



# Microsoft Power Virtual Agents in a Day

Lab 09: Export and import bots using solutions

Hands-on Lab Step-by-Step

January 2022

# Contents

<b>Power Virtual Agents .....</b>	<b>1</b>
<i>Goals for this lab.....</i>	<i>1</i>
<i>Scenario: Moving your chatbot across environments.....</i>	<i>1</i>
<i>Before we start.....</i>	<i>1</i>
<i>Task 1: Create a new chatbot.....</i>	<i>2</i>
<i>Task 2: Create a Solution for your chatbot .....</i>	<i>3</i>
<i>Task 3: Exporting the Chatbot.....</i>	<i>8</i>
<i>Task 4 (Optional): Importing the chatbot.....</i>	<i>11</i>
<i>Lab survey.....</i>	<i>14</i>
<i>Terms of Use .....</i>	<i>14</i>

# Power Virtual Agents

This lab is subject to the Terms of Use on page 14 of this document.

## Goals for this lab



After this lesson you will be able to:

- Export a Chatbot
- Import a Chatbot into a new environment



The time to complete this lab is **[25]** minutes.

## Scenario: Moving your chatbot across environments

You can move your chatbots across multiple environments. For example, you may build your chatbot in a development environment, then move it to a different environment for testing purposes. Once the testing is complete, you can move it to a production environment for the chatbot to be deployed to end users.

In this lab, you will create a new chatbot and add it to a solution. It can be exported then imported for use in a new environment.

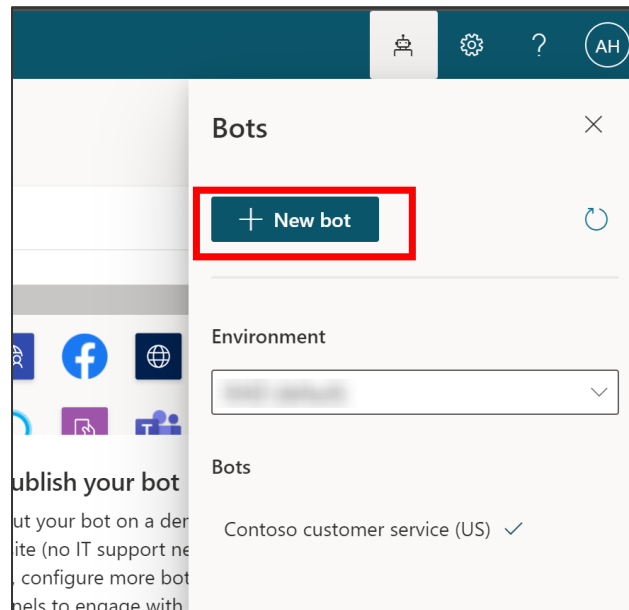
**Note:** The chatbot you have created during this training uses a Power Automate flow (Lab 05) that belongs to a managed solution. Thus, to demonstrate export and import functionality, a new bot will be created for this lab.

## Before we start

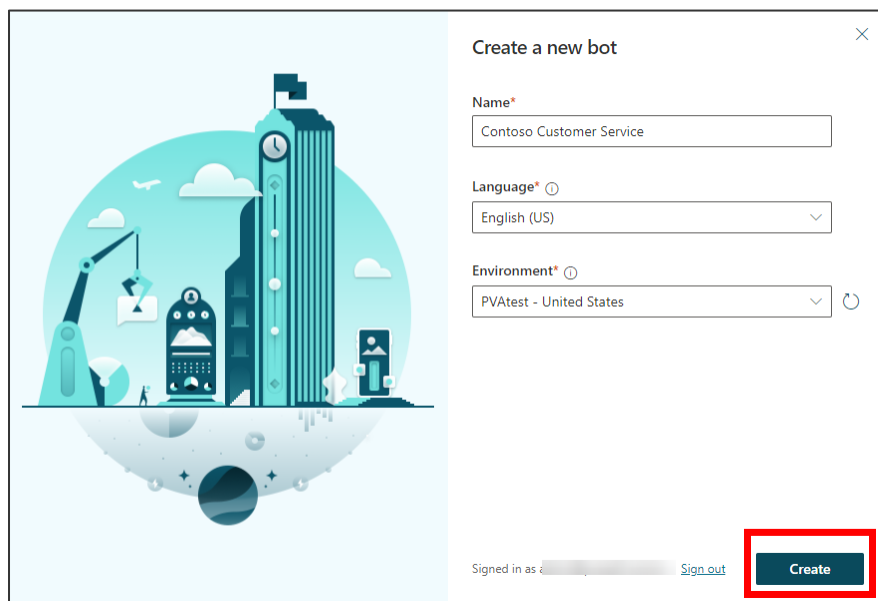
Navigate to <https://powerva.microsoft.com/> and sign in with your credentials.

