



# Microsoft Power Virtual Agents in a Day

Lab 15: Extend your bot using Bot Framework Composer  
(Optional)

Hands-on Lab Step-by-Step

January 2022

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# Power Virtual Agents

This lab is subject to the Terms of Use on page 13 of this document.

## Goals for this lab



After this lesson you will be able to:

- Open your PVA Chatbot in Bot Framework Composer
- Add new topics using Bot Framework Composer and call them from the PVA canvas.
- Build multi-modal responses



The time to complete this lab is **[20]** minutes.

## Scenario: Tailor your chatbot for multiple modalities (text and voice)

Chatbots can be surfaced on a number of different channels and interacted via voice as well as text. It's a good idea to tailor your bot's responses to the channel being used by the end user.

PVA chatbots can be extended using Bot Framework Composer, a locally installed application that provides additional capabilities to build sophisticated conversations.

In this lab, you will open your chatbot in Bot Framework Composer and add a new topic which contains a greeting message (replacing the current one) to be used when a user first interacts with your bot. This greeting message will be optimized to work great on both text-based channels, like web chat, as well as over voice channels, such as the telephone.

## Before we start, you need to have Bot Framework Composer installed

1. Click on one of the following links to download the Bot Framework Composer on your device:

Windows: <https://aka.ms/bf-composer-download-win>

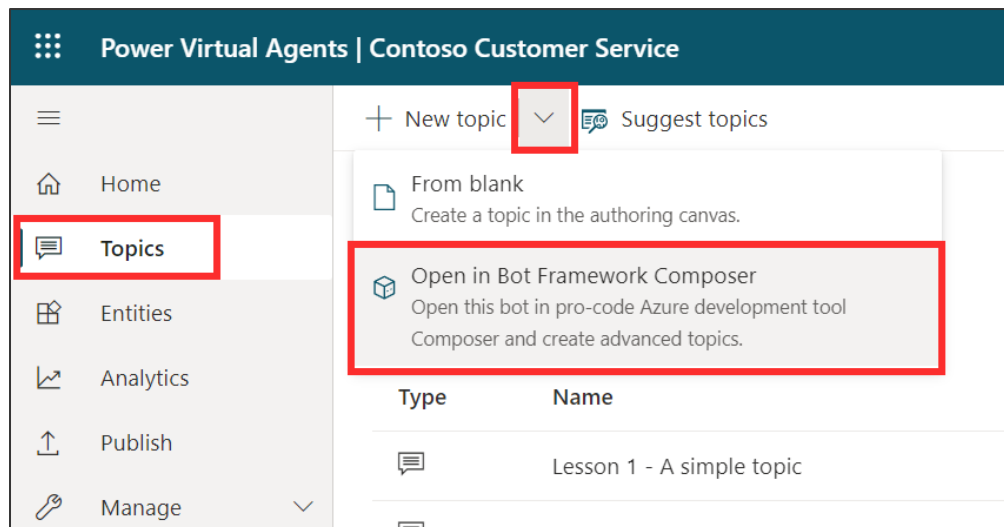
Mac: <https://aka.ms/bf-composer-download-mac>

Linux: <https://aka.ms/bf-composer-download-linux>

2. Once the download is complete, launch the Bot Framework Composer Setup and go through the installation steps.

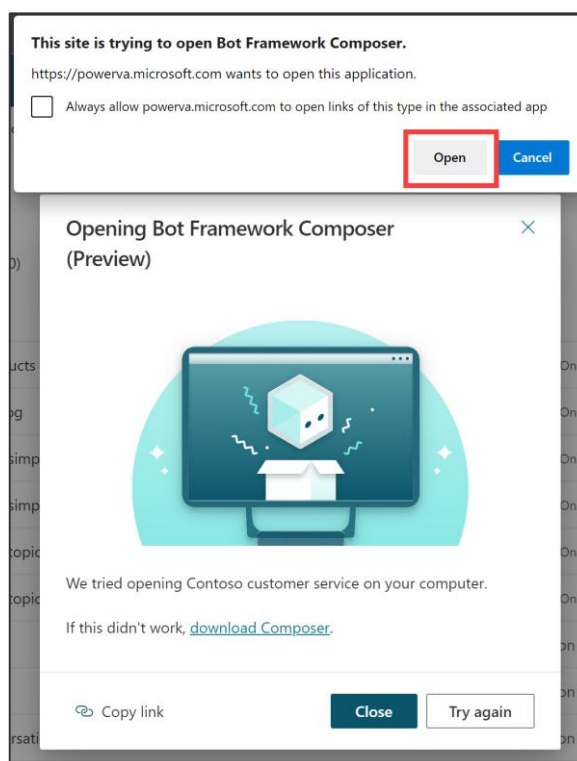
## Task 1: Open your chatbot in Bot Framework Composer and add a new dialog

1. Go to your bot in <https://web.powerva.microsoft.com/>. Go to the **Topics** section, click the carat icon next to the **New Topic** button and click **Open in Bot Framework Composer**.



