



# Power Platform

## Build your own Power Apps Solution

Module 3: Power Virtual Agents

Hands-on Lab Step-by-Step

June 2021

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# Power Virtual Agents

## Lab Prerequisites

Follow the pre-requisite steps described in the document: **00-BYOPAS Labs Overview.pdf**, that is included in the lab package. Before beginning this lab, confirm that you have provisioned an environment where you will save your apps, flows and database entities.

## Power Virtual Agents

[Power Virtual Agent](#) is a SaaS offering that empowers teams to easily create powerful bots using a guided, no-code interface without the need for data scientists. Power Virtual Agents gives citizen developers the ability to create conversational experiences and support. You can connect to other Power Platform offerings, such as Power Automate and Power Apps, to enhance your customer communication and support user experience.

# Exercise 1: Sign up for Power Virtual Agents

In this exercise you will sign up for Power Virtual Agent and create your bot.

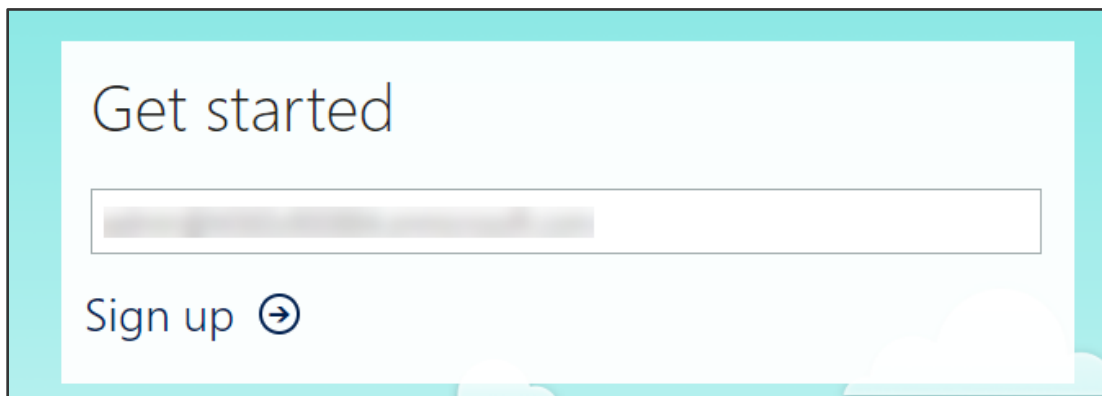
## Task 1: Sign up and create bot

In this task, you will sign up for free Power Virtual Agents and create your bot.

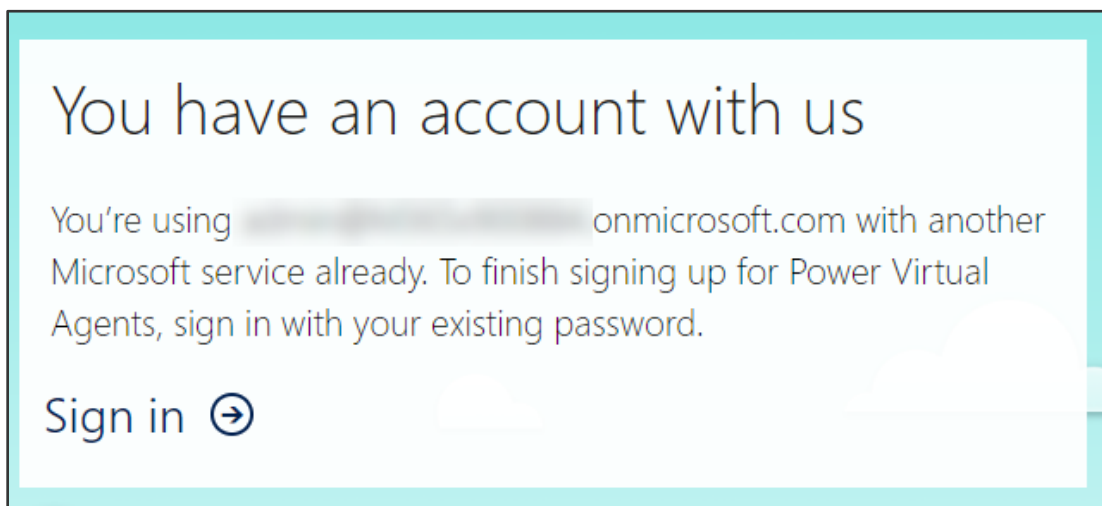
1. Navigate to [Power Virtual Agents](#) and click **Try free**.



2. Provide your organization admin username and click **Sign up**.



3. Click **Sign in**.



4. Provide your password and click **Sign in** again.

5. Click **Create**.

Almost there

You're signed in as [redacted].onmicrosoft.com

Microsoft will send you promotions and offers about Microsoft products and services for businesses. You can unsubscribe anytime.

☐ I would like Microsoft to share my information with select partners so I can receive relevant information about their products and services. To learn more, or to unsubscribe at any time, view the [Privacy Statement](#).

By choosing **Create**, you agree to our [terms and conditions](#) and [Microsoft Privacy Policy](#) and acknowledge that your email address is associated with an organization (and is not a personal use or consumer email address). You also understand an administrator of your organization may assume control over your account and data and that your name, email address, and trial organization name will be visible to other people in your organization. [Learn more](#).

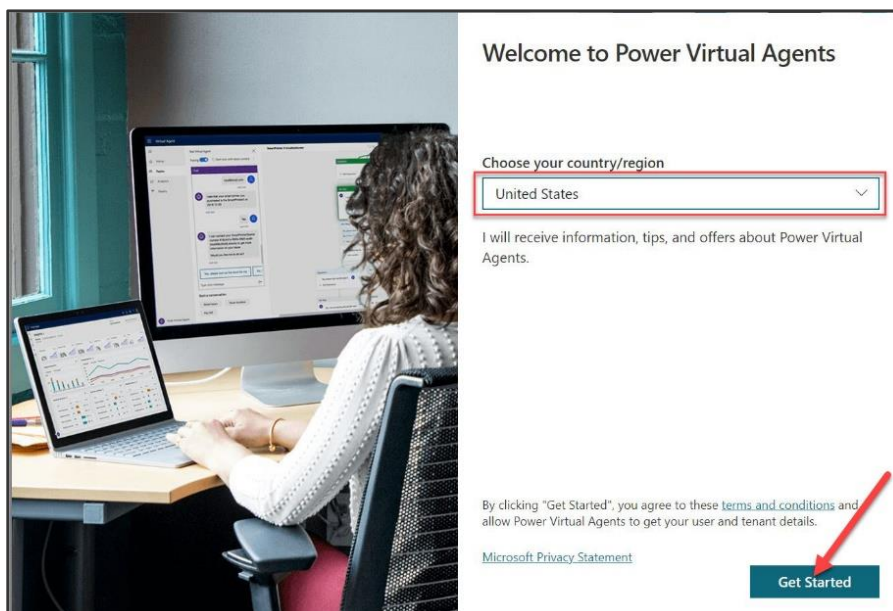
Create ➔

6. Wait until you are prompted to sign in and click **Sign in**.

Access your Power Virtual Agents account

Resolve customer and employee issues quickly with Microsoft Power Virtual Agents. Easily create and maintain intelligent virtual agents without having to code.

Sign in >

7. Select your **country/region** and click **Get Started**.

Welcome to Power Virtual Agents

Choose your country/region

United States

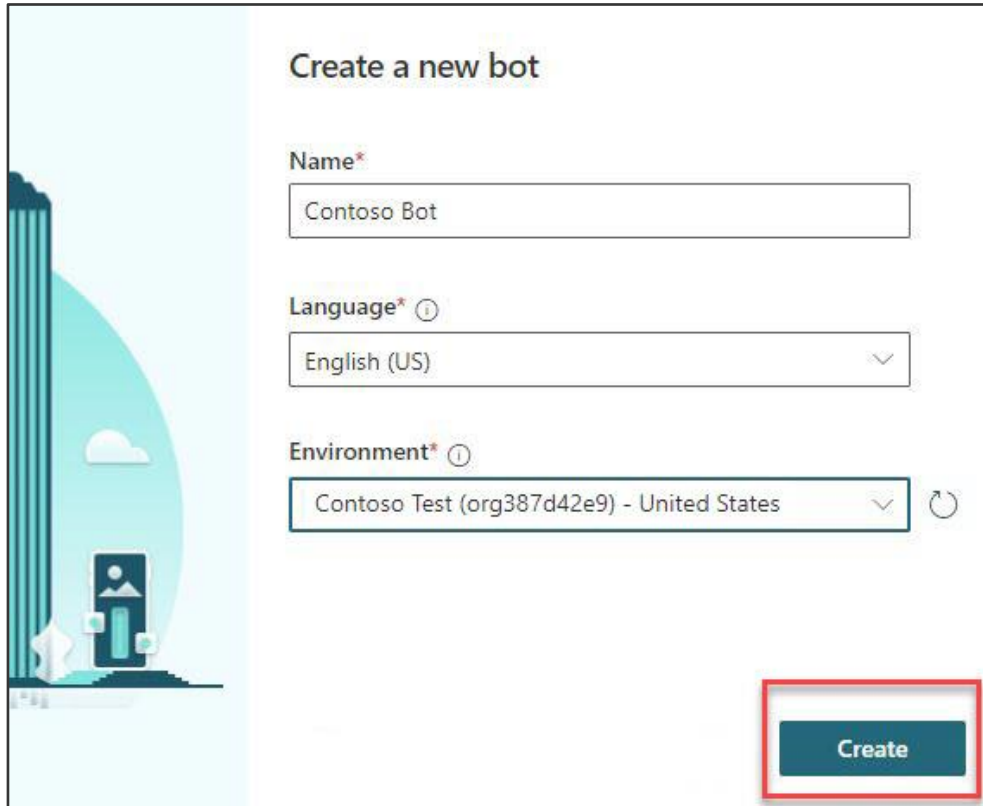
I will receive information, tips, and offers about Power Virtual Agents.

By clicking "Get Started", you agree to these [terms and conditions](#) and allow Power Virtual Agents to get your user and tenant details.

[Microsoft Privacy Statement](#)

Get Started

8. You will be prompted to create your bot. Provide a name such as **Contoso Bot**, select your **Language**, and select your environment **Contoso Test**. Click **Create**.



**Create a new bot**

Name\*

Language\* ⓘ

Environment\* ⓘ

**Create**

9. Bot creation may take up to 15 minutes. Continue with this lab when it has finished processing.

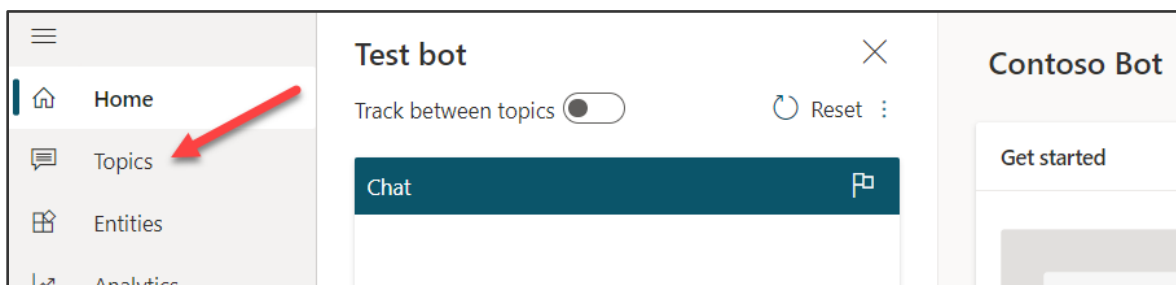
# Exercise 2: Create a topic and add trigger phrases

In this exercise, you will create a new topic for the bot you created in exercise 1, add trigger phrases, and customize it

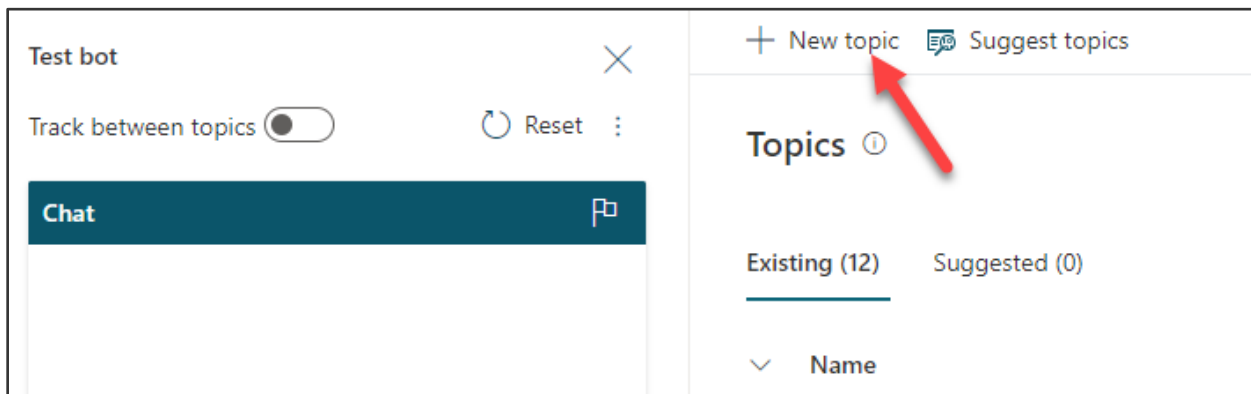
## Task 1: Create topic and add triggers

In this task, you will create a new topic and add triggers.

1. Navigate to [Power Virtual Agents](#) and sign in if prompted.
2. Select **Topics**.



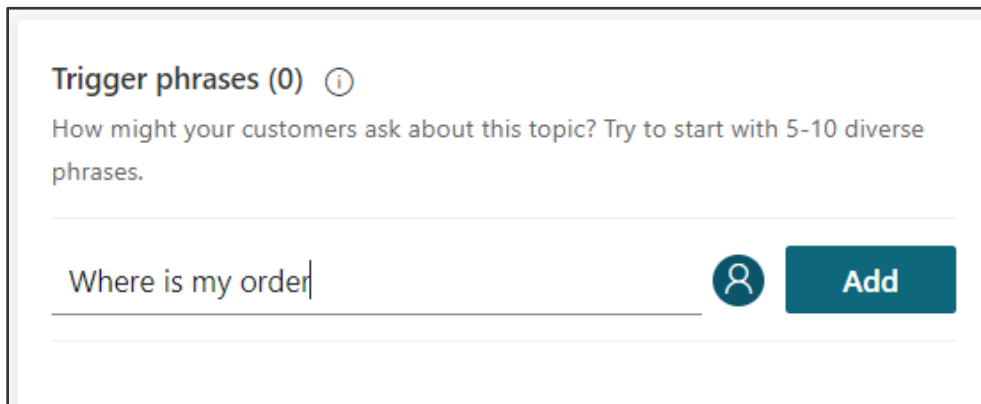
3. Click **+ New Topic**.