## Task 1: Create a new chatbot

1. Click on the chatbot icon in the top right of the screen and select **+New bot**.



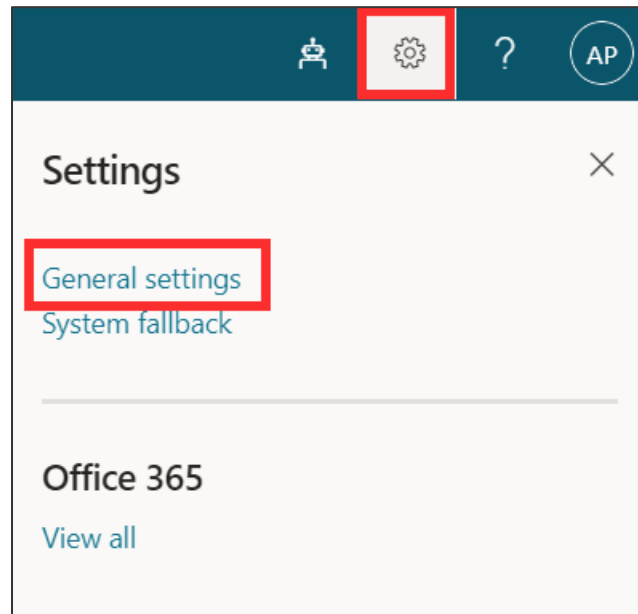
2. Name your new chatbot, select English (US) as the language, then click **Create**. You should give the chatbot a unique name, or add your own name to it, so that you are able to identify which bot belongs to you.



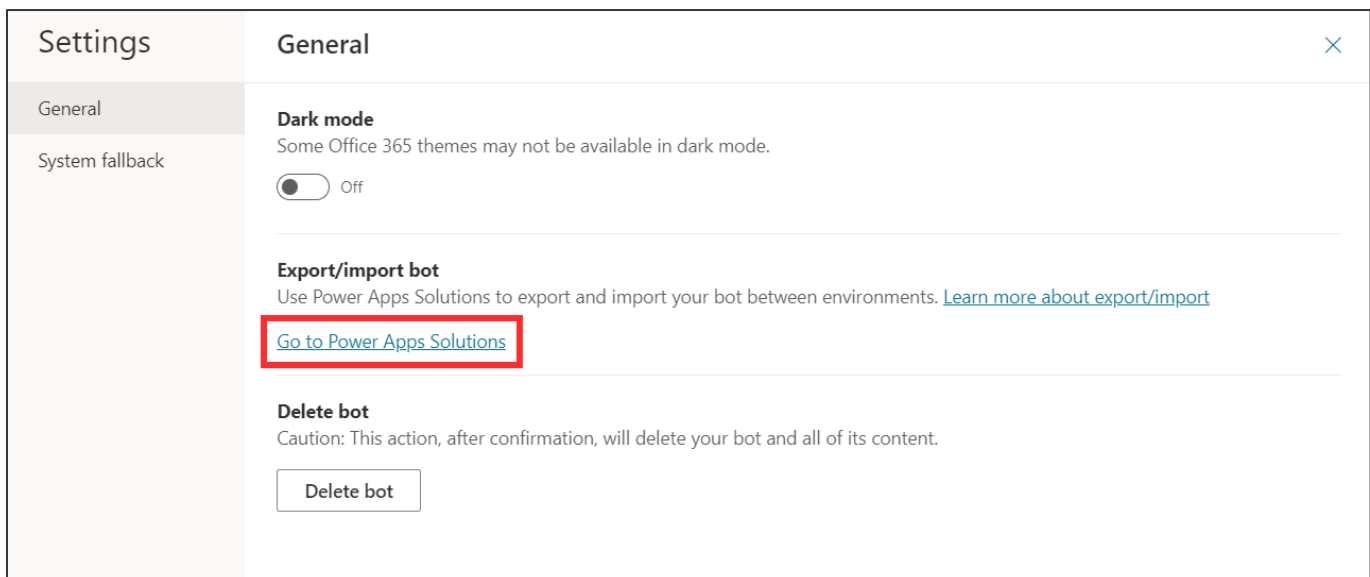
3. Wait for the chatbot to be created.