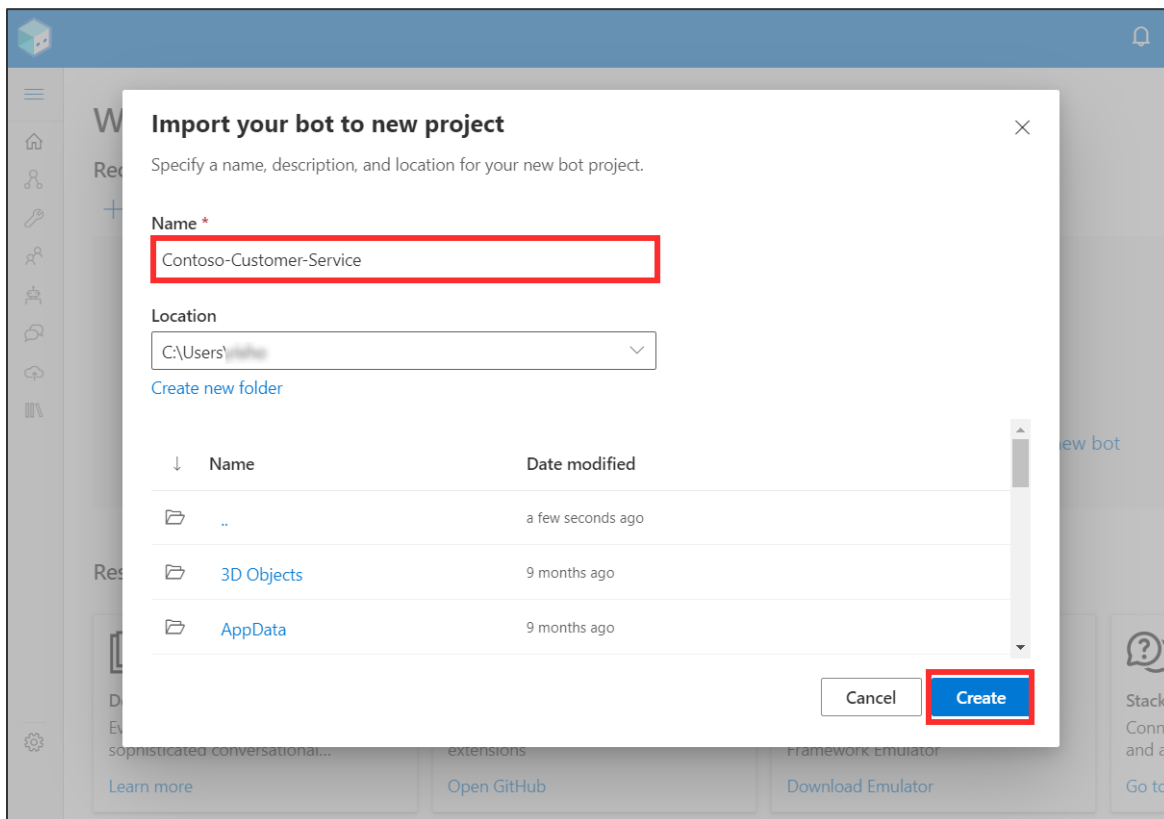
2. When prompted, click to open the Bot Framework Composer.

**Note:** If you can't launch composer automatically from Power Virtual Agents, you can launch it manually from your browser. Click on Copy link to copy the link and paste it into the URL in your web browser.

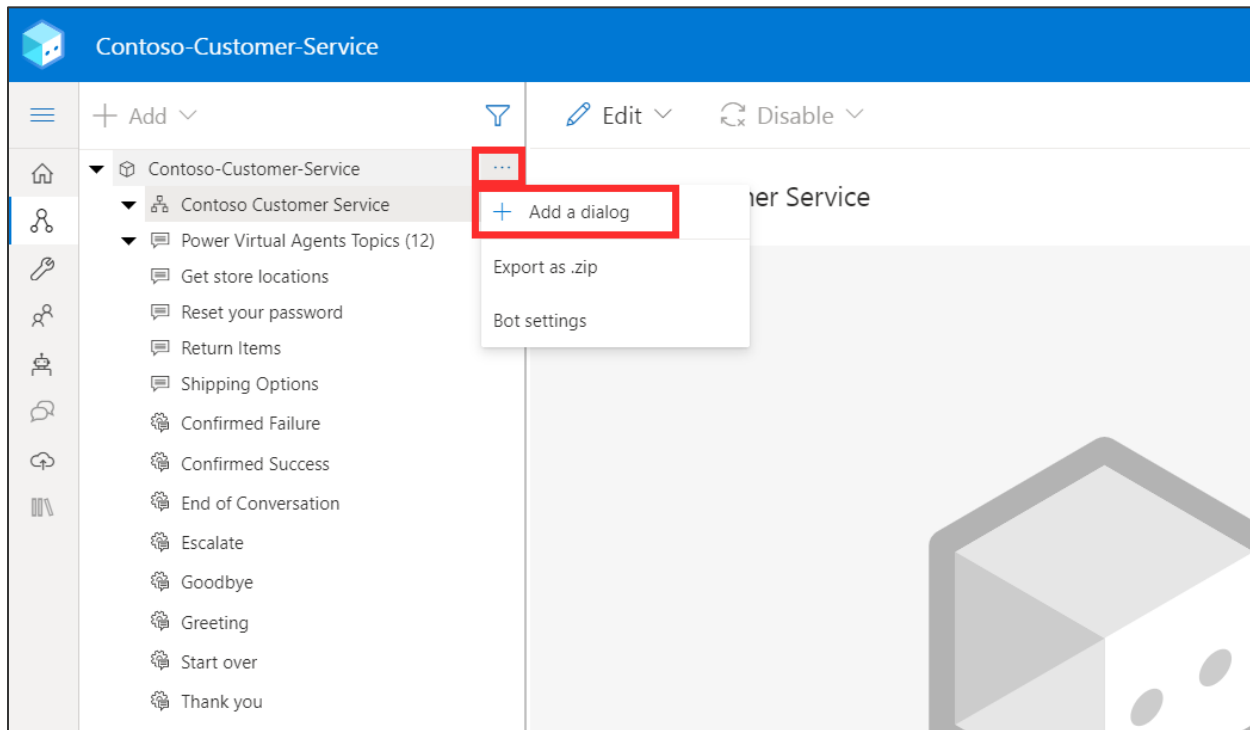


- When Bot Framework Composer application launches, you will be prompted to sign in. Sign in with the same account that contains your bot.
- Once you sign in, you will be asked to import your bot to a new project. The name of your bot should auto-populate without any spaces. Click **Create**.

**Note:** In the occasion where the following screen does not appear in Composer on launch, you will need to close the application and launch it again from Power Virtual Agents.



5. You will then see your project appear in Composer. On the left side of the screen, select the context menu for the bot, where shown below. Then, click on **+ Add a dialog**.