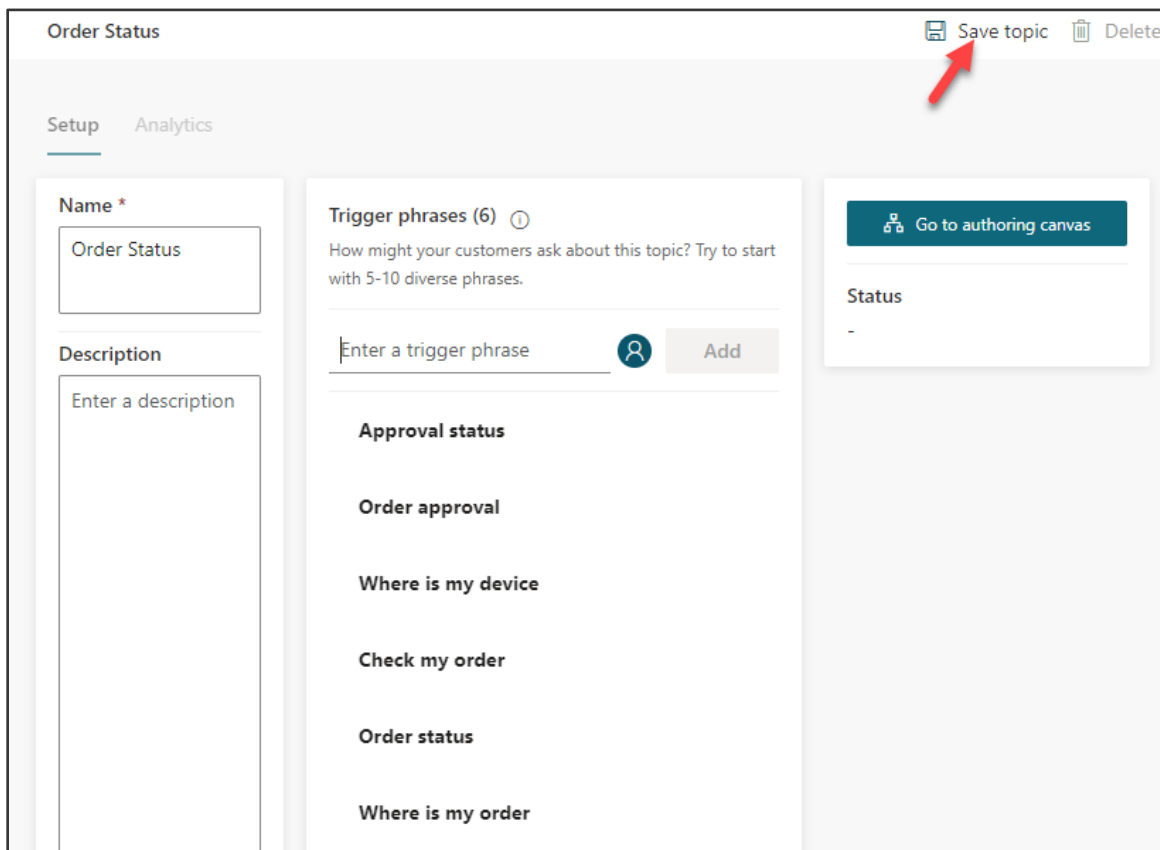
4. Enter **Order Status** for Name.

A screenshot of the 'Setup' tab for creating a new topic. The 'Name' field is highlighted with a red box and contains the text 'Order Status'. Below it is a 'Description' field with the placeholder 'Enter a description'. To the right, the 'Trigger phrases (0)' section has a description: 'How might your customers ask about this topic? Try to start with 5-10 diverse phrases.' Below this is an input field 'Enter a trigger phrase' with an 'Add' button and a user icon.

5. Type **Where is my order** as a trigger phrase and click **Add**.



6. Add five more trigger phrases.
- Order status
  - Check my order
  - Where is my device
  - Order approval
  - Approval status
7. You should now have six trigger phrases. Click **Save topic**.



8. Do not navigate away from this page.



## Task 2: Customize the bot

In this task, you will customize the bot

1. While still on the new topic, click **Go to authoring canvas**.

Order Status

Save topic Delete

Setup Analytics

Name \*

Order Status

Description

Trigger phrases (6) ⓘ

How might your customers ask about this topic? Try to start with 5-10 diverse phrases.

Enter a trigger phrase Add

Go to authoring canvas

Modified  
3/20/20, 11:40 AM

2. The canvas should look like the image below.

Trigger Phrases (6) ⋮

Approval status  
Order approval  
Where is my device  
Check my order  
Order status  
Where is my order

Message ⋮

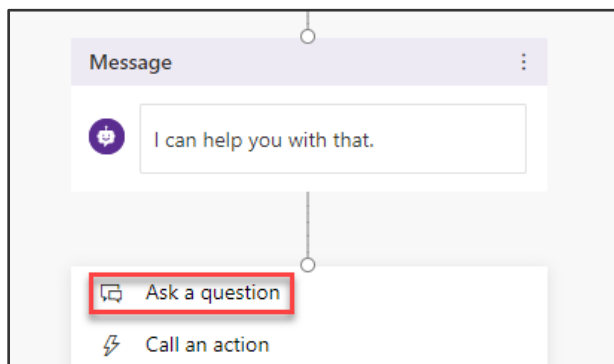
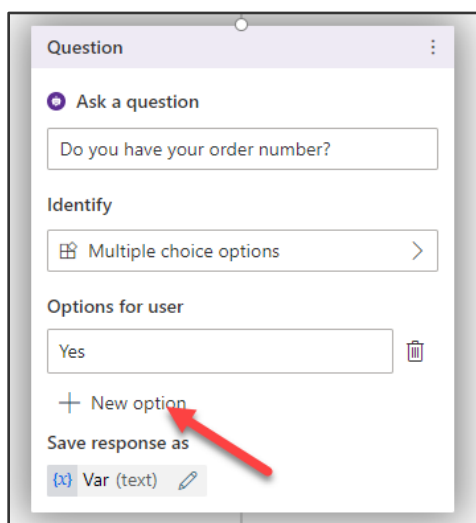
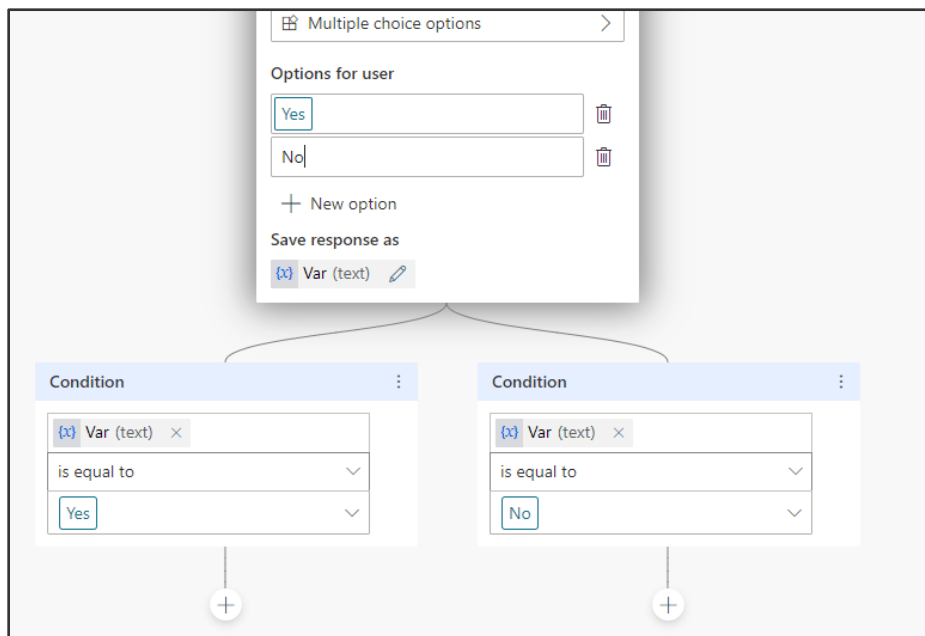
Bot message cannot be empty

3. Type **I can help you with that.** and click + add node.

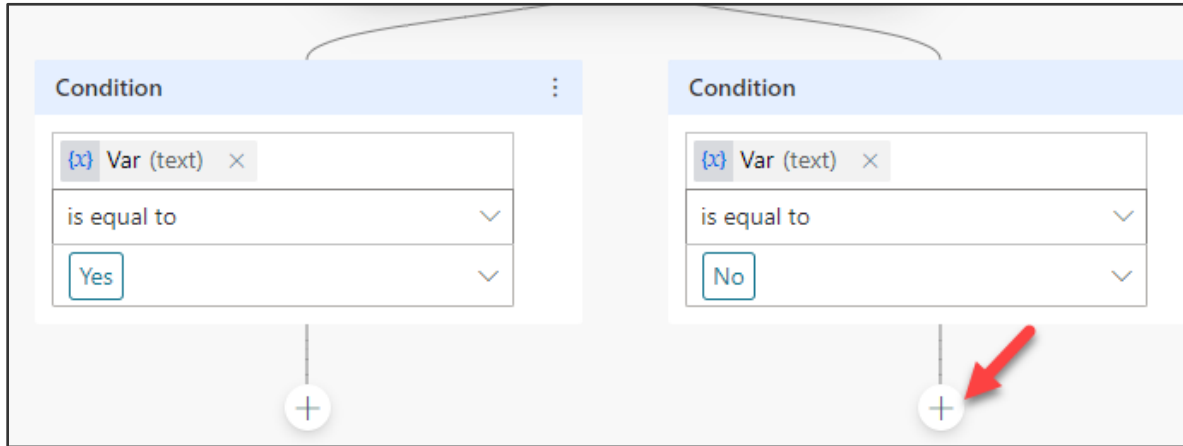
Message ⋮

I can help you with that.

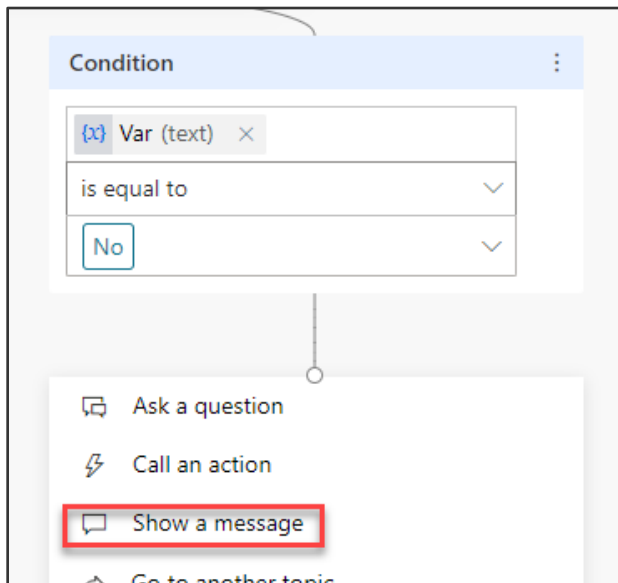
+ add node

4. Select **Ask a question**.5. Enter **Do you have your order number?** For question and enter **Yes** for option and click + **New option**.6. Enter **No** for the second option. Two condition branches will be added for you.

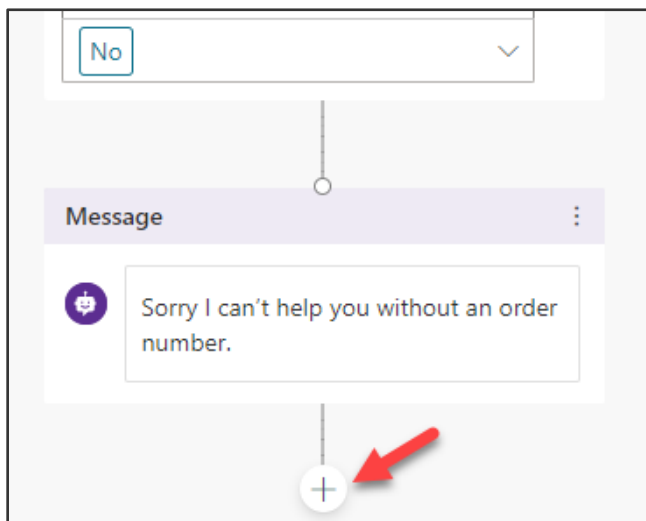
7. Go to the **No** branch and click + add node.



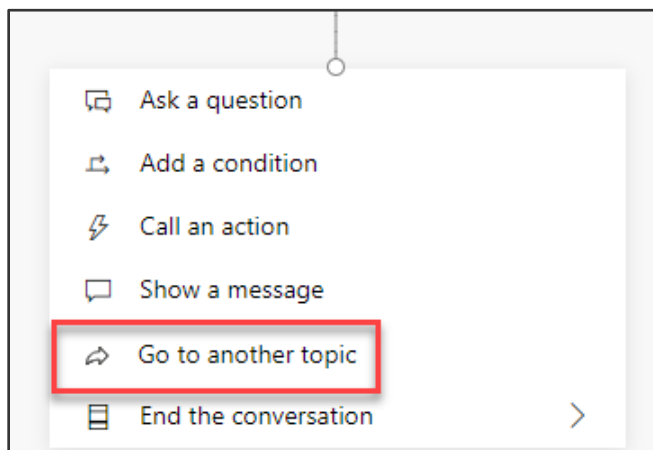
8. Select Show a message.



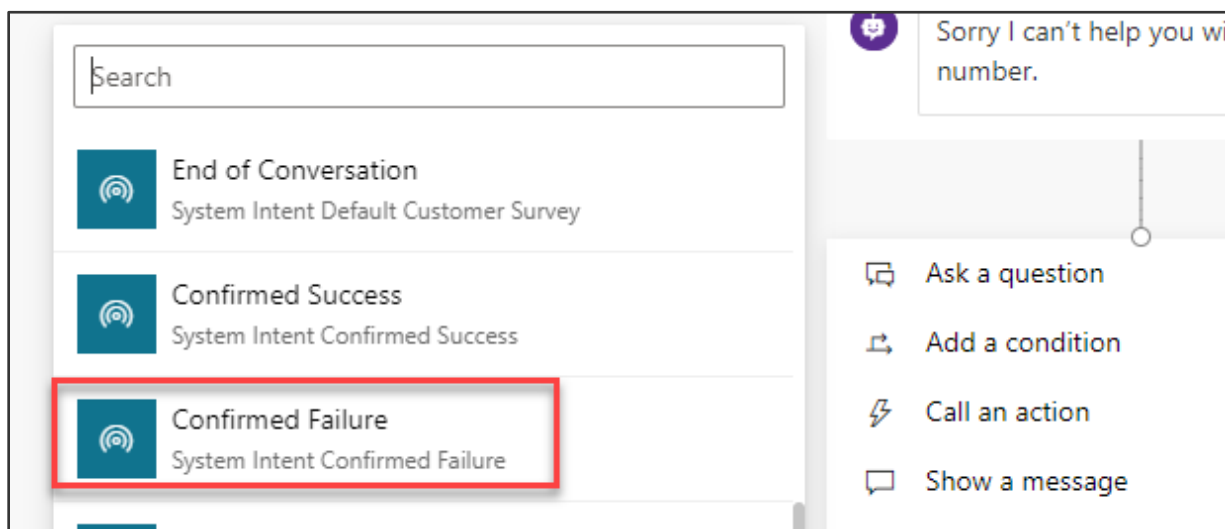
9. Enter **Sorry I can't help you without an order number.** for message and click + add node.