## Task 2: Create a Solution for your chatbot

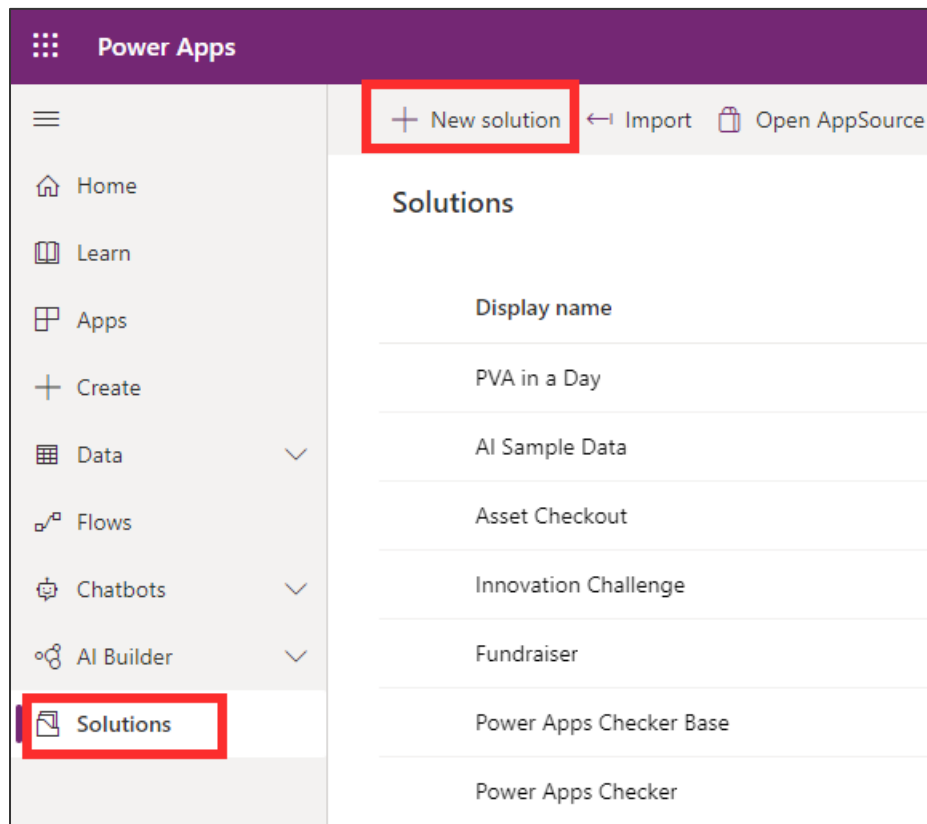
1. Click on the **Settings** icon, then go to **General settings**.



2. Click on **Go to Power Apps Solutions**. This will launch Power Apps in another tab.



3. In Power Apps, go to **Solutions**, then click on **+New solution**.



4. Create a Display name for your solution, then select **CDS Default Publisher** as the publisher. For the purpose of the lab, add your name to the Display name of the solution so that you are able to identify the solution that belongs to you. Click **Create**.