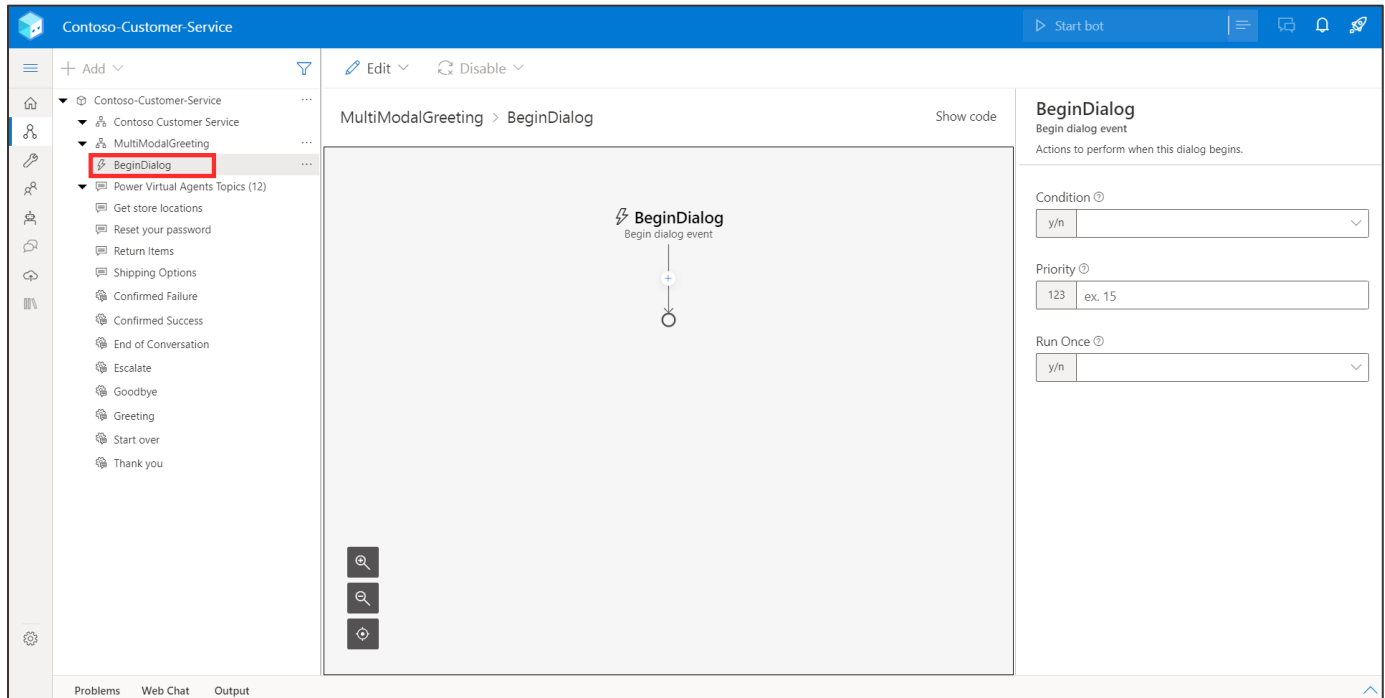
6. Specify the name of your new dialog as **MultiModalGreeting** and then click **OK**.

The screenshot shows a 'Create a dialog' dialog box. It has a title bar with a close button (X). The text inside says 'Specify a name and description for your new dialog.' There are two input fields: 'Name \*' and 'Description'. The 'Name \*' field contains the text 'MultiModalGreeting'. At the bottom, there are two buttons: 'Cancel' and 'OK'.

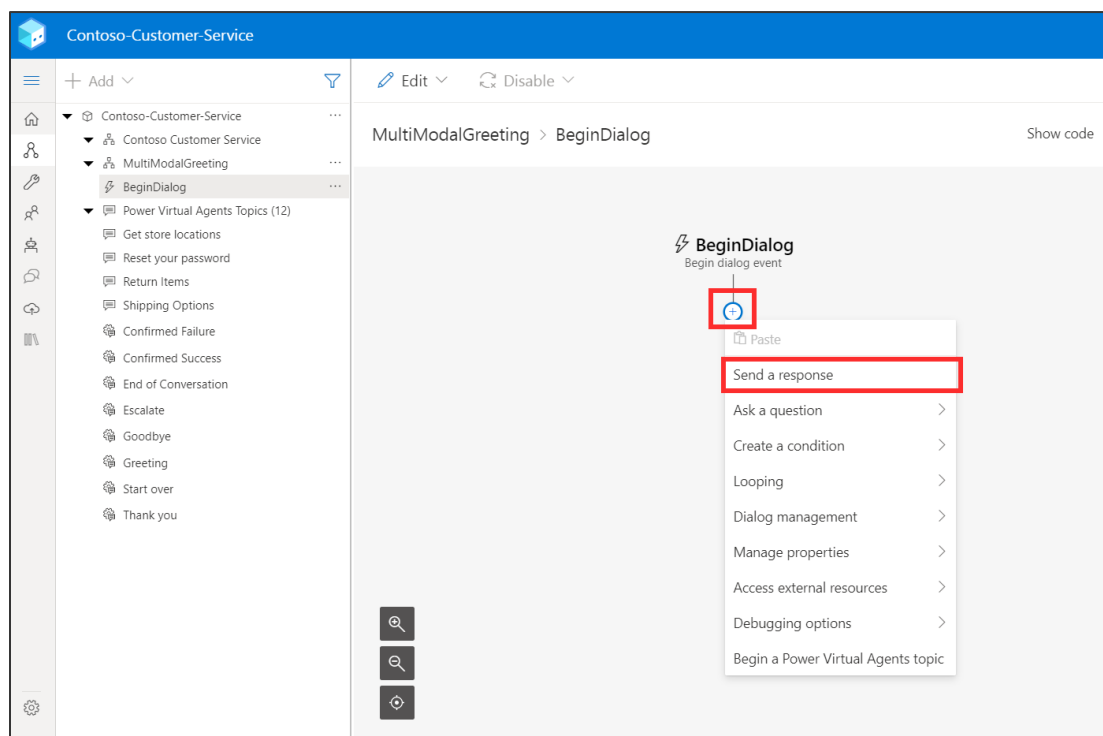
Your new **MultiModalGreeting** dialog is now ready for you to design.