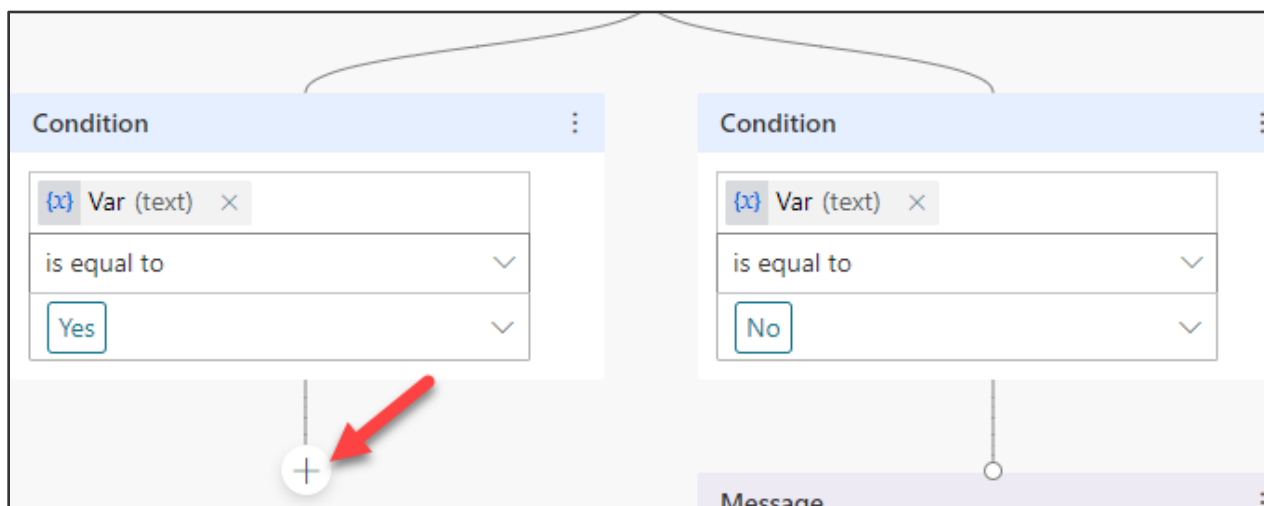
10. In this node, you will take advantage of existing topic. Select Go to another topic.



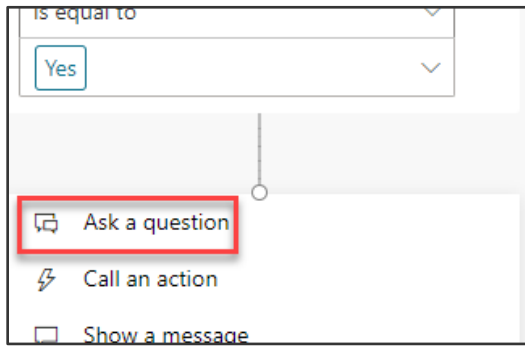
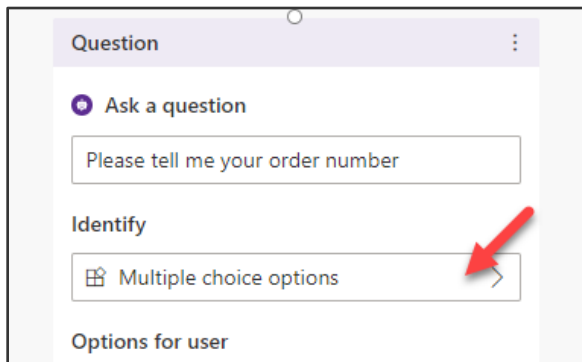
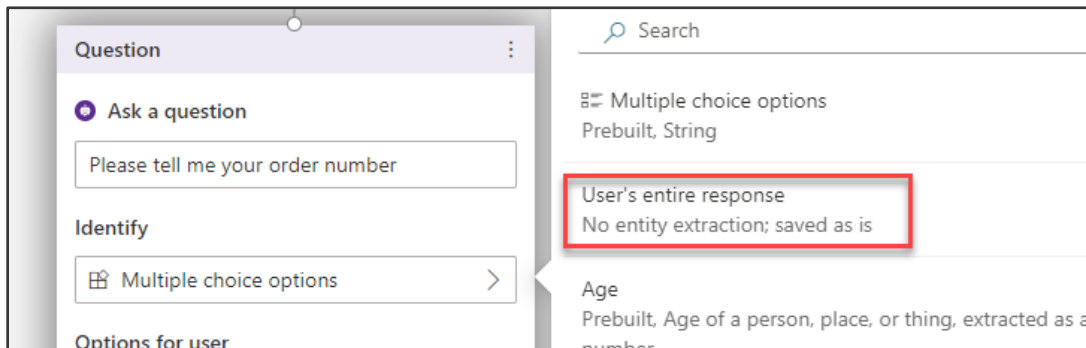
11. Select **Confirmed Failure**. This topic will show the user a message and then give the user an opportunity to talk to an agent.



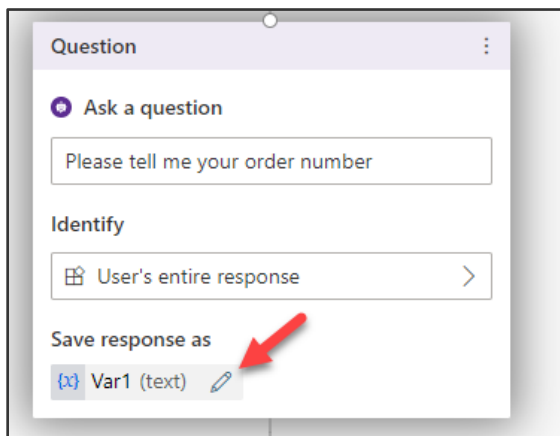
12. Go to the **Yes** branch and click + add node.



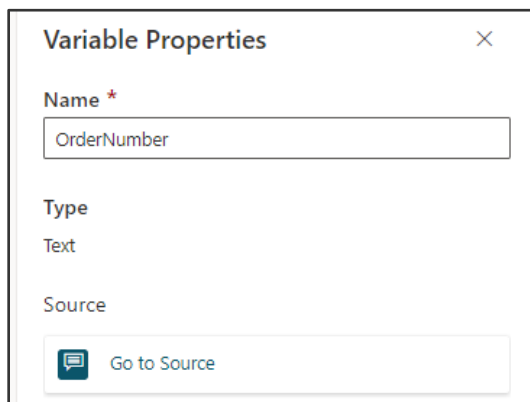
## 13. Select Ask a question.

14. Type **Please tell me your order number** for question and click **Identify**.15. Select **User's entire response**.

## 16. Renaming variable will help you reference them in other nodes. Click edit variable.

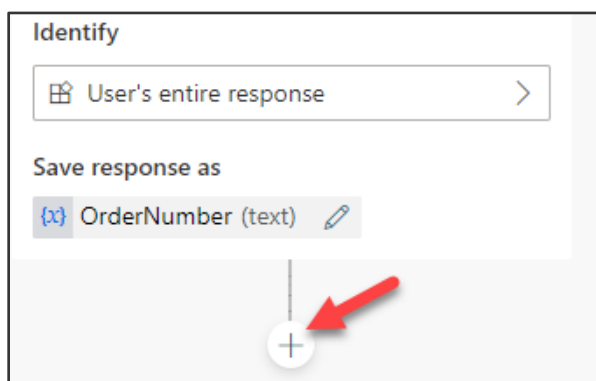


17. Name the variable **OrderNumber**.



The 'Variable Properties' dialog box is shown. The 'Name' field contains 'OrderNumber'. The 'Type' is set to 'Text'. The 'Source' field is empty, and there is a 'Go to Source' button at the bottom.

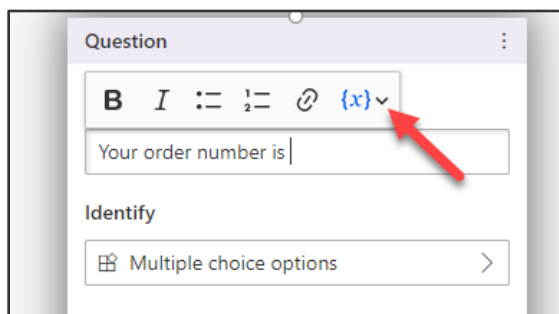
18. Click + add node.



The 'Identify' node configuration is shown. The 'User's entire response' is selected. Under 'Save response as', 'OrderNumber (text)' is selected. A red arrow points to a '+' button at the bottom of the node.

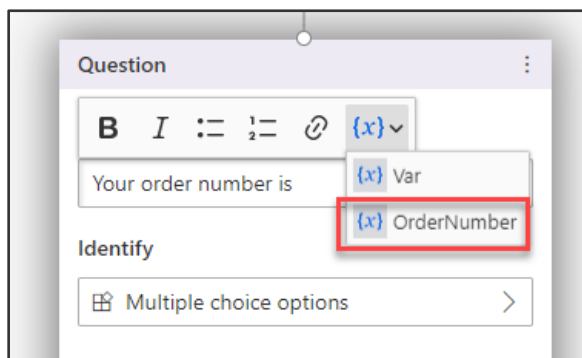
19. Select **Ask a question**.

20. It is good idea to confirm answers from the user. Type **Your order number is** and click Insert context variable.



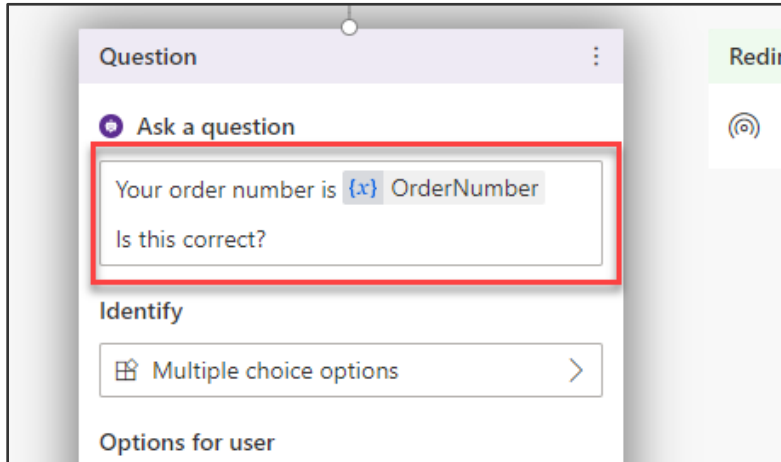
The 'Question' node configuration is shown. The text 'Your order number is' is entered. A red arrow points to the '{x}' context variable button in the toolbar.

21. Select **OrderNumber**.

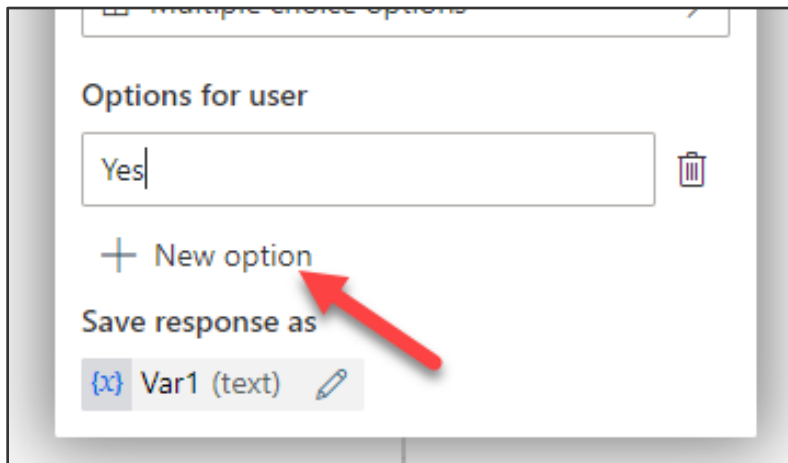


The 'Question' node configuration is shown. The text 'Your order number is' is entered. The '{x}' context variable button is selected, and a dropdown menu shows 'Var' and 'OrderNumber'. 'OrderNumber' is selected and highlighted with a red box.

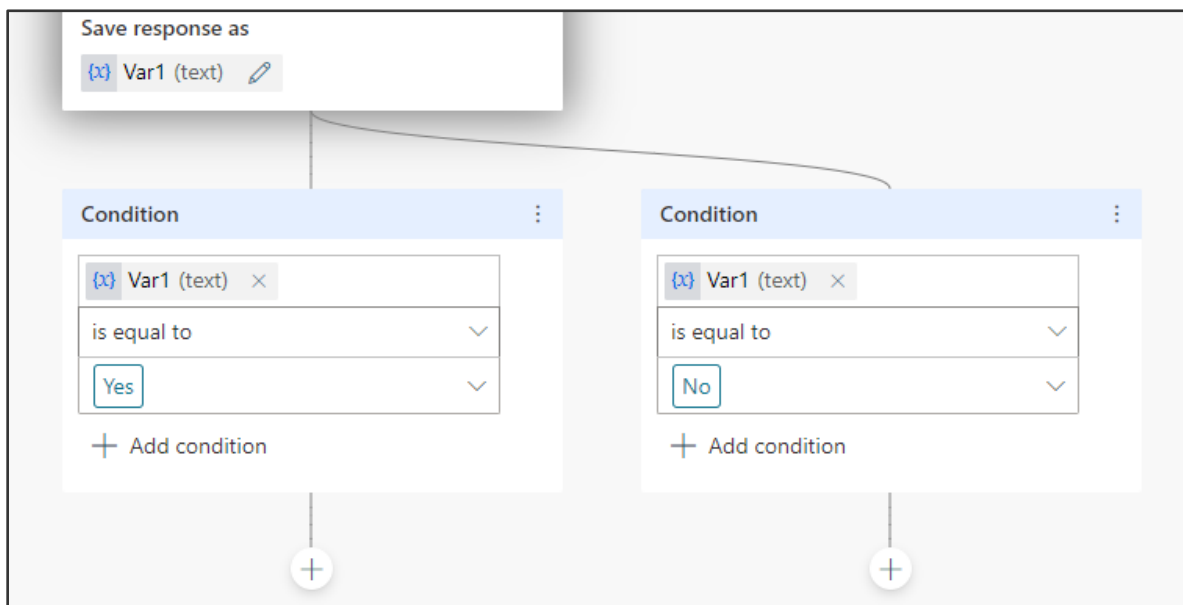
22. Hit the **[ENTER]** key and type **Is this correct?** Your question should now look like the image below.



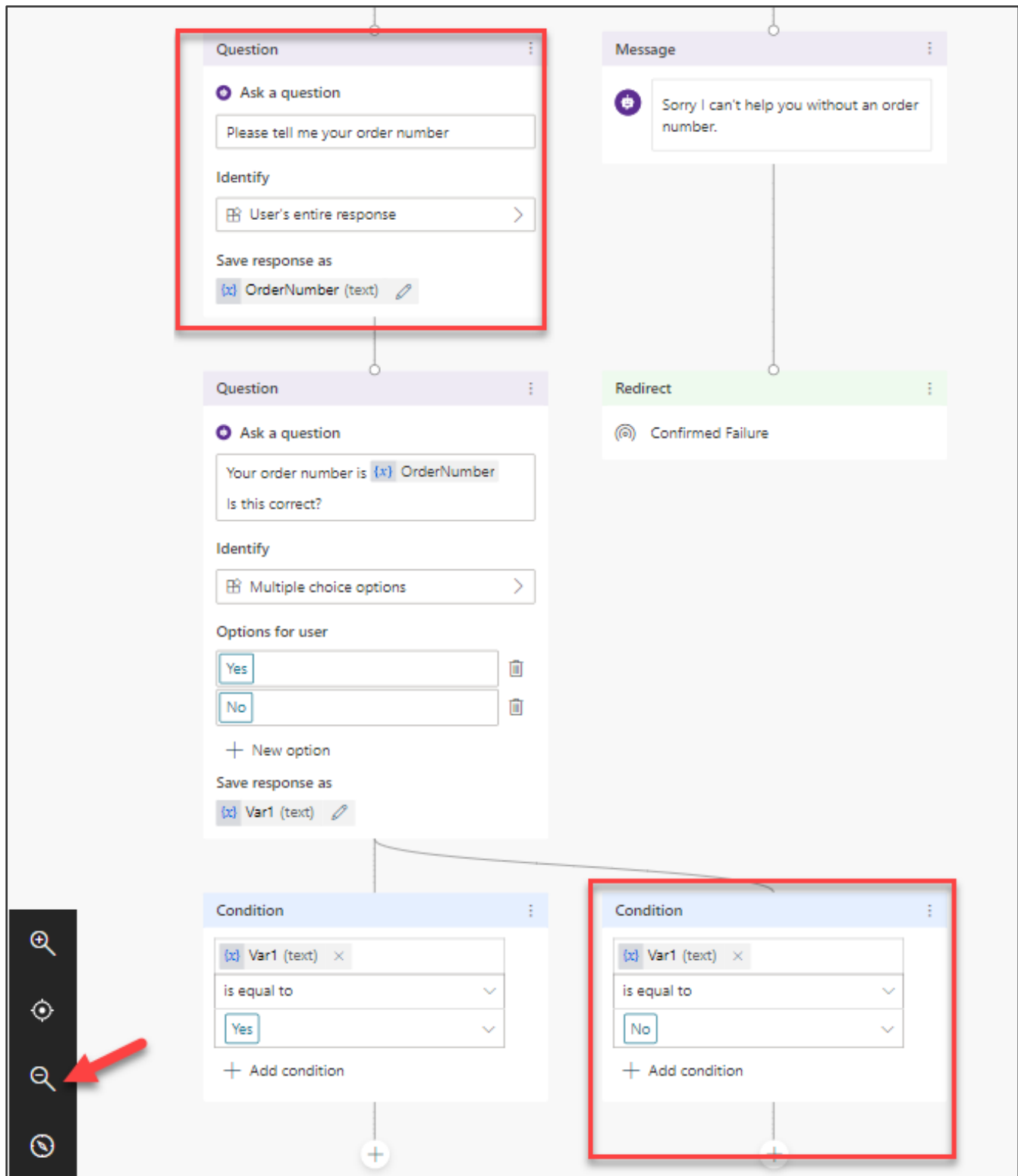
23. Enter **Yes** for first option and click **+ New Option**.



