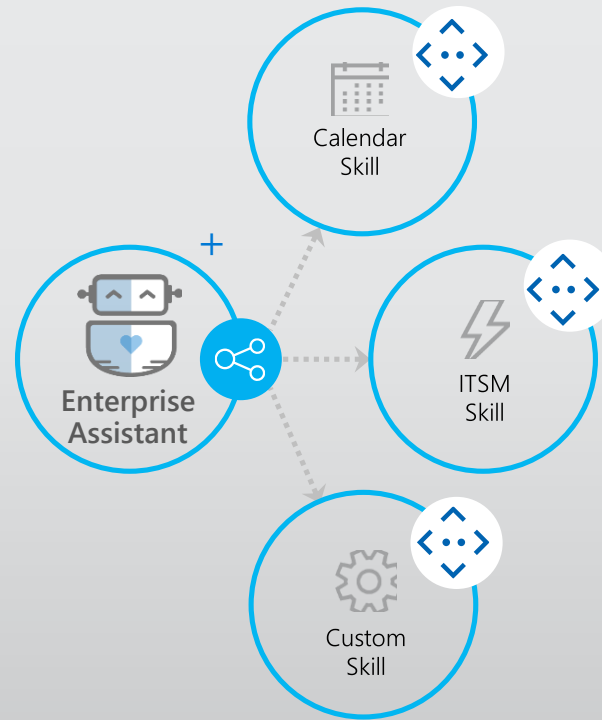


Assistant Solution Accelerators

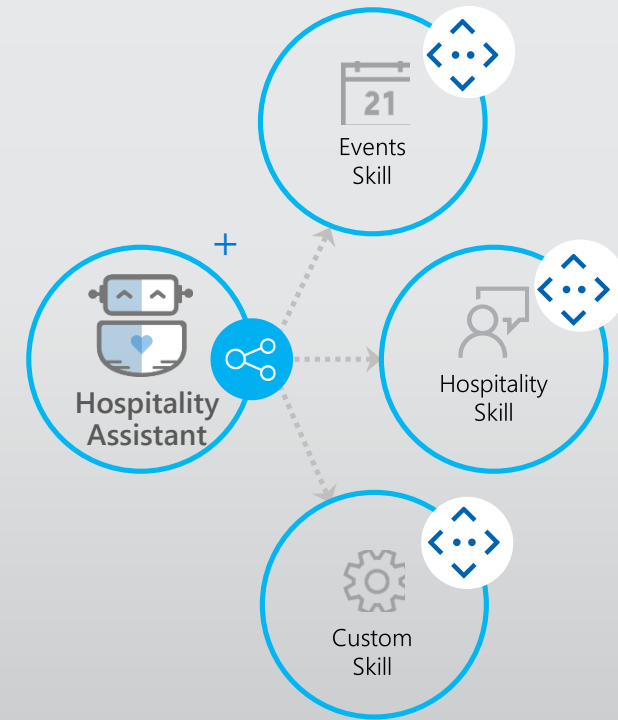
Automotive Assistant



Enterprise Assistant

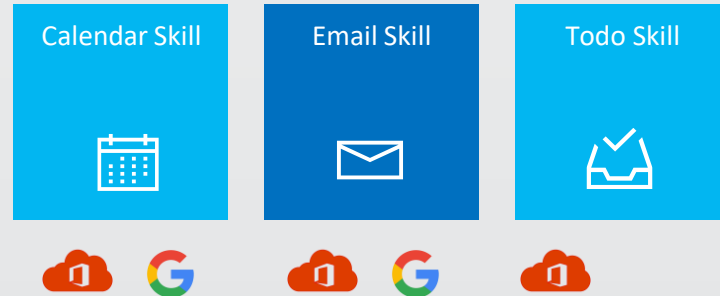


Hospitality Assistant

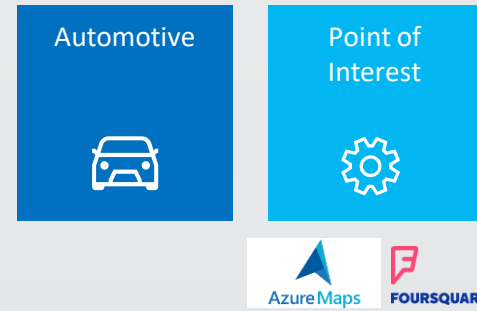


Bot Framework Skills

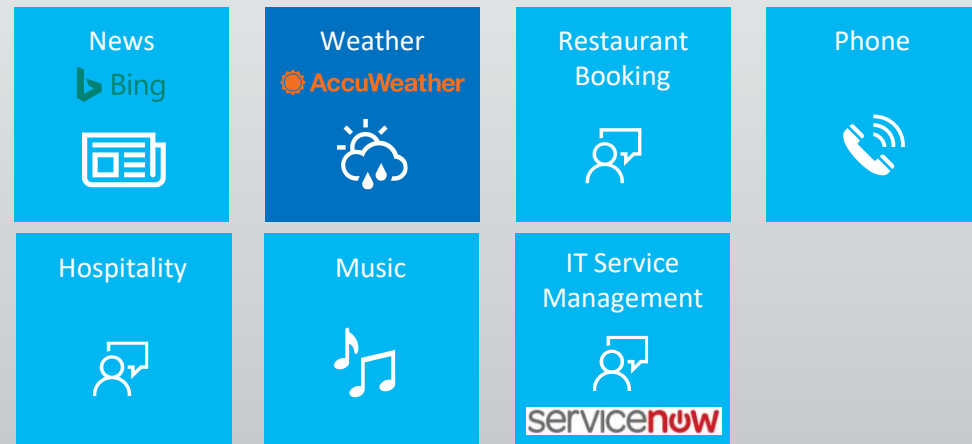
Productivity



Industry



Experimental



Custom



- Open-Source Re-usable Skills (GitHub repo)
- Skills include Language Models, Dialogs, Responses and integration where appropriate.
- Leverages Adaptive Cards throughout and customer can change design, branding and functionality as required.
- Experimental are sample implementations, limited language models, stubbed integration, etc.
- Speech friendly.



Flows vs Skills

	Flow actions	Skill actions
Persona	Bot authors can build reusable Flows to embed into any bot conversation	Developers can create, deploy and host custom Skills in their own environment
Conversation	Use Flows for simple, single-turn operations. For example, place an order, or get order status.	Use Skills for complex, multi-turn operations. For example, schedule a meeting or book a flight.
Response	Use Flows to emit a simple bot response. For example, show a personalized message or inline images.	Use Skills to emit any supported bot response. For example, show an adaptive card or send random responses.
Actions	Use Flows to trigger server-side single-turn actions. For example, call an HTTP API or trigger a custom connector.	Use Skills to trigger server-side and client-side events and actions. For example, navigate to a page upon bot response.