### New solution ✕

Display name \*

Contoso Customer Service Bot

Name \*

ContosoCustomerServiceBot

Publisher \*

CDS Default Publisher

Edit publisher

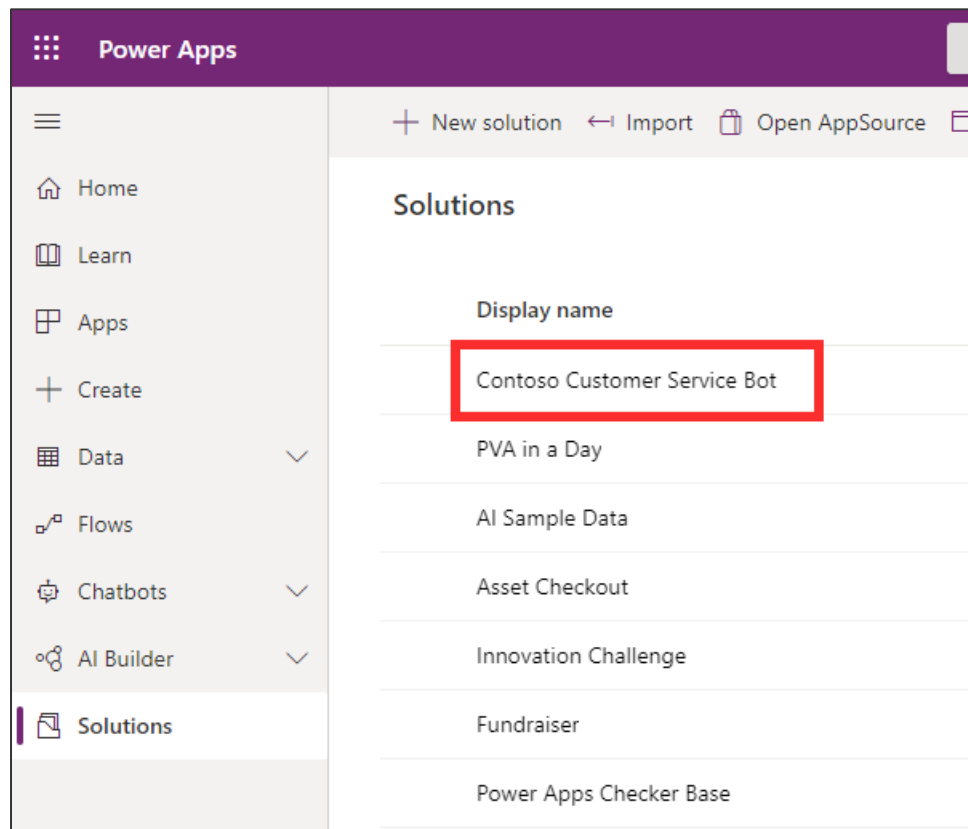
Version \*

1.0.0.0

More options ∨

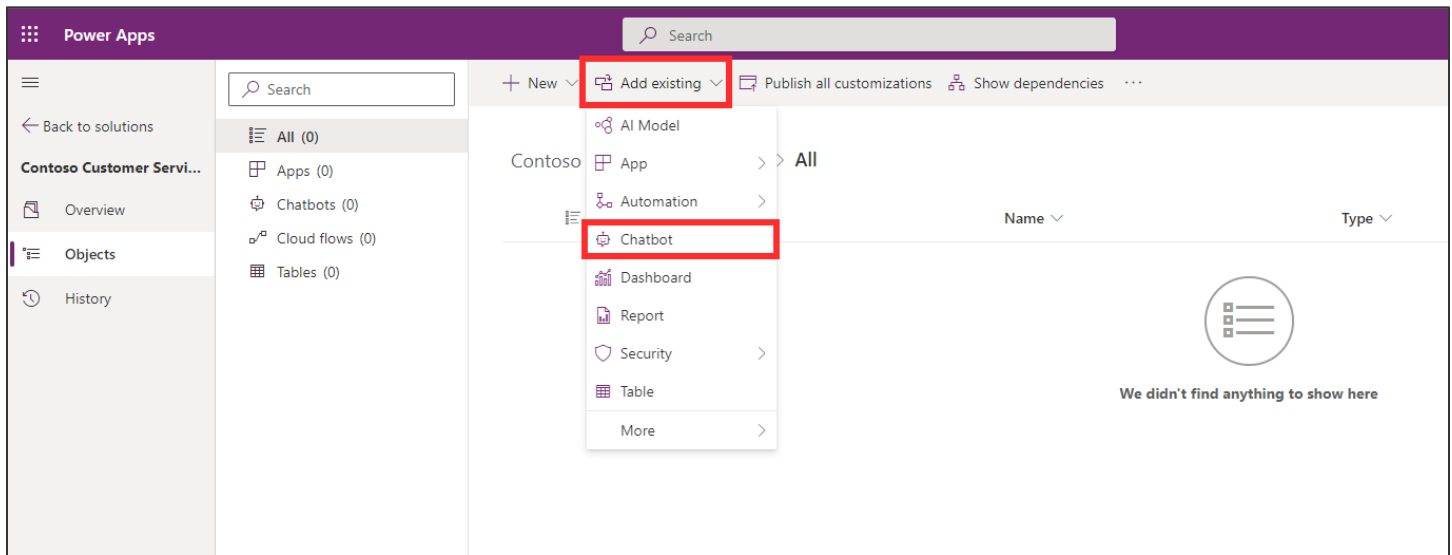
Create Cancel

5. Click on the solution you have just created.

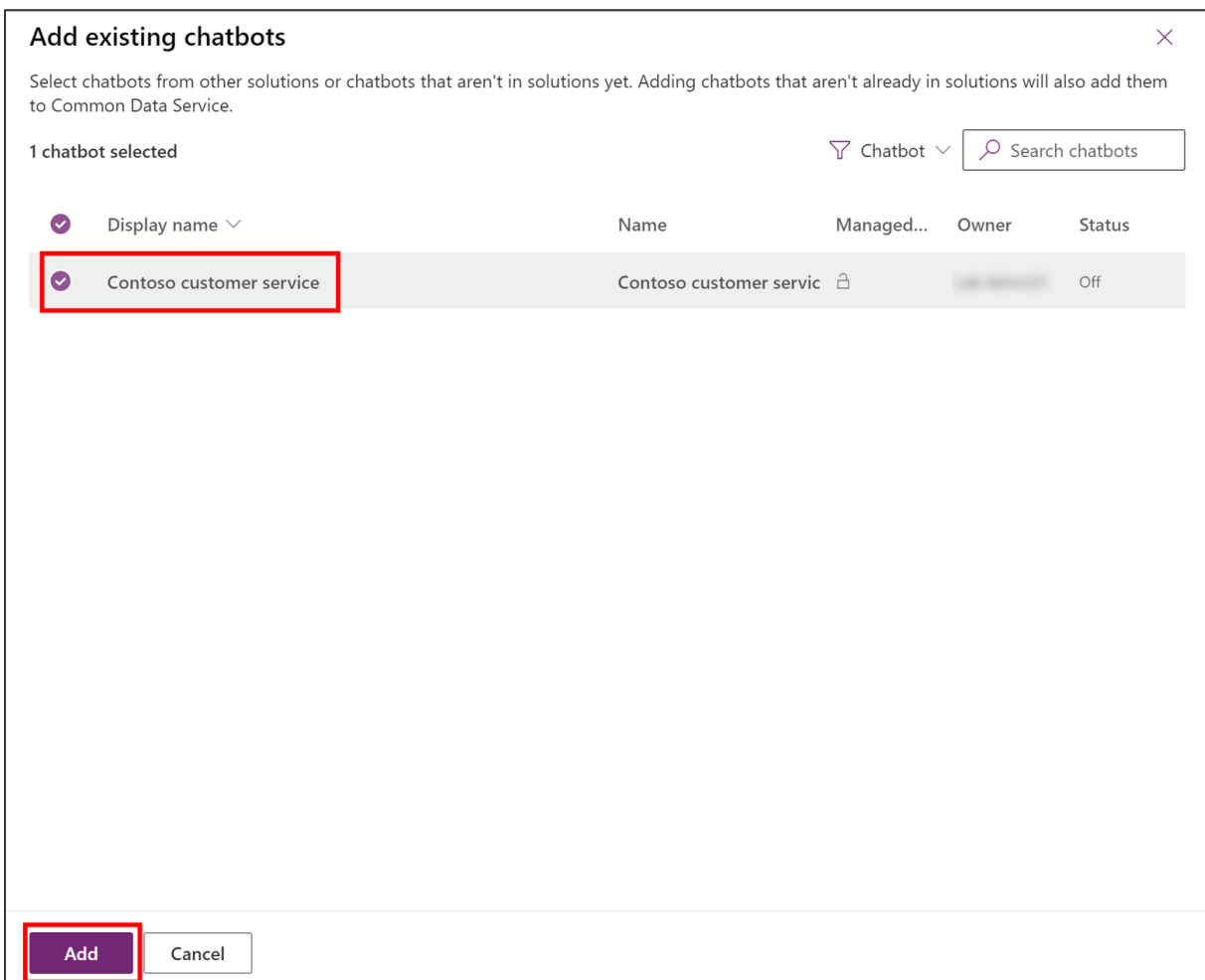




6. Click on **+Add existing** and select **Chatbot**.

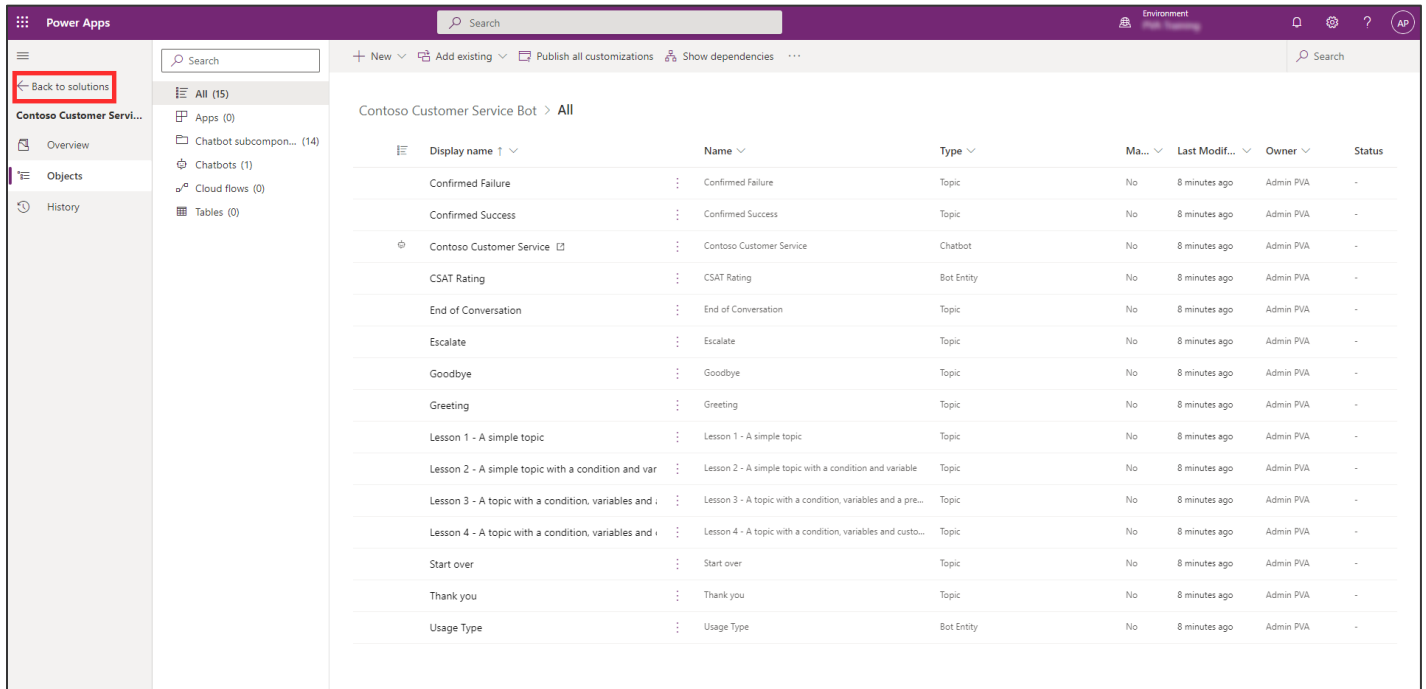


7. Select the new chatbot that you have just created earlier in this lab and click **Add**.



## Task 3: Exporting the Chatbot

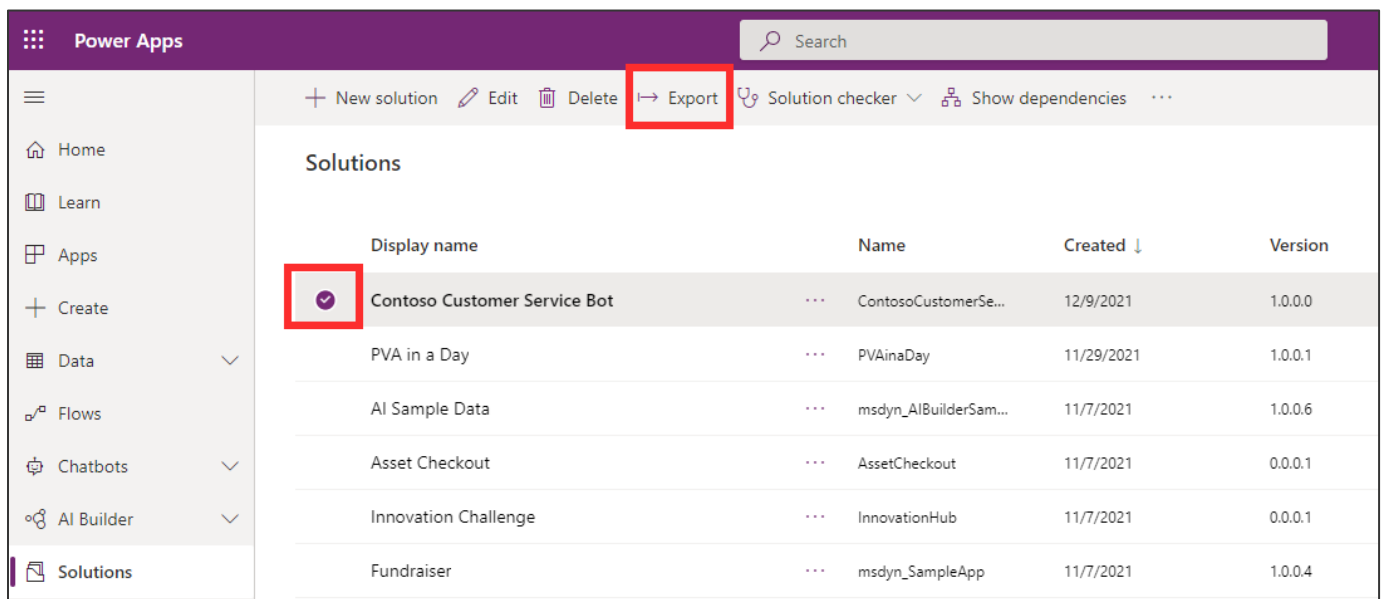
- You will notice that the chatbot topics have been added into the solution. Flows and custom entities would have also been added to the solution if the bot contained them. Click **Back to solutions**.