24. Enter **No** for the second option. Two condition branches will be created for you.

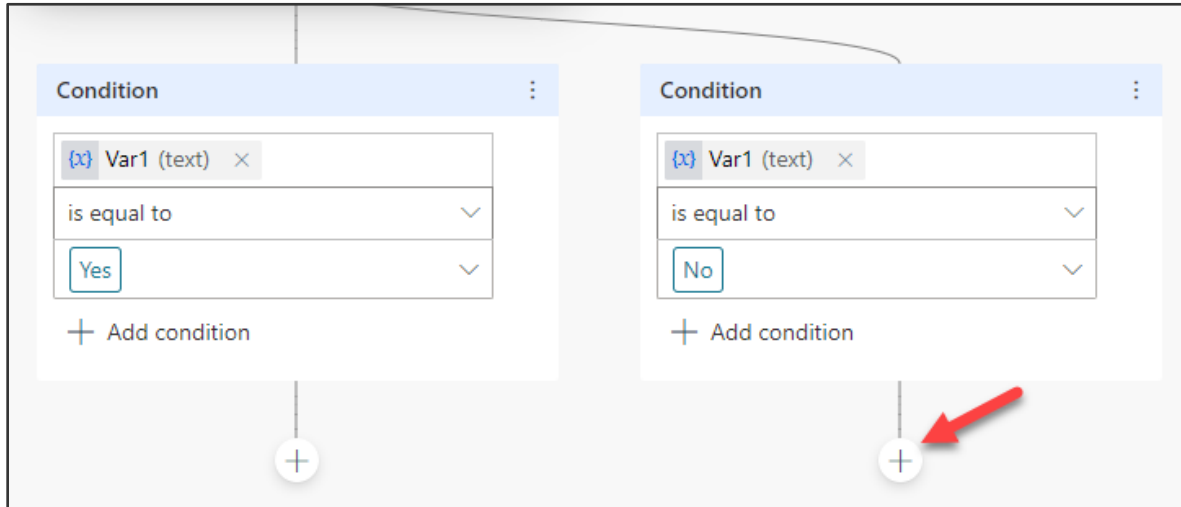


25. We will go back to the **Please tell me your order number** node, If the user doesn't confirm the order number. Click zoom out until you can see both the **No** branch and the **Please tell me your order number** question.

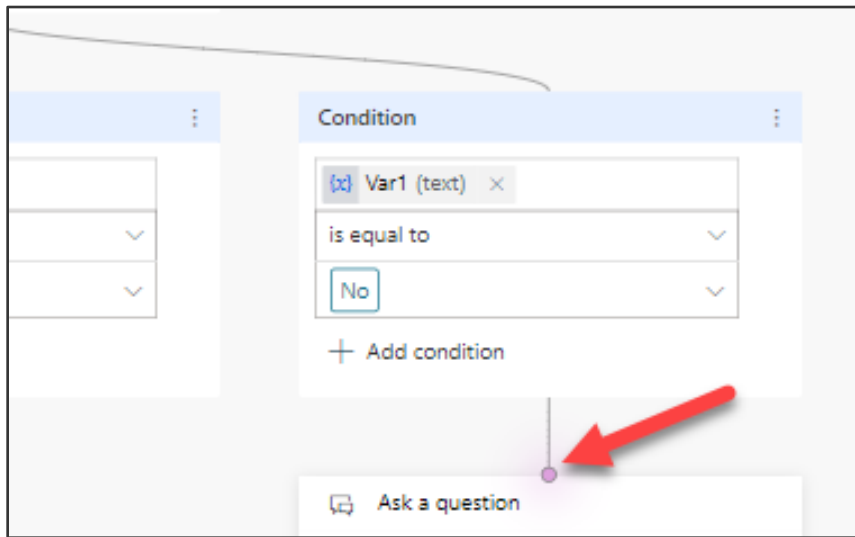




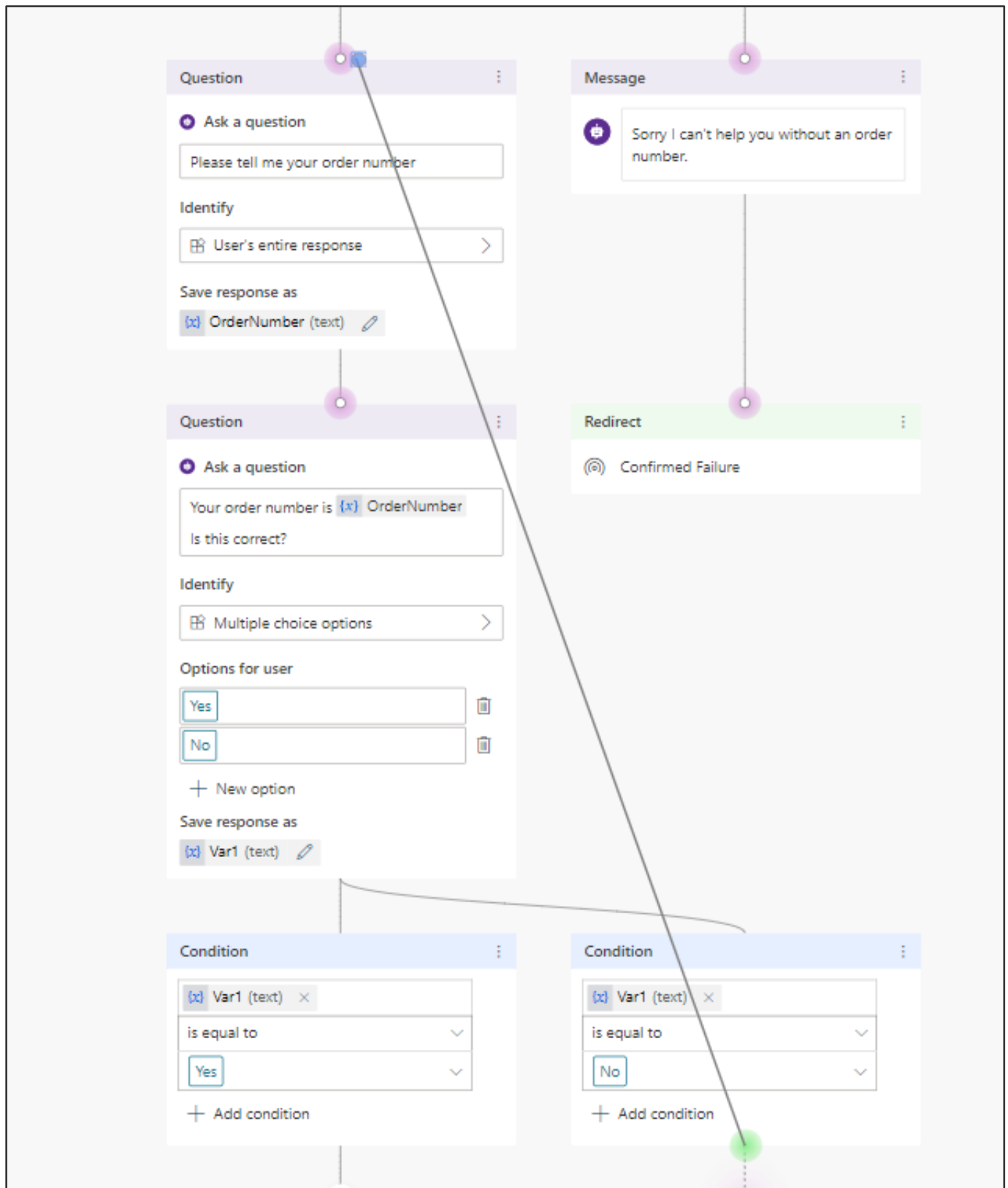
26. Go to the **No** branch and click **+ add node**.



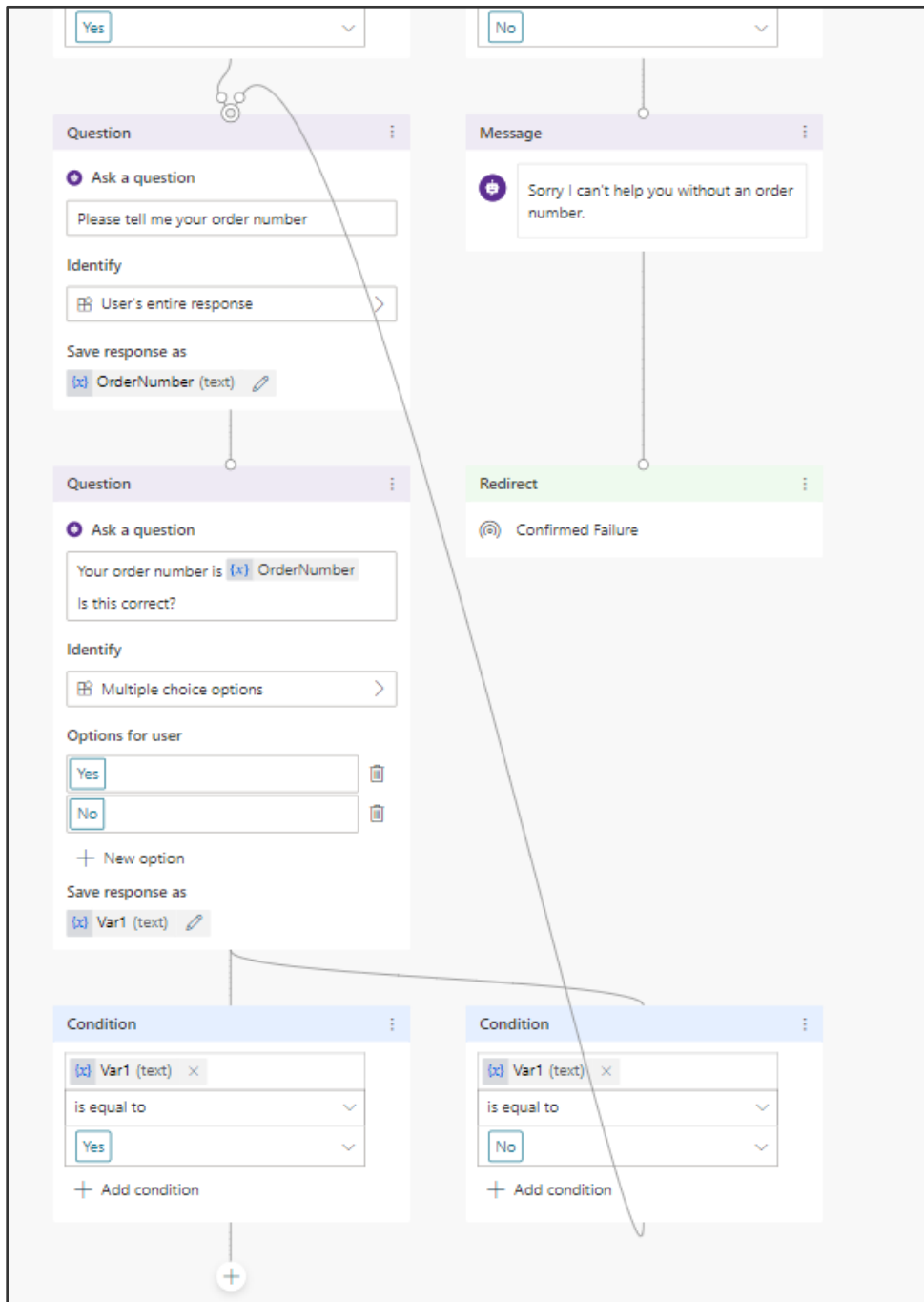
27. Click on the connection dot and hold.



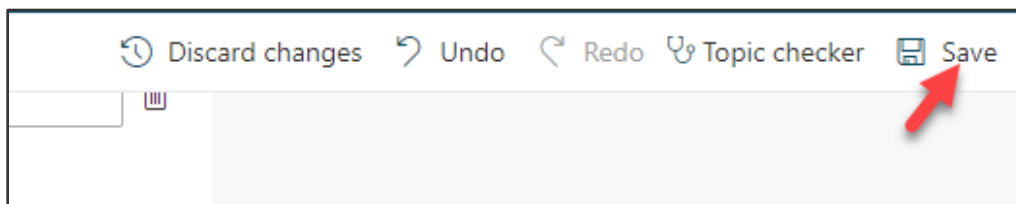
28. While still holding the dot drag it up and drop it on the **Please tell me your order number** question. This action will give the user an opportunity to correct the order number.



29. Your canvas should now look like the image below.



30. Save your progress by clicking **Save**.

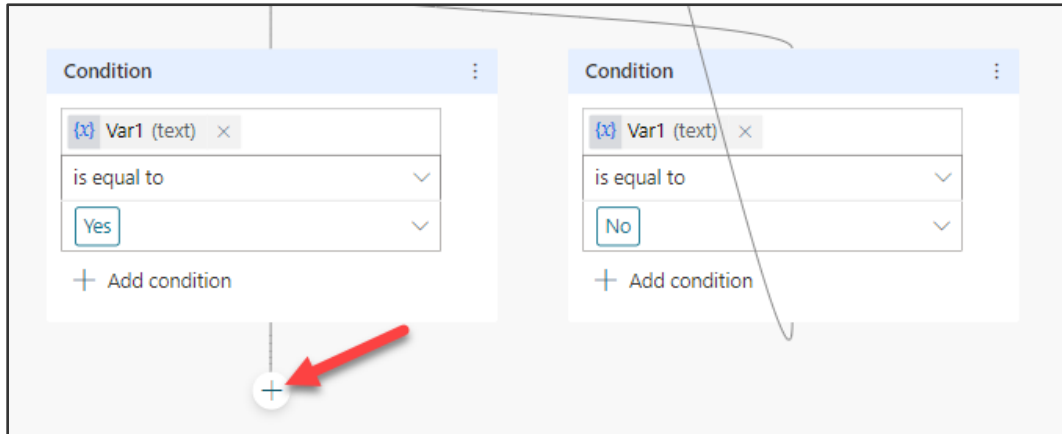


31. Do not navigate away from the authoring canvas.

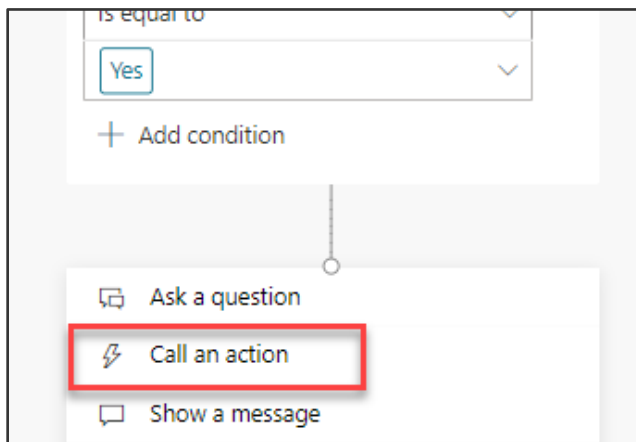
## Task 3: Call flow action

So far, the bot asked for order number and confirmed it with user. You will create call an action and create a flow.