```
C:\Users\g.lelli\.dotnet\tools\pwsh.exe

? Azure resource group region: northeurope
? Password for MSA app registration (must be at least 16 characters long, contain at least 1 special character, and contain at least 1 numeric character): 
? Create a new LUIS Authoring Resource? [y/n]: y
? LUIS Authoring Region (westus, westeurope, or australiaeast): westeurope
> Creating resource group ...Done.
> Validating Azure deployment ...Done.
> Deploying Azure services (this could take a while)...Done.
> Updating appsettings.json ...Done.
> Parsing en-us General LU file ...Done.
> Deploying en-us General LUIS app ...Done.
> Training and publishing LUIS app ...Done.
> Setting LUIS subscription key ...Done.
> Parsing en-us GPPBootcamp.Demo LU file ...Done.
> Deploying en-us GPPBootcamp.Demo LUIS app ...Done.
> Training and publishing LUIS app ...Done.
> Setting LUIS subscription key ...Done.
! No QnA Maker Subscription Key provided. Skipping knowledgebases.
> Publishing to Azure ...Done.
+ Summary of the deployed resources:
  - Resource Group: GPPBootcampBot
  - Bot Web App: GPPBootcampBot-pn55c5m
  - Microsoft App Id: d104cec5-8052-41f7-8fec-59f2ffb7b8cd
  - Microsoft App Password: 
> Deployment complete.
PS C:\Users\g.lelli\source\repos\GPPBootcamp\GPPBootcamp.Demo\GPPBootcamp.Demo>
```



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Demo

Building a currency converter skill



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Thank You For Attending

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