## Task 2: Add a multi modal response to your new dialog

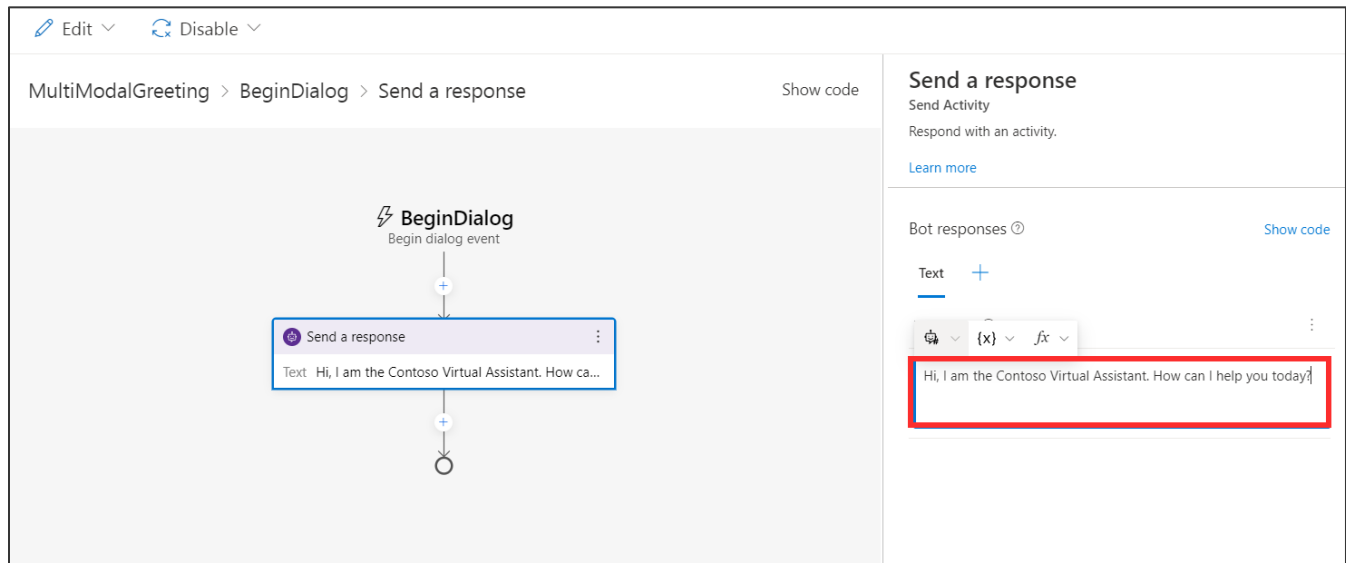
1. In the left-hand navigation, click the **BeginDialog** trigger underneath your new **MultiModalGreeting** dialog.



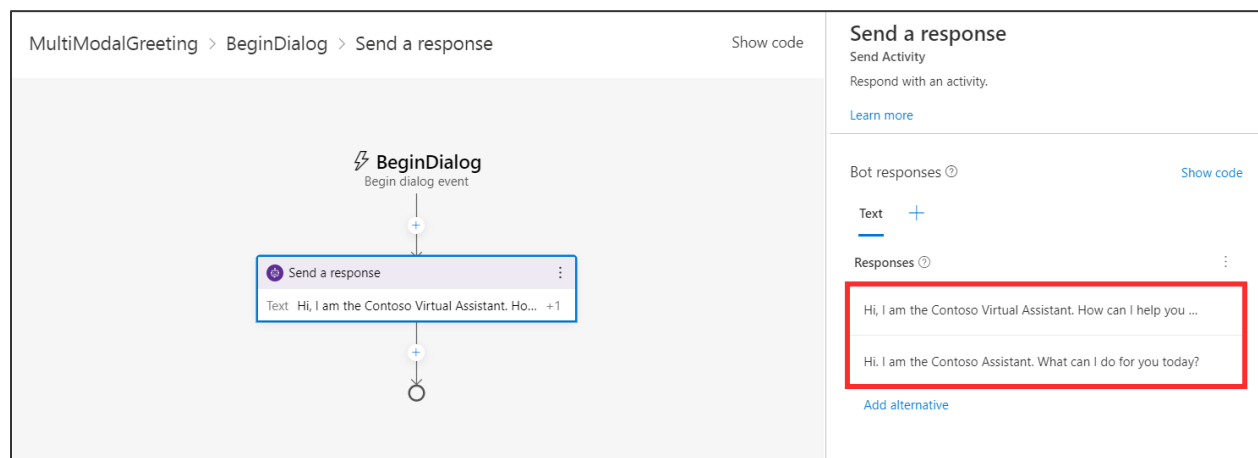
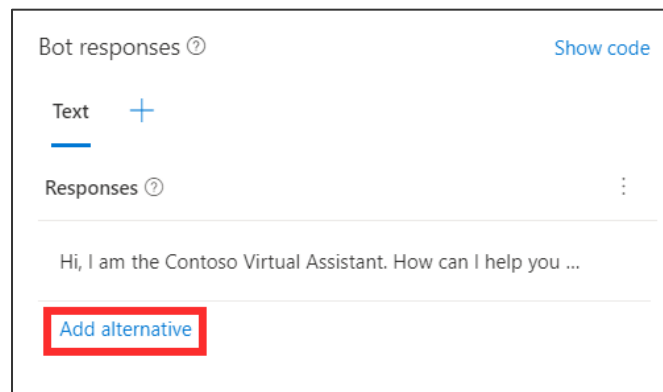
2. Click on the + button indicated below, and select **Send a response**.



3. In the right-hand property pane, enter "Hi, I am the Contoso Virtual Assistant. How can I help you today?" into the text box on the **Text** tab.

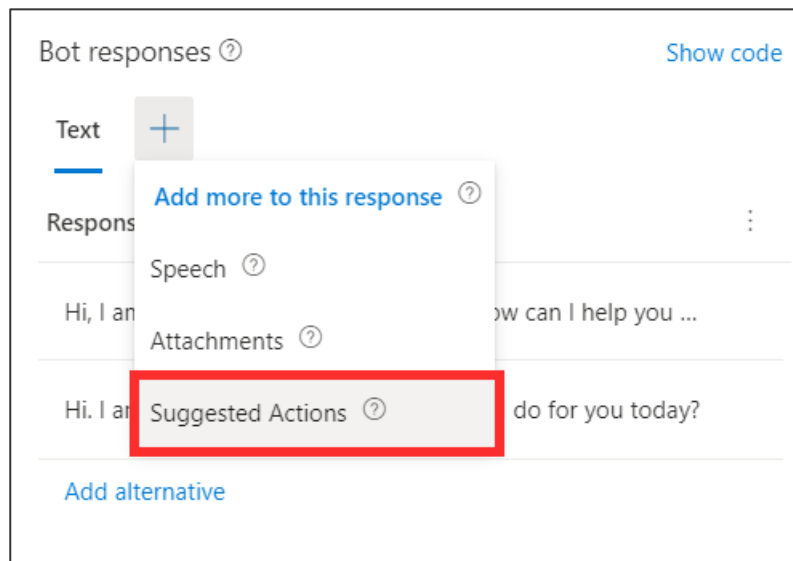


4. Once you have entered your text, click out of the text box and then click the **Add alternative** link. This will add another text box. Enter, "Hi. I am the Contoso Assistant. What can I do for you today?". Now that you have added two alternative messages, the bot will choose one of them at random each time this message is sent.