The screenshot shows the Power Apps interface with the 'Contoso Customer Service Bot' solution selected. The left sidebar has a 'Back to solutions' button highlighted with a red box. The main area displays a table of topics and entities for the bot.

Display name	Name	Type	Ma...	Last Modif...	Owner	Status
Confirmed Failure	Confirmed Failure	Topic	No	8 minutes ago	Admin PVA	-
Confirmed Success	Confirmed Success	Topic	No	8 minutes ago	Admin PVA	-
Contoso Customer Service	Contoso Customer Service	Chatbot	No	8 minutes ago	Admin PVA	-
CSAT Rating	CSAT Rating	Bot Entity	No	8 minutes ago	Admin PVA	-
End of Conversation	End of Conversation	Topic	No	8 minutes ago	Admin PVA	-
Escalate	Escalate	Topic	No	8 minutes ago	Admin PVA	-
Goodbye	Goodbye	Topic	No	8 minutes ago	Admin PVA	-
Greeting	Greeting	Topic	No	8 minutes ago	Admin PVA	-
Lesson 1 - A simple topic	Lesson 1 - A simple topic	Topic	No	8 minutes ago	Admin PVA	-
Lesson 2 - A simple topic with a condition and var	Lesson 2 - A simple topic with a condition and variable	Topic	No	8 minutes ago	Admin PVA	-
Lesson 3 - A topic with a condition, variables and i	Lesson 3 - A topic with a condition, variables and a pre...	Topic	No	8 minutes ago	Admin PVA	-
Lesson 4 - A topic with a condition, variables and i	Lesson 4 - A topic with a condition, variables and custo...	Topic	No	8 minutes ago	Admin PVA	-
Start over	Start over	Topic	No	8 minutes ago	Admin PVA	-
Thank you	Thank you	Topic	No	8 minutes ago	Admin PVA	-
Usage Type	Usage Type	Bot Entity	No	8 minutes ago	Admin PVA	-

- Click on the checkbox next to your solution so that it is selected, then click **Export**.




The screenshot shows the Power Apps interface with the 'Solutions' list. The 'Export' button is highlighted in the top bar. The 'Contoso Customer Service Bot' solution is selected, indicated by a checked checkbox in the first column.