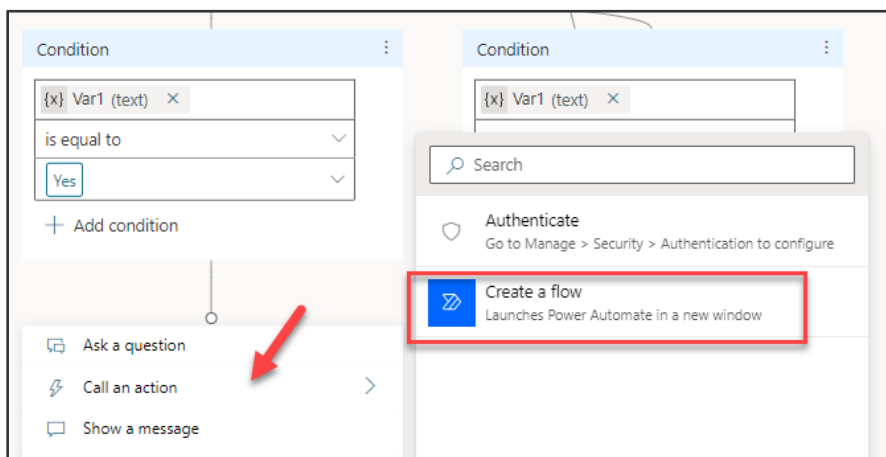
1. Go to the bottom nodes and click **+ add** node on the **Yes** branch.



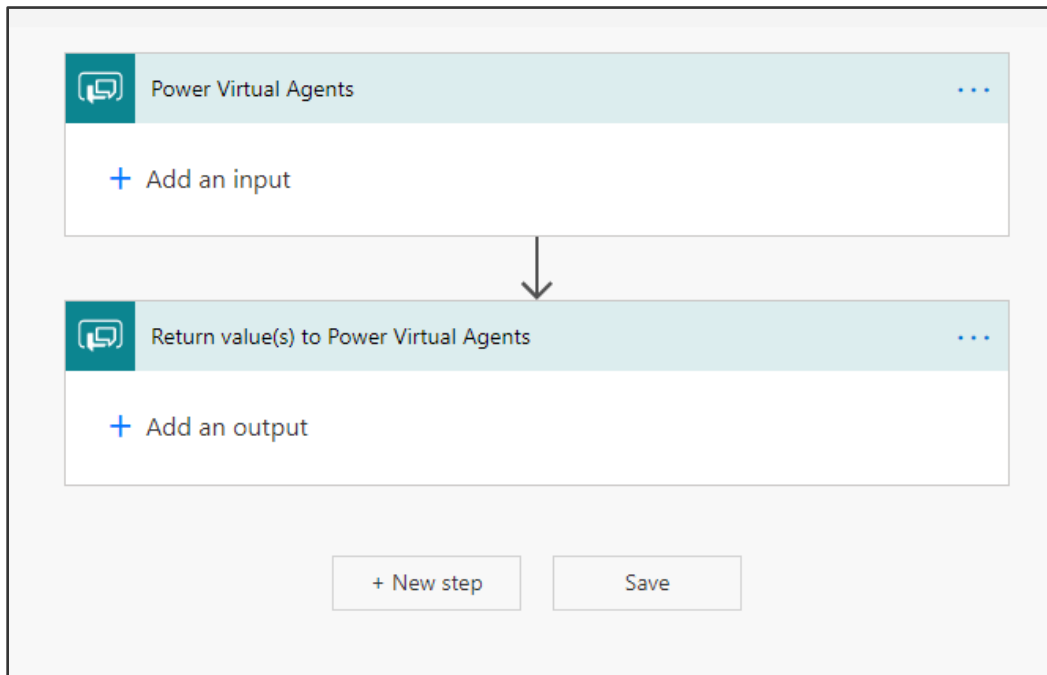
2. Select **Call an action**.



3. Select **Create a flow**.



4. Power Automate will open and it will have a Power Virtual Agents trigger and a Return Value(s) to Power Virtual Agent step.

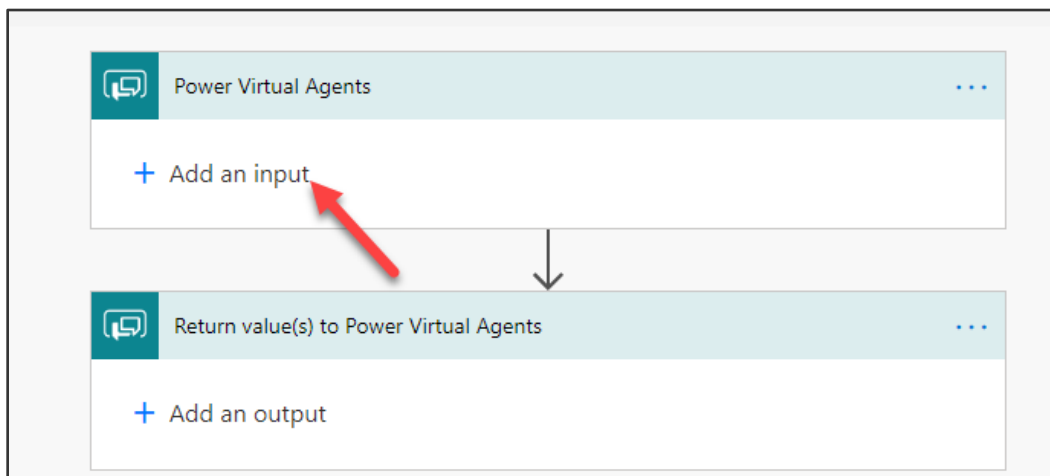


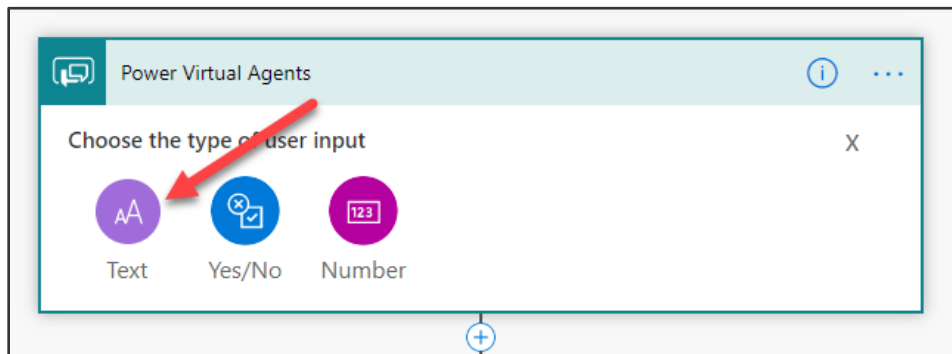
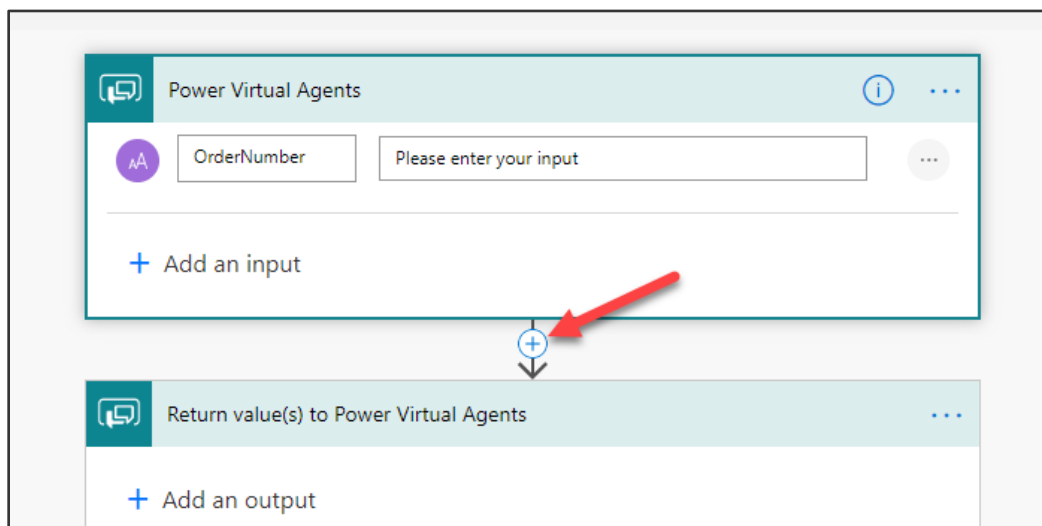
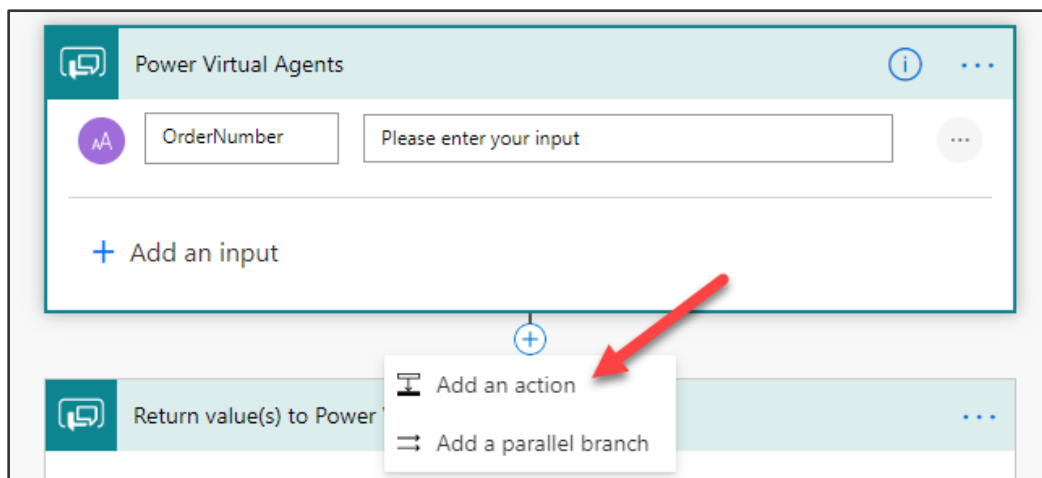
## Exercise 3: Power Automate

In this exercise, you will add steps to the Flow created from Power Virtual Agents. The Flow will take an order number from the PVA, query your Microsoft Dataverse for the other number, check the status of the order, and then pass information about the order back to PVA.

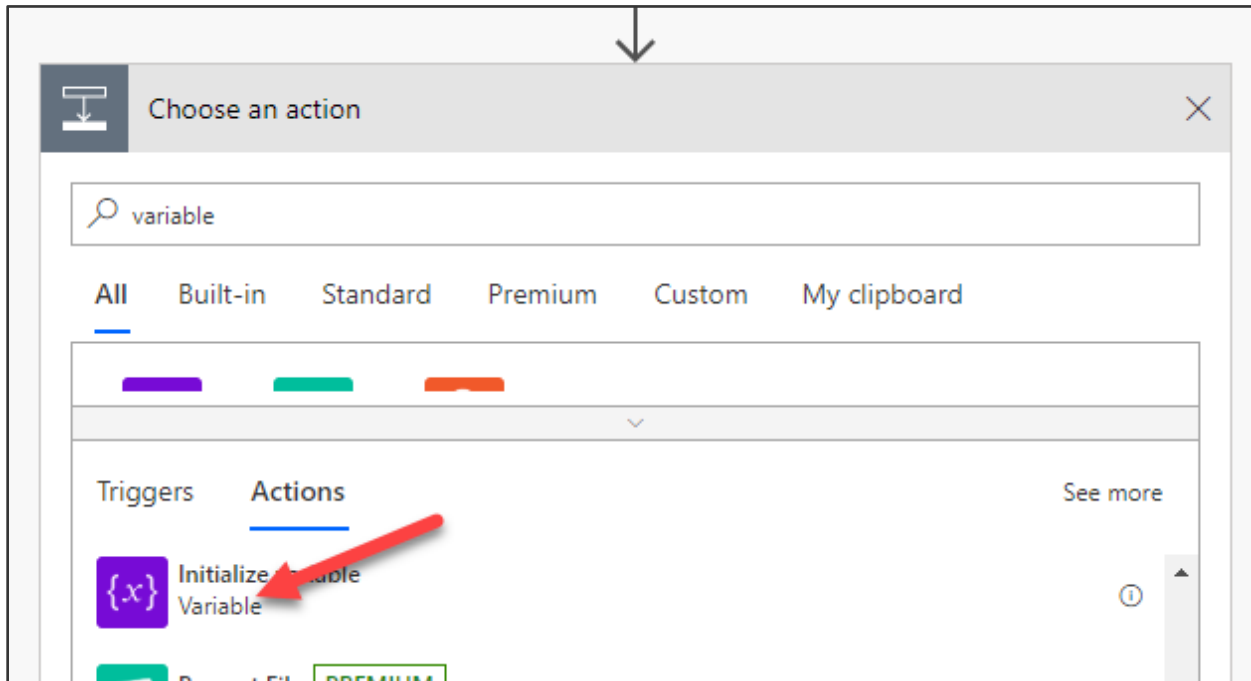
### Task 1: Add steps to the flow

1. Click + **Add an input** to the **Power Virtual Agents**.

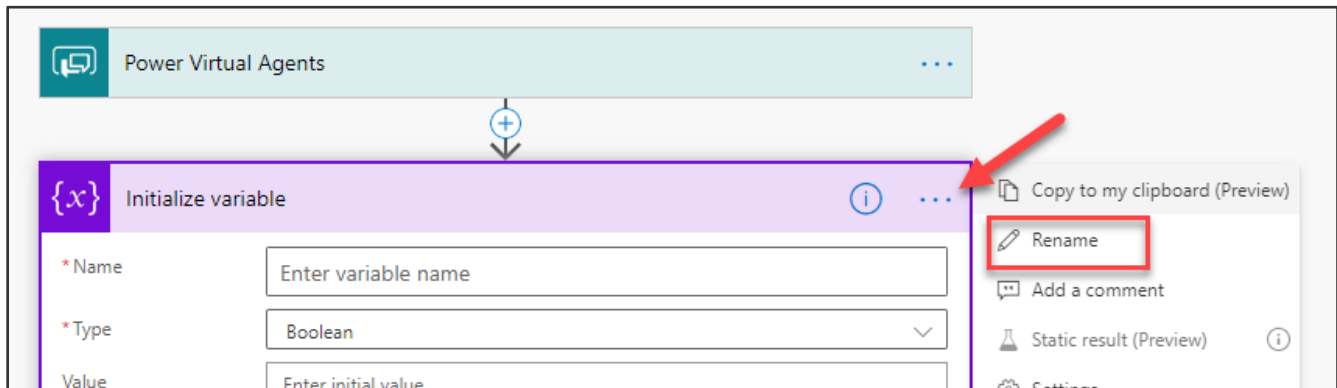


2. Select **Text**.3. Name the input **OrderNumber** and click + **Insert new step**.4. Select **Add an action**.

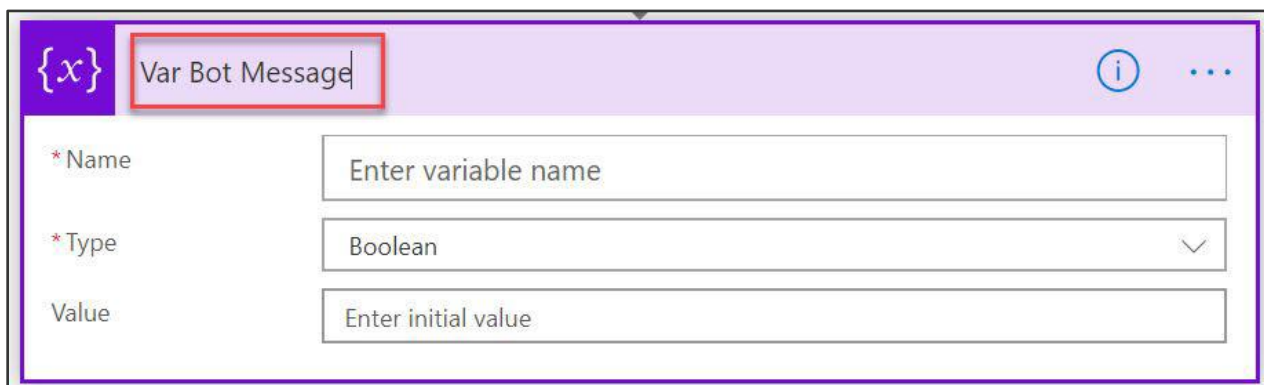
5. You will create two variables that will hold the information the flow will send back to the PVA, one will be a message and the other will be whether the order number matches any Device Order records. Search for **variable** and select **Initialize variable**.