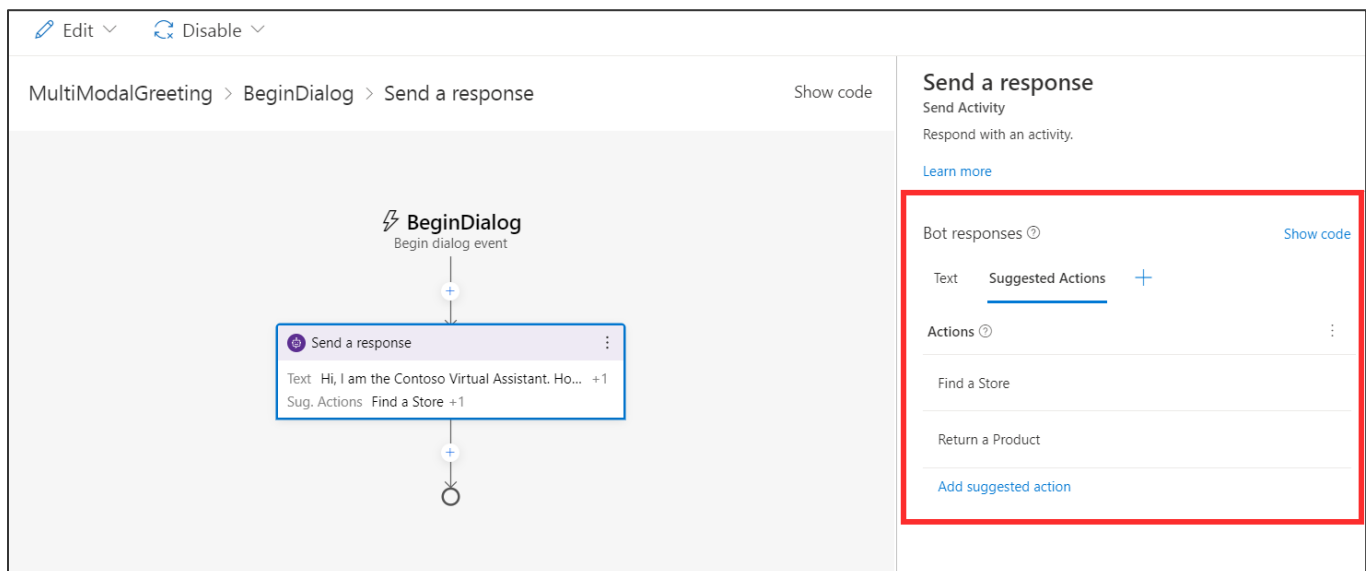




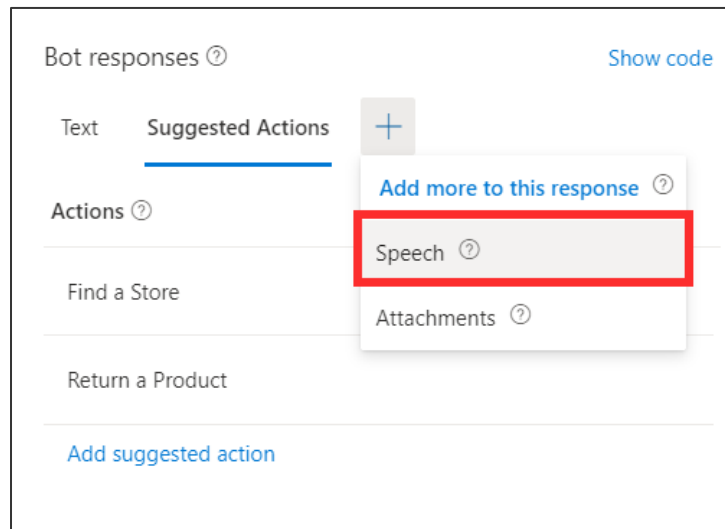
- Click the **+** button next to the **Text** tab and click **Suggested Actions**. You can add Suggested Actions to your response to provide quick reply buttons for the user.



- Click the **Add suggested action** link and enter **Find a Store**. Click out of the text box then add another and enter **Return a Product**. Once you have added both, your **Suggested Actions** tab should look like below.

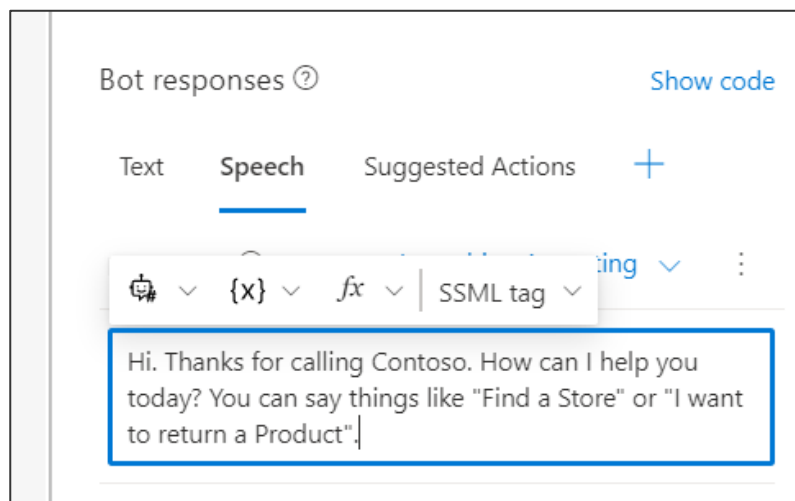


7. Click the **+** button next to the **Suggested Actions** tab and click **Speech**. This will allow you to provide one or more responses that should be used if the end user is interacting via voice, such as on the telephone.