Display name	Name	Created ↓	Version
<input checked="" type="checkbox"/> Contoso Customer Service Bot	ContosoCustomerSe...	12/9/2021	1.0.0.0
<input type="checkbox"/> PVA in a Day	PVAinaDay	11/29/2021	1.0.0.1
<input type="checkbox"/> AI Sample Data	msdyn_AIBuilderSam...	11/7/2021	1.0.0.6
<input type="checkbox"/> Asset Checkout	AssetCheckout	11/7/2021	0.0.0.1
<input type="checkbox"/> Innovation Challenge	InnovationHub	11/7/2021	0.0.0.1
<input type="checkbox"/> Fundraiser	msdyn_SampleApp	11/7/2021	1.0.0.4


- On the pop-out, click **Publish**. Once the publishing is complete, click **Next**.

### Before you export

 [Publish all changes](#)

If you made changes to this solution that you'd like to export, publish them now. [Learn more](#)

**Publish**

 **Check for issues**

You haven't checked this solution yet. We recommend running the solution checker to rule out performance and stability issues. [Learn more](#)

Run

**Next**

Cancel

4. Select to export the Solution as **Managed**, then click **Export**. This will download your solution as a zip file.

←

Export this solution

×

Version number \* ⓘ  
Current version 1.0.0.0  
1.0.0.1

Export as

☒ Managed (recommended) ⓘ  
The solution is moving to a test or production environment. [Learn more](#)

☐ Unmanaged  
The solution is moving to another development environment or source control. [Learn more](#)

Export

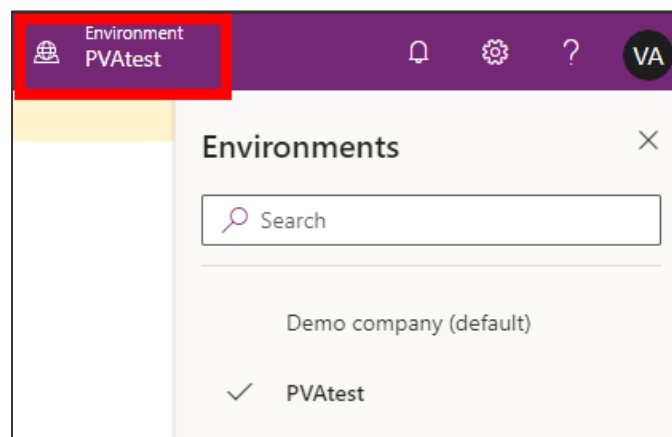
Cancel

## Task 4 (Optional): Importing the chatbot

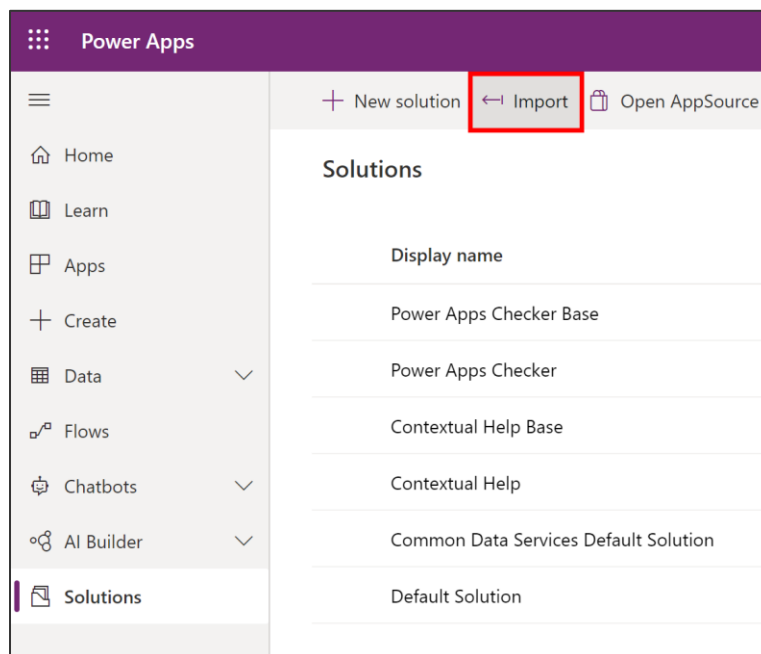
If you have access to another environment for Power Apps, such as your work/organization login, you can import the chatbot into this new environment.

**Note:** If you are completing these labs using a Microsoft Trial account, you will not have the capacity to create a new environment within this account.