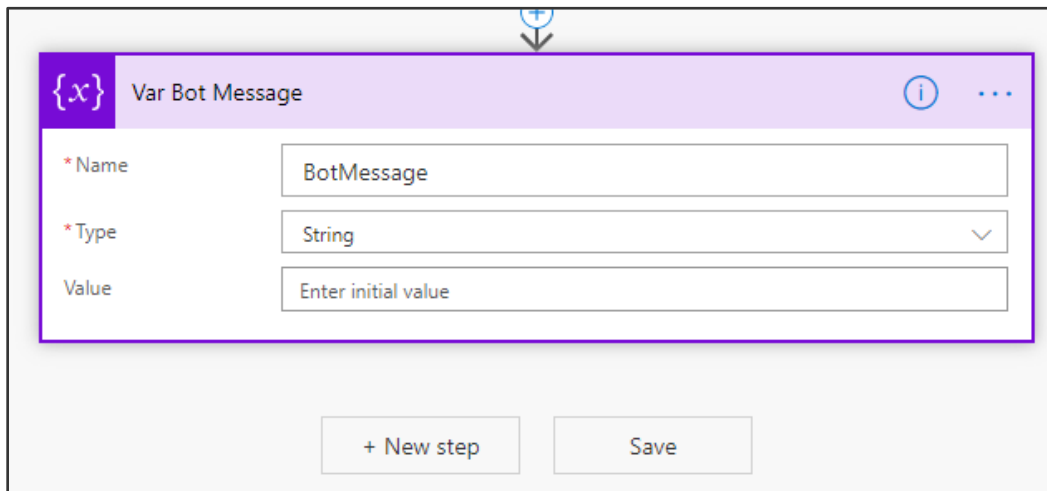
6. Click on the ... menu button and select **Rename**.



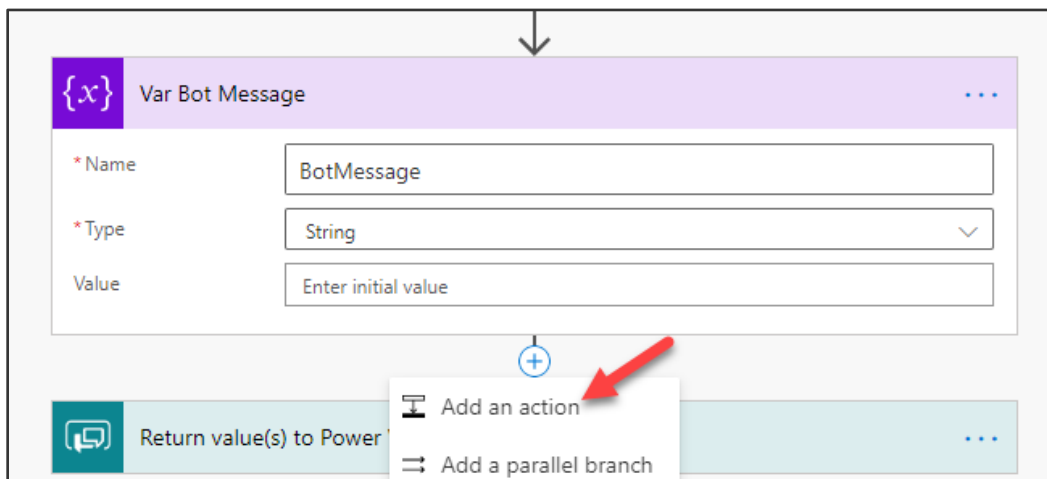
7. Name the step **Var Bot Message**.



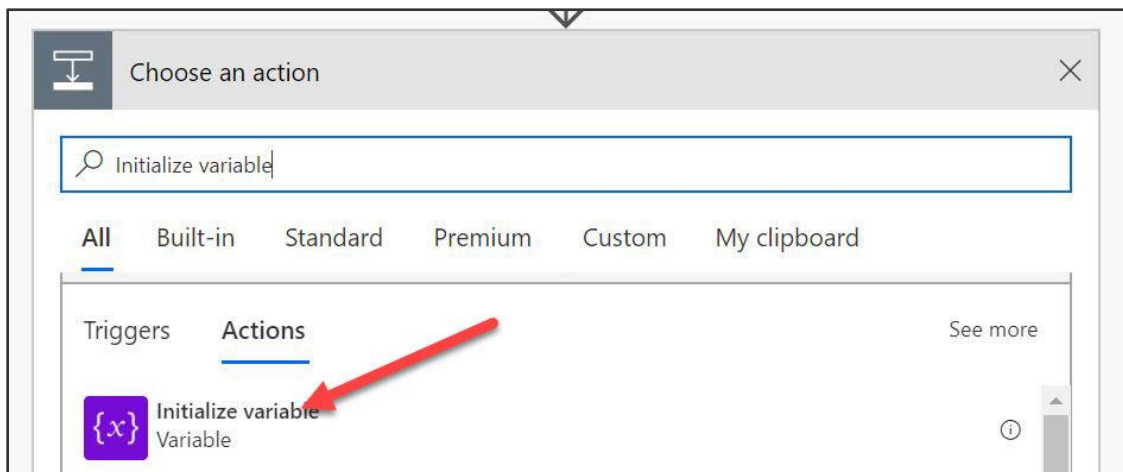
8. Name the variable **BotMessage**, select **String** for Type.



9. Click **Insert a step** and select **Add an action**.



10. Search for variable and select **Initialize variable** again.



11. Click on the ... menu button and select **Rename**.  
12. Rename the step **Var Order Exists**.



13. Name the variable **OrderExists**, select **String** for Type, and enter **NO** for Value.

{x} Var Order Exists

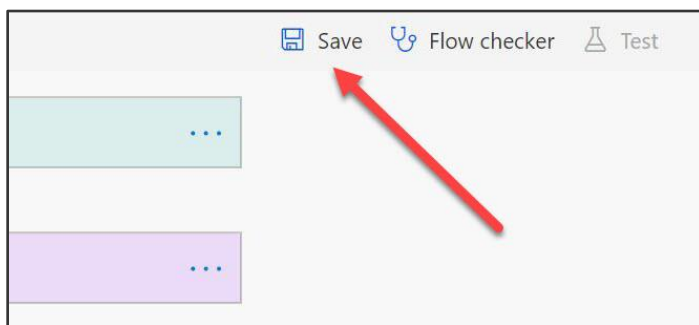
\* Name: OrderExists

\* Type: String

Value: NO

+ New step Save

14. **Save** your flow

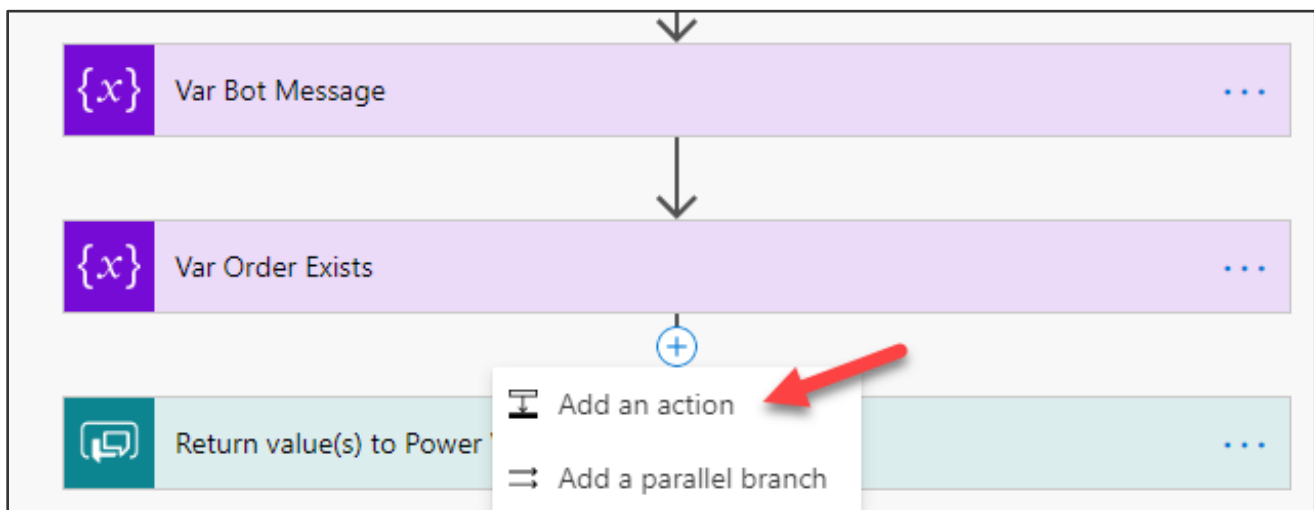


15. Do not navigate away from this page.

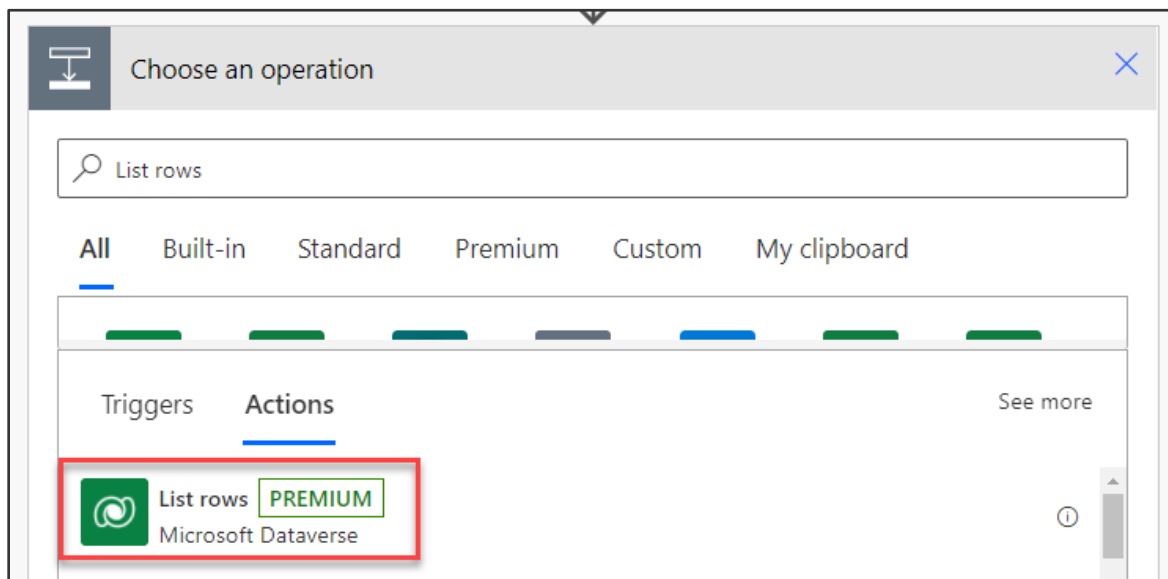
## Task 2: Get the order

In this task, you will query for records that match the order id provided by the PVA and check if the order was approved.

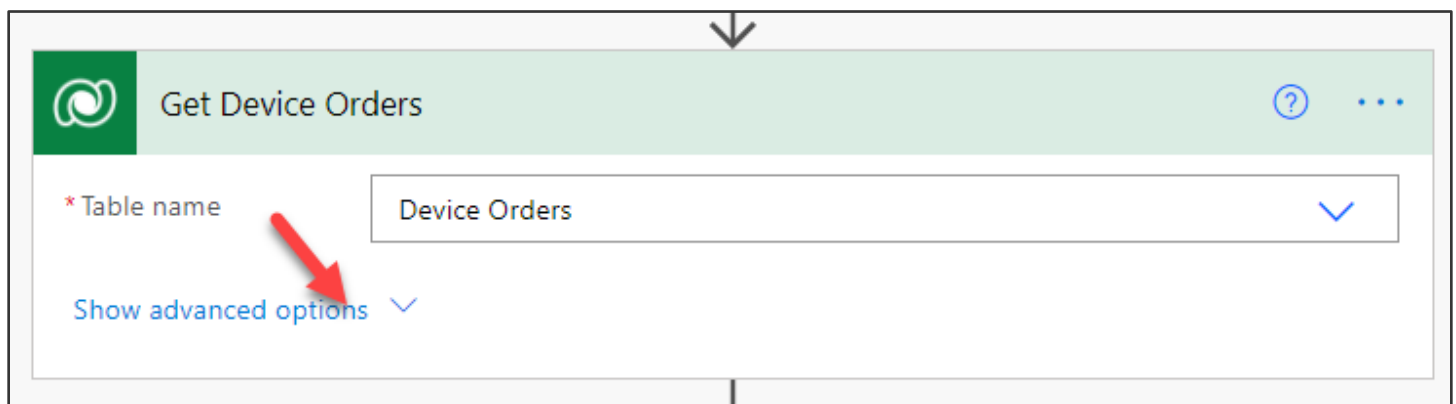
1. Click **Insert a step** and select **Add an action**.



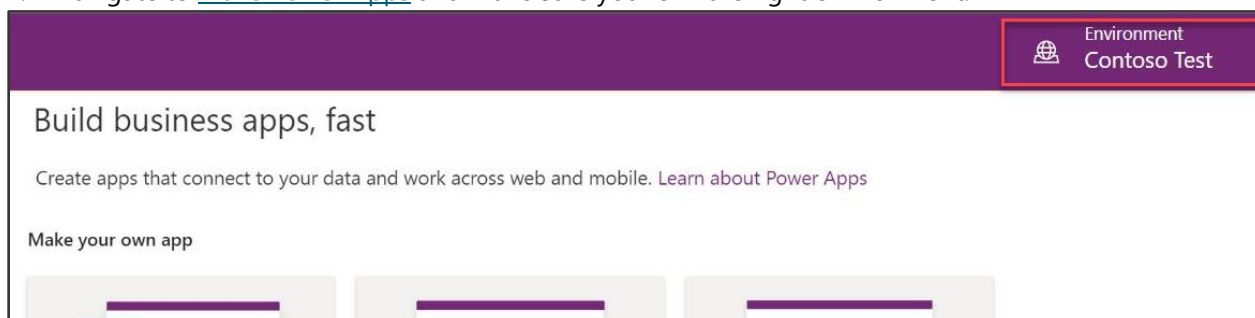
2. Search for list rows and select **List rows Microsoft Dataverse**.



