



Microsoft Power Virtual Agents in a Day

Lab 01: Overview

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Lab Overview

This beginner-level lab gives you hands-on experience designing and developing a chatbot. We'll show you the steps to build your bot in less than a day. This lab is subject to the Terms of Use on page 2 of this document.

Here's what you'll learn:

- **Power Virtual Agents:** Create a chatbot and test it in the demo website. Then, monitor the performance of the chatbot.
- **Power Automate:** Make the chatbot more powerful by integrating Power Automate for actions and connecting to Microsoft Dataverse to access customer data.
- **Conversational Design:** Craft great customer experiences and create successful chatbot conversations by going through those conversational design principles and exercises.

Setup and pre-requisites

Your instructor will set up a tenant with resources for you to use to work through these lab materials. Please follow the instructions provided by your trainer for logging in before starting the labs.

Can I work through these materials independently without a trainer?

If you are working through these materials independently without an instructor, you can sign up for a trial of Power Virtual Agents with your work or school account at: <https://aka.ms/trypva>

Notes if you are working without an instructor:

- When you create your bot in Lab 2, select the Default environment. The PVAtest environment referenced in the materials requires instructor setup
- You can work through all the labs on your own *except* Lab 05 – Integrate with prebuilt Power Automate flows – which requires instructor setup of a Dataverse environment and solution.

Lab survey

We would appreciate your feedback on Power Virtual Agents and on this hands-on-lab, such as the quality of documentation and the usefulness of the learning experience.

Please use the survey at <https://aka.ms/PVAiaDSurvey> to share your feedback.

You may provide feedback for each module as you complete it or at the end once you've completed all the modules.

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