8. On the newly added **Speech** tab, click the **Add alternative** link and enter the following text.

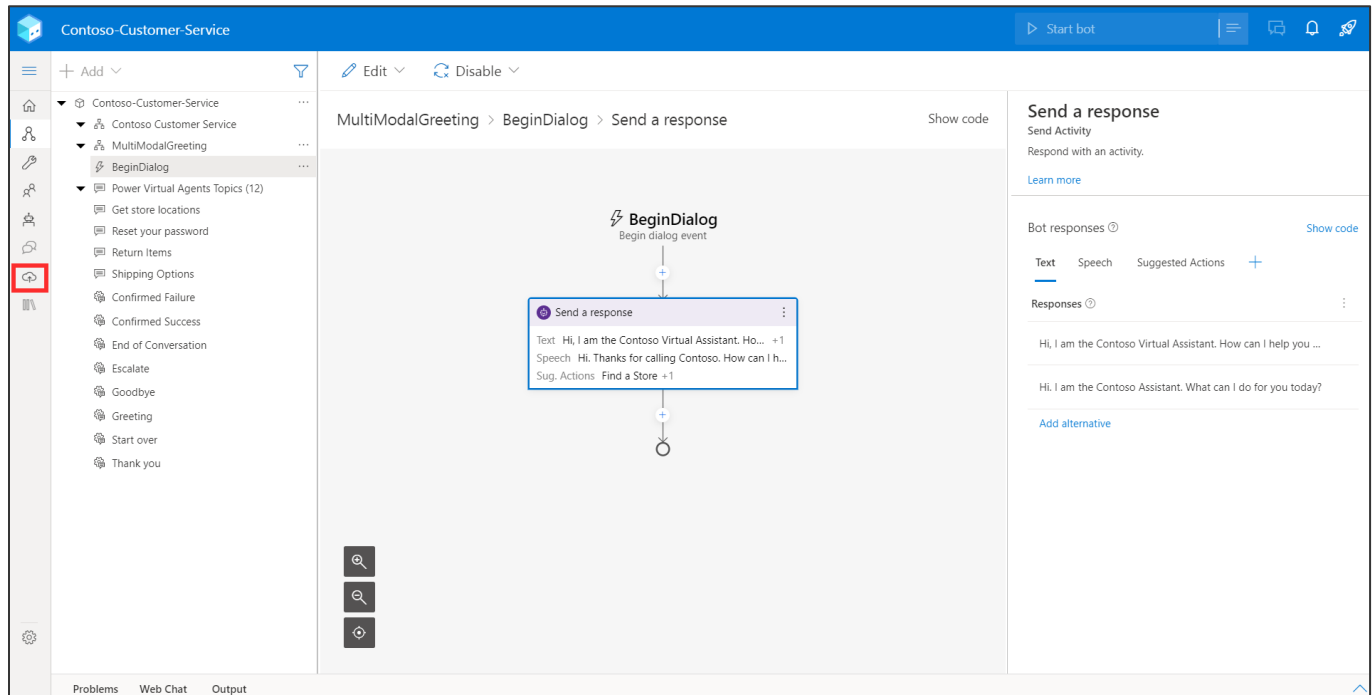
Hi. Thanks for calling Contoso. How can I help you today? You can say things like Find a Store or I want to return a Product.



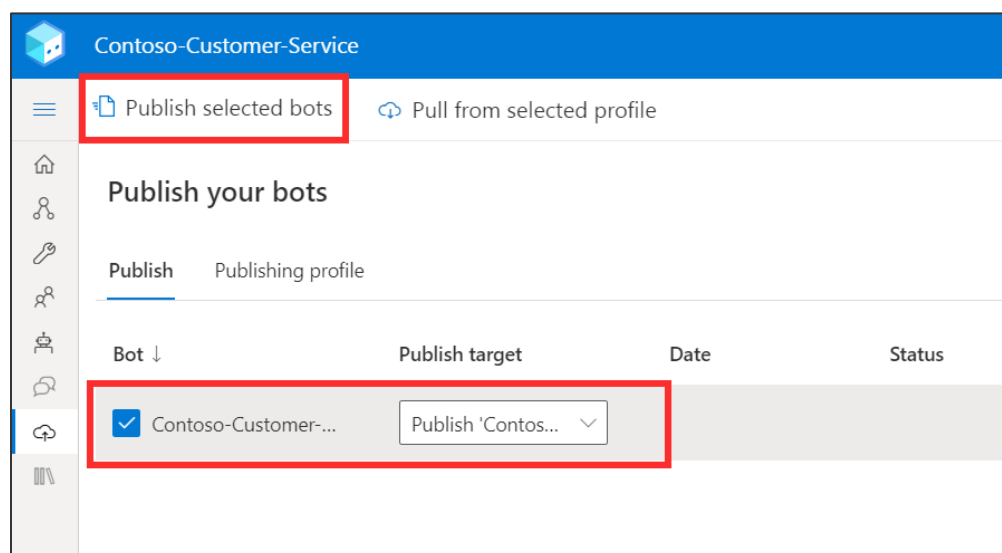
Your new response is now tailored for both text and voice interactions.

## Task 3: Publish your changes back to PVA.

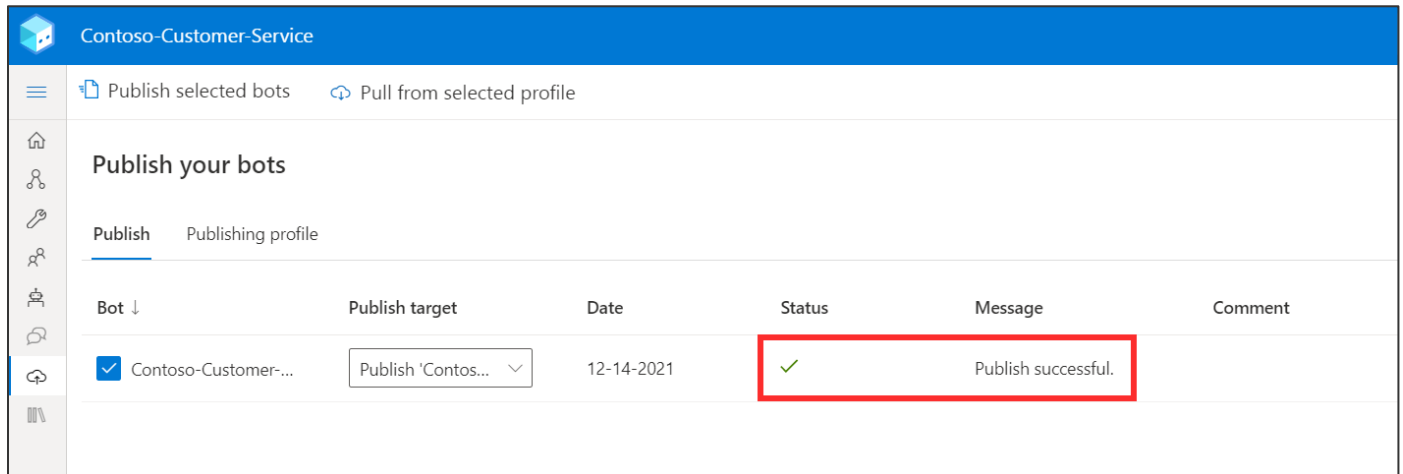
1. Click **Publish** on the left navigation menu.