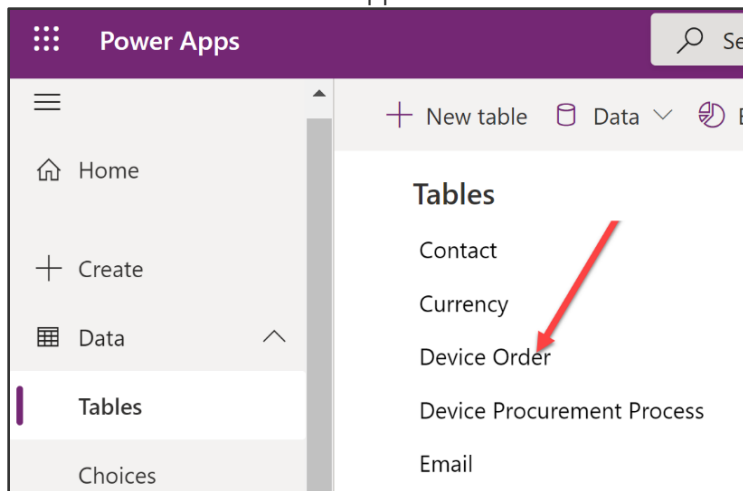
3. Click on the ... button of the step and select **Rename**.
4. Rename the step to **Get Device Orders**.
5. Select **Device Orders** for Table name and click **Show advanced options**.



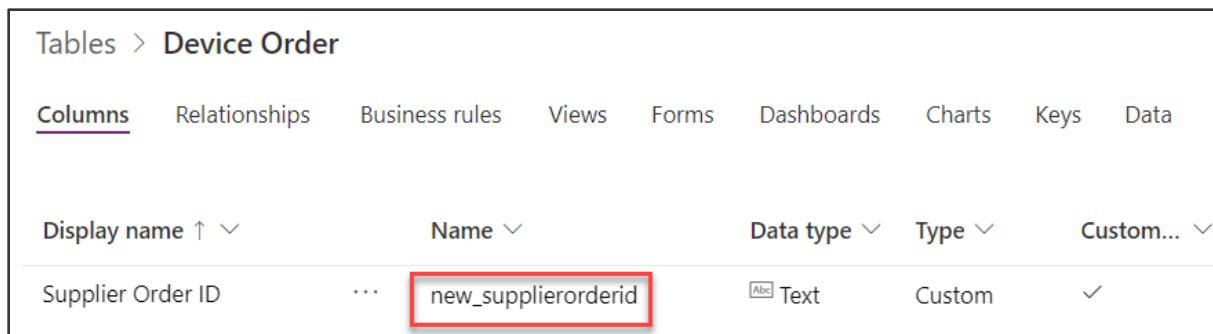
6. You are only after Device orders that match the order number which will be provided by the PVA. To do this, we will need to know what the prefix for your supplier order id field is.
7. Navigate to [Make Power Apps](#) and make sure you're in the right environment.



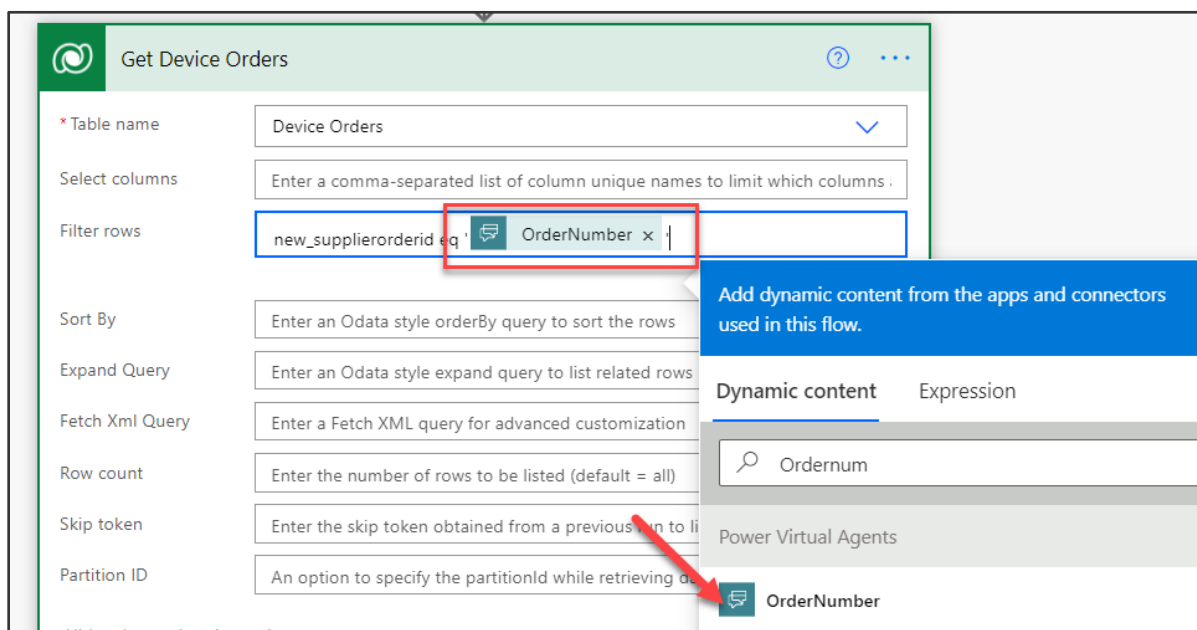
8. Expand **Data**, then select **Tables**. Click to open the **Device Order** Table.



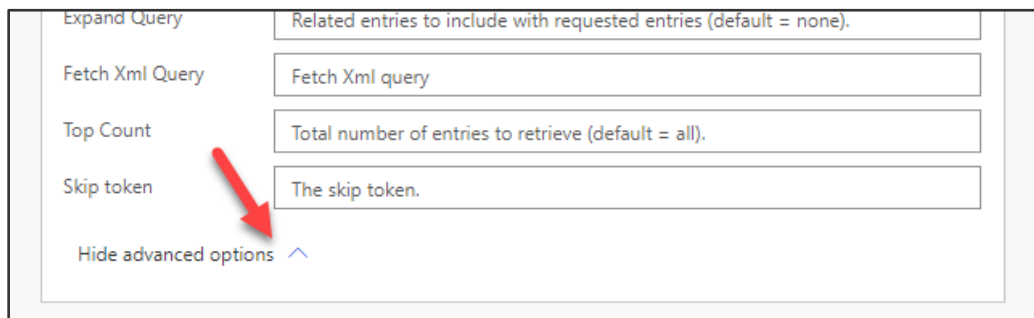
9. From the **Columns** tab, scroll until you find the Supplier Order ID. Copy the name from the Name column (not the Display Name column)



10. Go back to your flow and expand **Advanced Options**. Type `new_supplierorderid eq ''` in the **Filter rows** field where "new\_supplierorderid" is the Supplier Order name that you copied.
11. Place your cursor between the two apostrophes.
12. While your cursor is between the apostrophe's, select **OrderNumber** from the dynamic content pane.



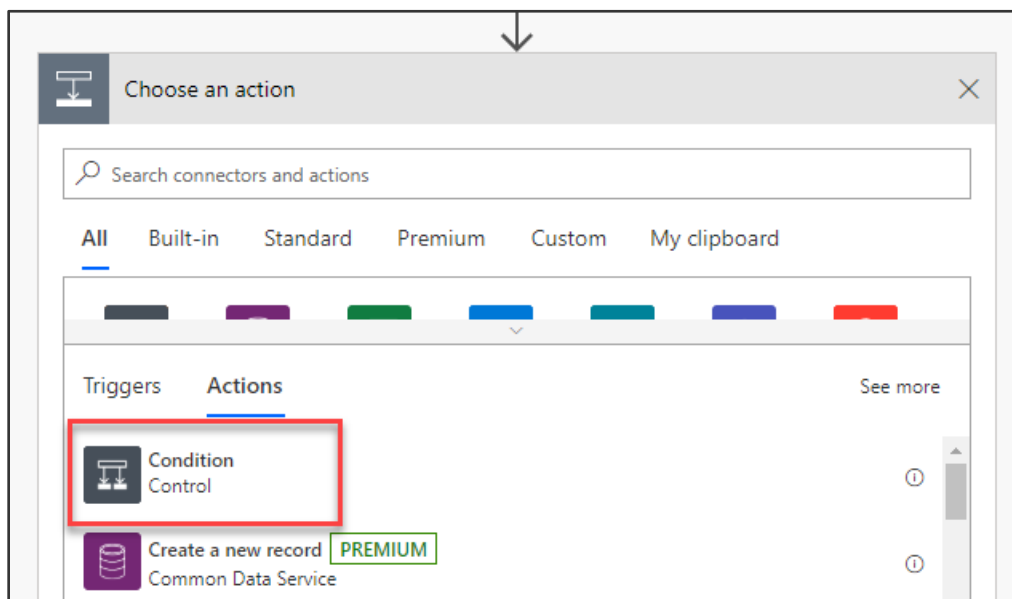
13. Click **Hide advanced options**.



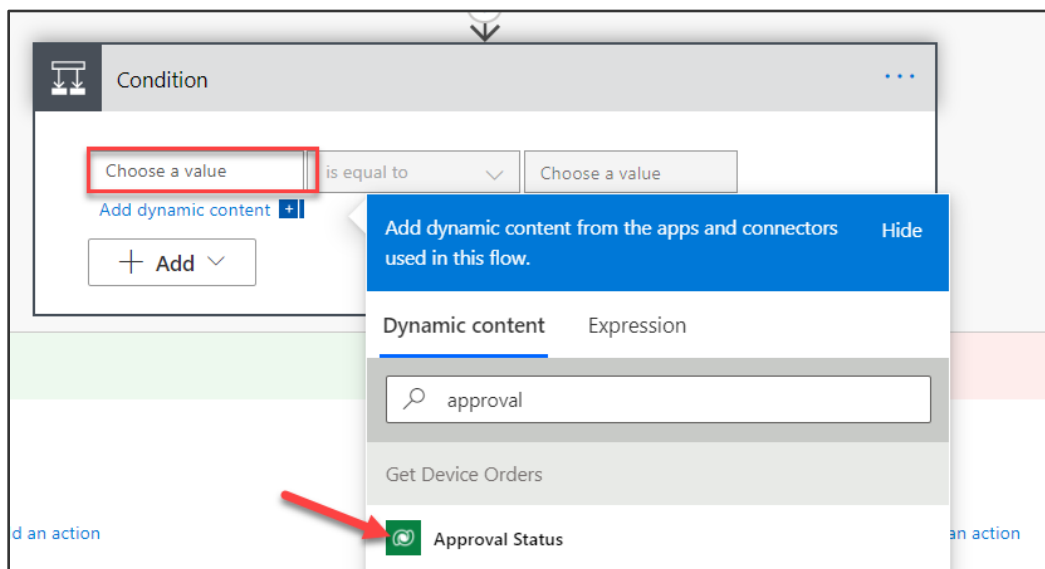
The screenshot shows a configuration pane with several input fields: 'Expand Query' (with a description 'Related entries to include with requested entries (default = none).'), 'Fetch Xml Query' (with a value 'Fetch Xml query'), 'Top Count' (with a description 'Total number of entries to retrieve (default = all).'), and 'Skip token' (with a value 'The skip token.'). At the bottom, there is a button labeled 'Hide advanced options' with an upward-pointing arrow icon. A red arrow points to this button.

14. You will now check if the order was approved. Click **+Insert a step** and select **Add an action**.

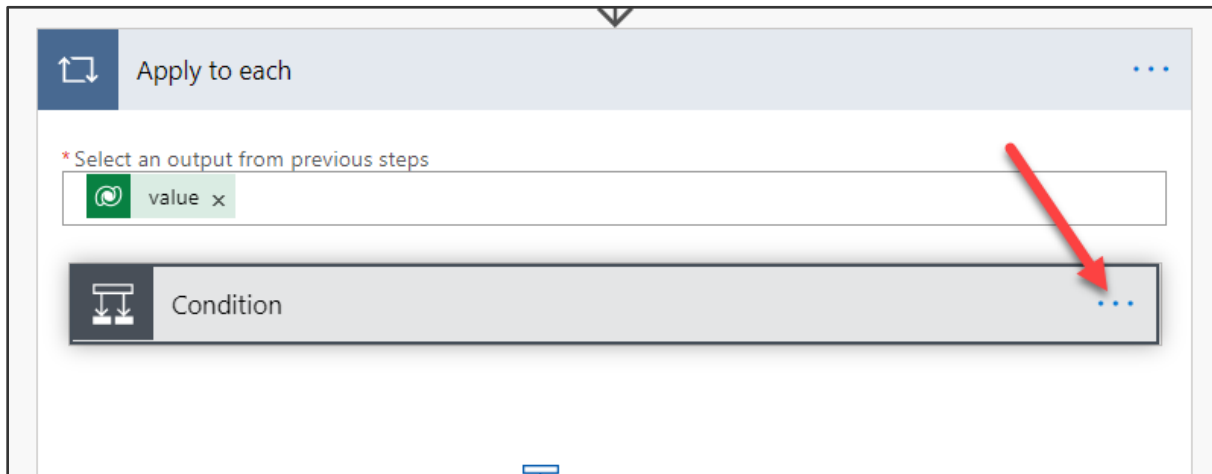
15. Select **Condition Control**.



16. Click on the **Choose a value** field and select **Approval Status** from the dynamic content pane.



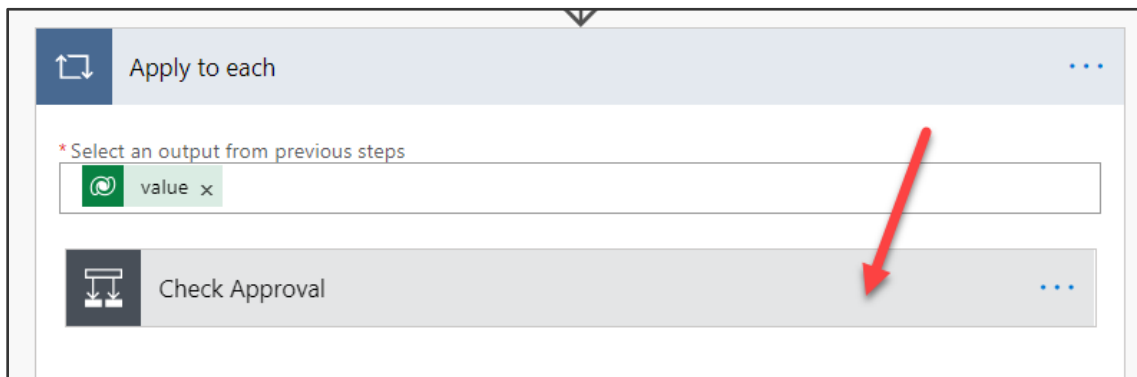
17. The flow will create Apply to each control. Click on the ... menu button of the Condition.