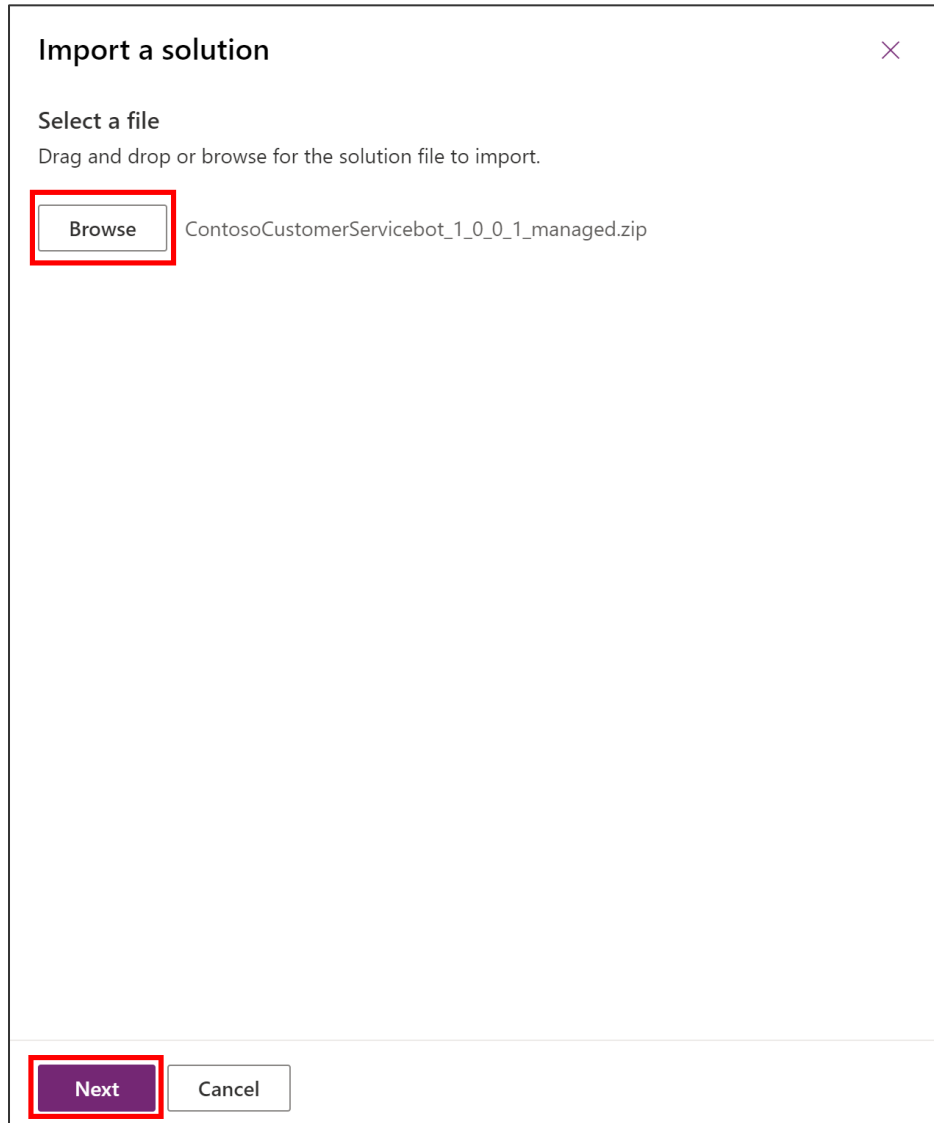
1. Log in to <https://make.powerapps.com/> using different login from which you originally created your chatbot. This can be either your organization account or a new trial account.
2. In the top right of your screen, click on **Environment**, and switch to the environment you wish to import the chatbot to.



3. Go to **Solutions**, then click **Import**.



- Click **Browse**, and select the zip file of your solution that was downloaded earlier. Click **Next**.



**Import a solution** ✕

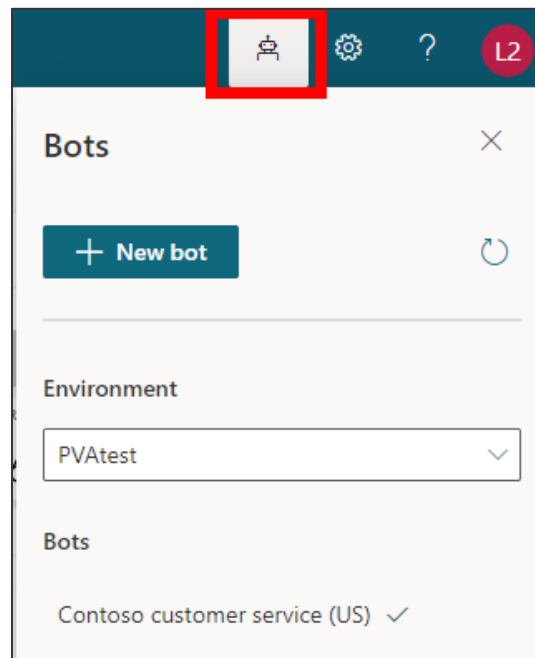
**Select a file**  
Drag and drop or browse for the solution file to import.

**Browse** ContosoCustomerServicebot\_1\_0\_0\_1\_managed.zip

**Next** Cancel

- Click **Import** to confirm the import.
- Once the import is completed, navigate to <https://powerva.microsoft.com/>. You may need to sign up for a Power Virtual Agents trial.

7. Once you are signed into Power Virtual Agents, click on the chatbot icon in the top right of the screen. You will see your newly imported chatbot.



## 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. Thank you!

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