2. Select your bot, then click on **Publish selected bots**. Confirm that you want to publish the bot. The bot should now be in the process of publishing.  
*Note: You may be asked to sign in again. If you are, make sure you sign in with the same account you signed into PVA and Composer with before.*



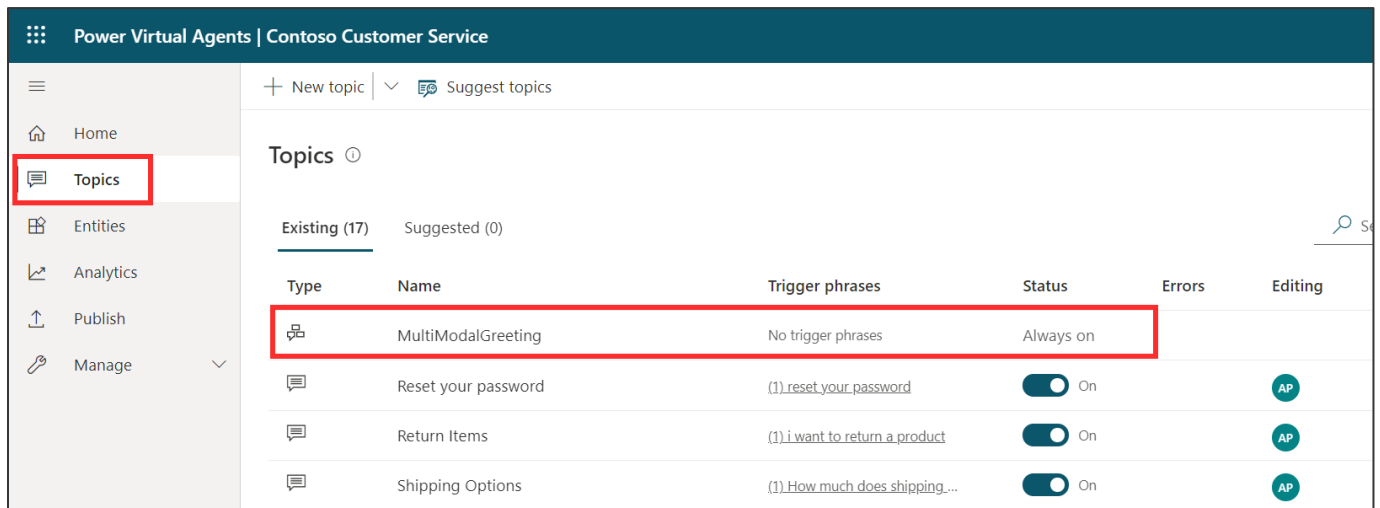
- The publish process may take a minute or so, but once completed, if it was successful, you should see something like the below.



The screenshot shows the Bot Framework Composer interface for a bot named "Contoso-Customer-Service". The "Publish your bots" section is active, displaying a table with the following data:

Bot ↓	Publish target	Date	Status	Message	Comment
✓ Contoso-Customer-...	Publish 'Contos...	12-14-2021	✓	Publish successful.	

- Once providing the publish is successful, you can close Bot Framework Composer and return to your PVA bot in the browser. Navigate to the **Topics** page (or refresh it if you're already there) and you should now see your new **MultiModalGreeting** topic, that you authored in Composer, in the list.

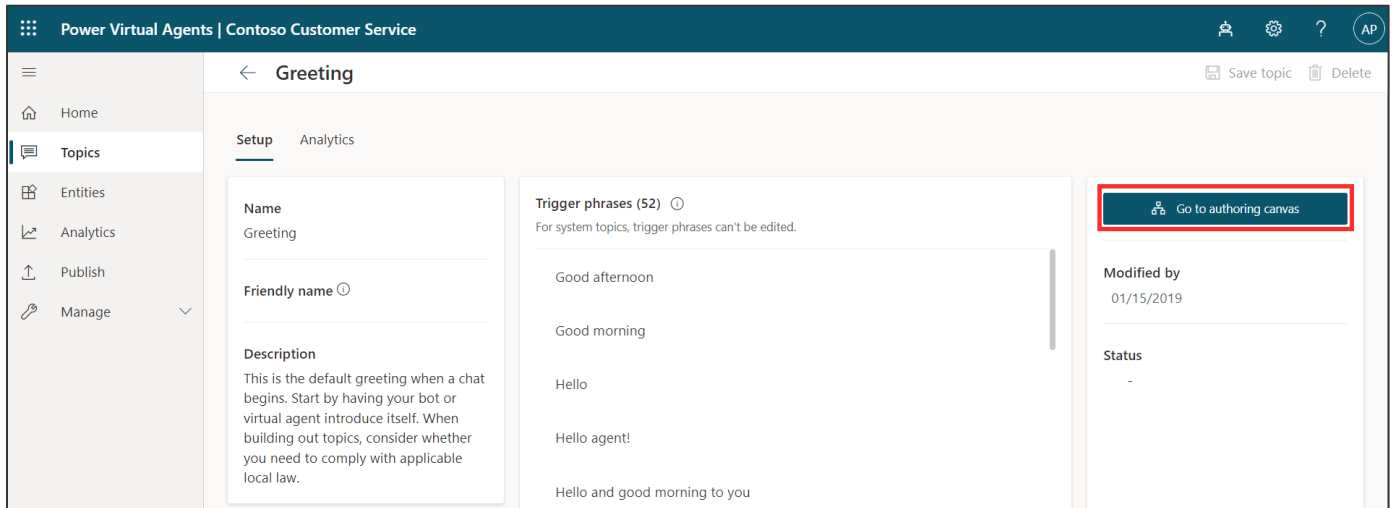


The screenshot shows the Power Virtual Agents interface for "Contoso Customer Service". The "Topics" page is selected in the left navigation pane. The "Existing (17)" tab is active, displaying a table of topics:

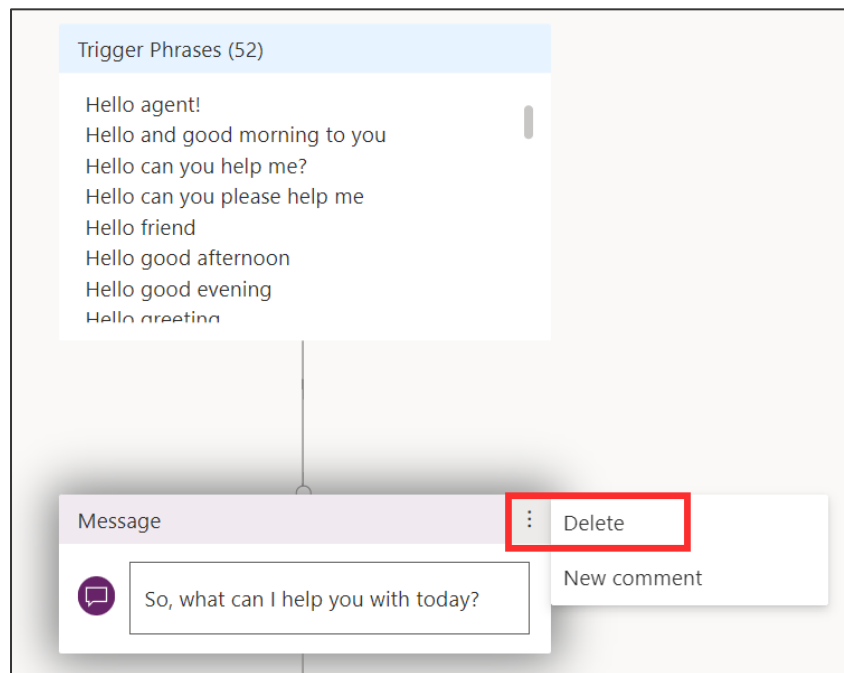
Type	Name	Trigger phrases	Status	Errors	Editing
🗨️	MultiModalGreeting	No trigger phrases	Always on		
🗨️	Reset your password	(1) reset your password	On		AP
🗨️	Return Items	(1) i want to return a product	On		AP
🗨️	Shipping Options	(1) How much does shipping...	On		AP

## Task 4: Update your Greeting topic to use your new multi modal response and test your bot.

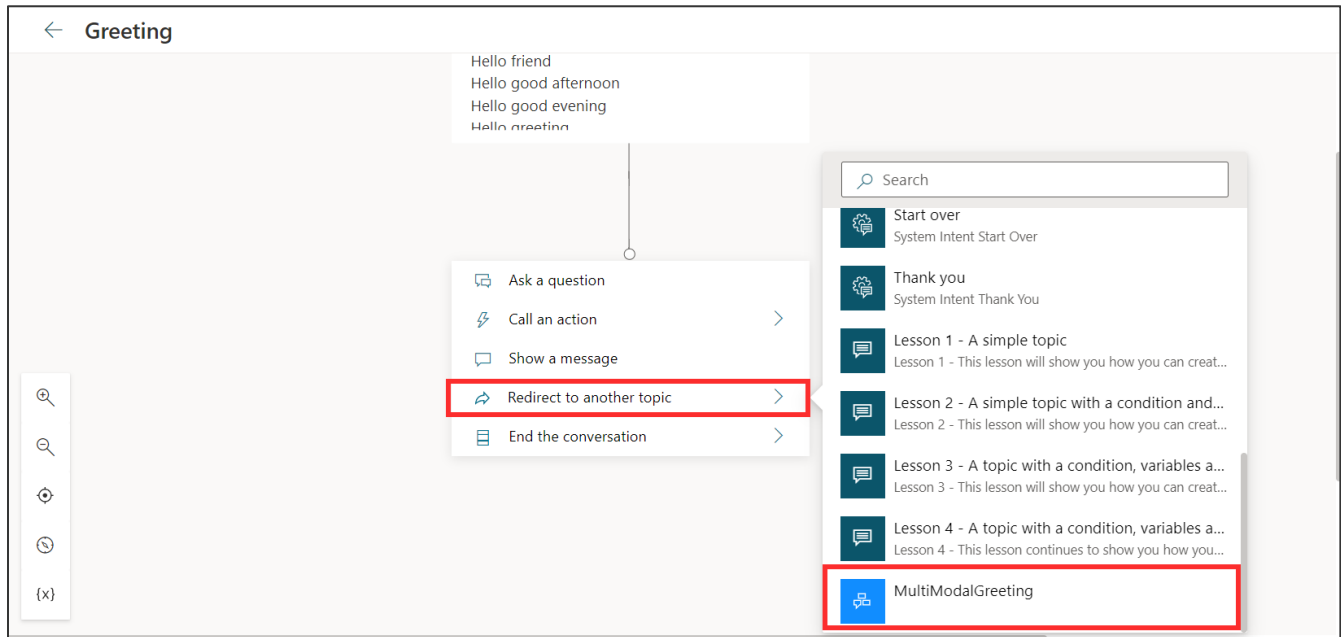
1. Click on the **Greeting** topic in your topic list and then click **Go to Authoring Canvas** on the next page.



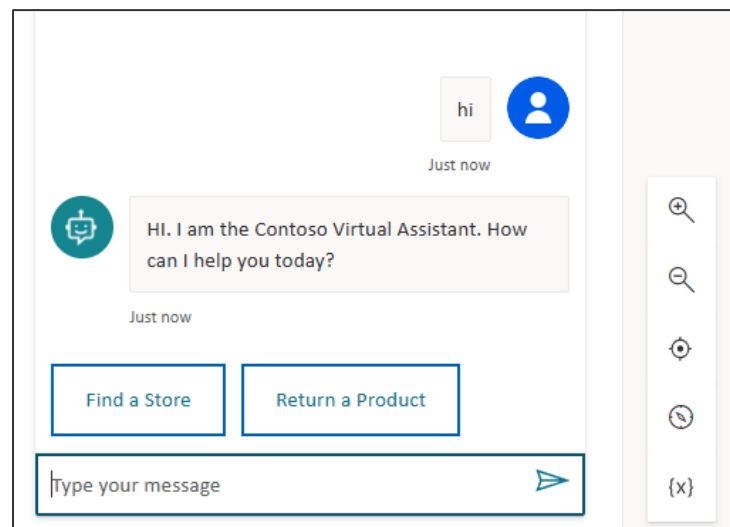
2. Delete the three **Message** nodes currently on the page, using the context menu available on each.



- Click the + button underneath the remaining **Trigger Phrases** node, then click **Redirect to another topic** on the menu and finally click **MultiModalGreeting** from the list of available topics.



- Save your **Greeting** topic.
- Once your topic has saved, use the **Test bot** interface and say **hi** to your bot to trigger the greeting message. You should now see that your new multi modal response is used. Restart the conversation a couple of times and notice that the bot randomly selects from your two available text responses.



- Publish the bot.

## 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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