18. Select **Rename**.

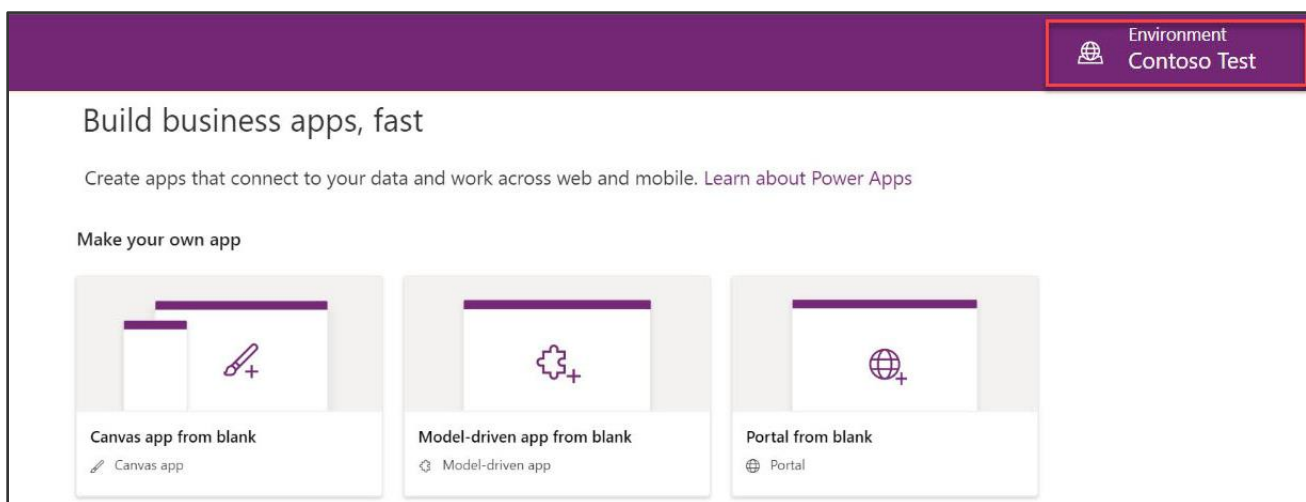
19. Name the condition **Check Approval**.

20. Expand the **Check Approval** by clicking on the header.

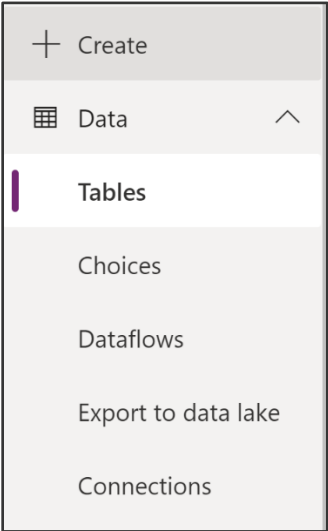


21. Save your flow

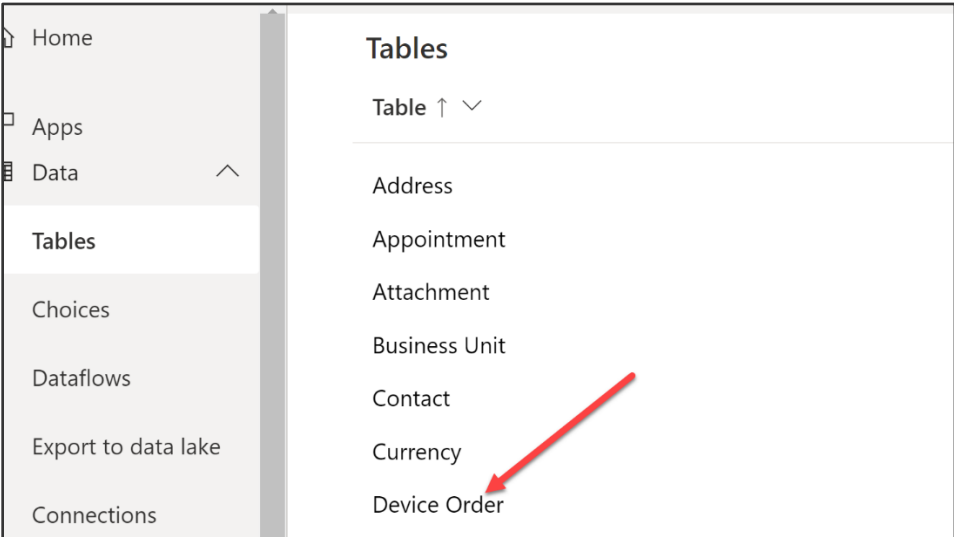
22. Open a new tab and navigate to [Make Power Apps](#). Make sure you're in your test environment.



23. Expand **Data** and select **Tables**



24. Click to open the **Device Order** Table



25. Click on **Approval Status**

Fields			Relationships	Business rules	Dashboards	Charts	Keys
Display name ↑ ↓		Name ↓					
Approval Status	...	cradc_approvalstatus					
Approved Date	...	cradc_approveddate					
Approver	...	cradc_approver					
Capital Approved	...	cradc_capitalapproved					

26. Select **Edit choice**

**Approval Status**

Display name \*  
Approval Status

Name \* ⓘ  
crec2\_ ApprovalStatus

Data type \* ⓘ  
Choice

Choice \*  
Approval Status

**Edit choice**

27. Click the ... ellipses by **Approve** and select **view more**

**Approval Status**

Display name \*  
Approval Status

Name \*  
cradc\_ approvalstatus

View more

**Items (2)**

Approve	...
Reject	Remove
Add new item	View more

28. Copy the **value number**

**Items (2)**

Approve	...
---------	-----

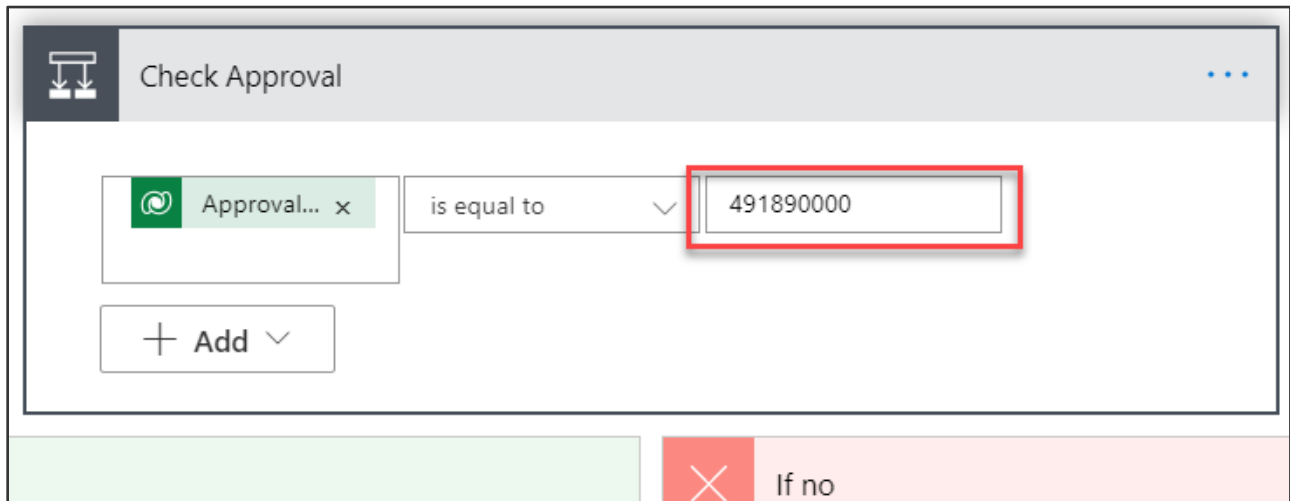
Name \*  
Approve

Value \*  
491,890,000

✓ Save ✕ Cancel

Reject

29. Navigate back to your flow
30. Select **is equals to** for condition and enter the number you copied **without commas** into the value field. This is the number for an Approval value.

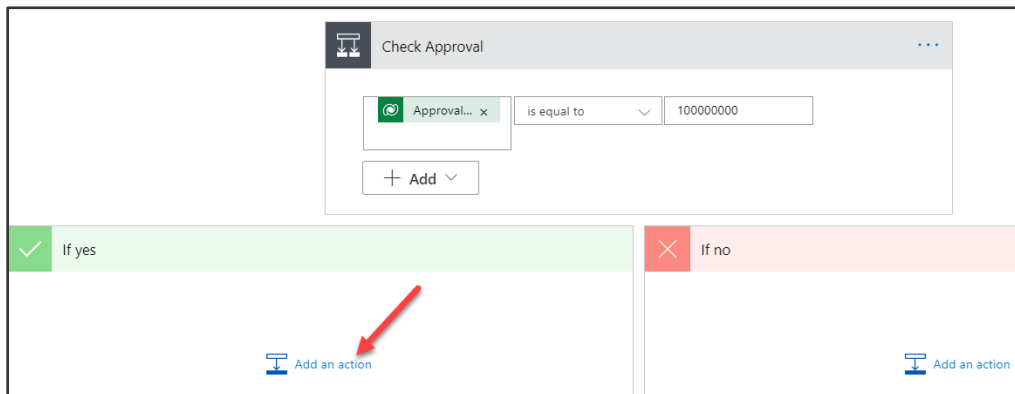


31. Save your flow
32. Do not navigate away from this page.

## Task 3: Build the message

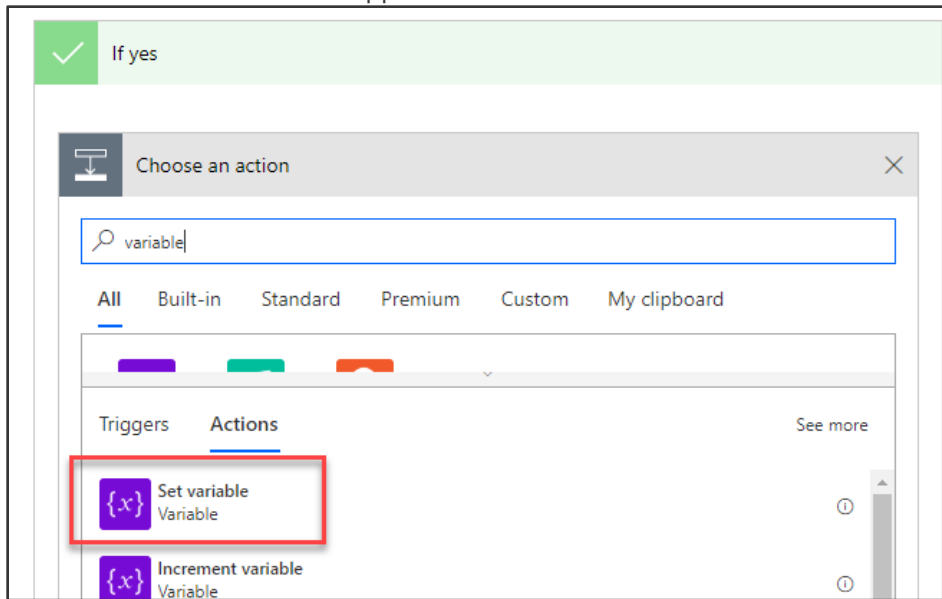
In this task, you will build the message that will be sent back to the Power Virtual Agents.

1. Go to the **If yes** branch and click **Add an action**.

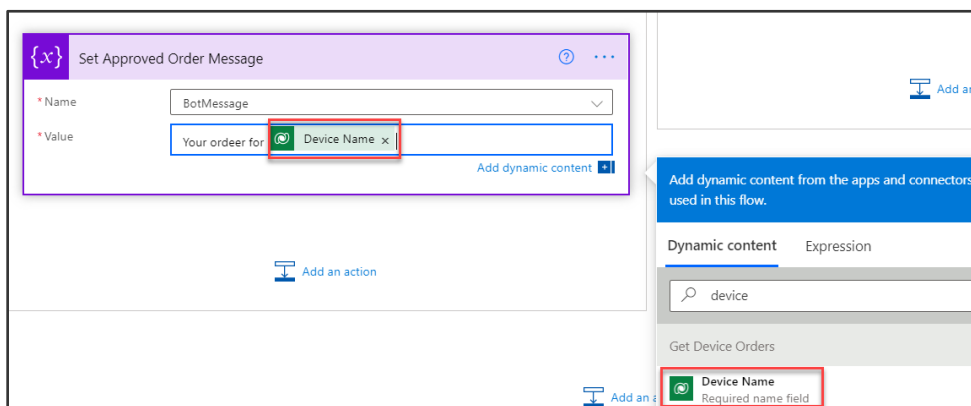


2. Search for **variable** and select Set variable.

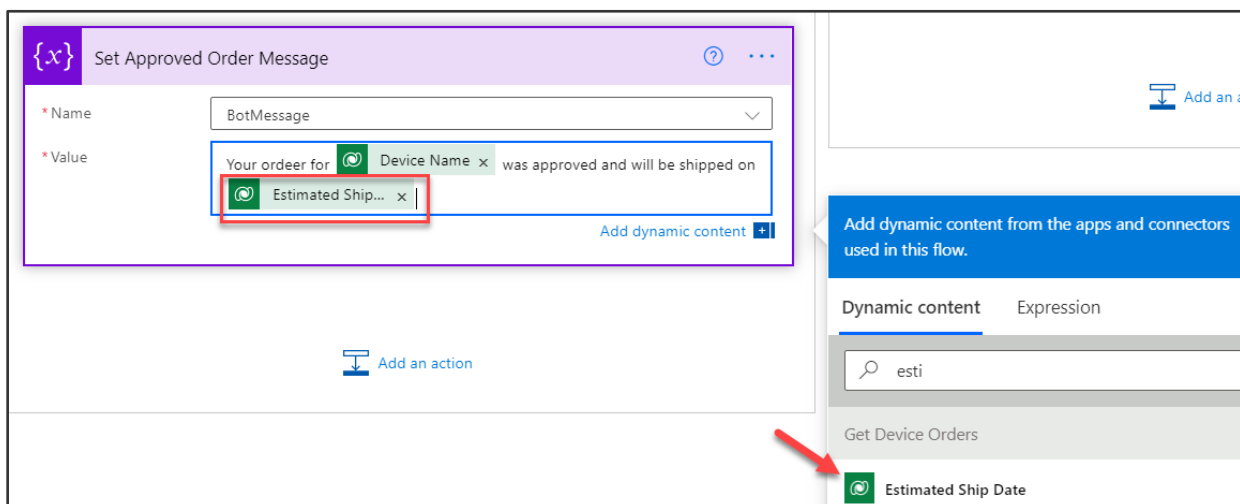




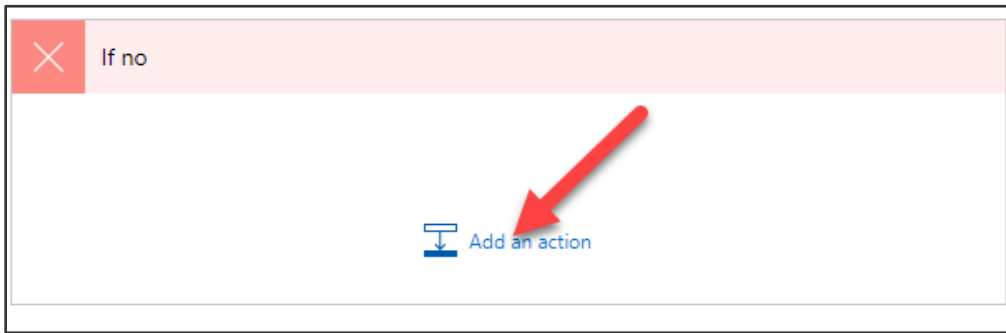
3. Click on the ... menu button and select **Rename**.
4. Rename the action **Set Approved Order Message**.
5. Select **BotMessage** for Name, type **Your order for** in the Value field and select **Device Name** from the dynamic content pane.



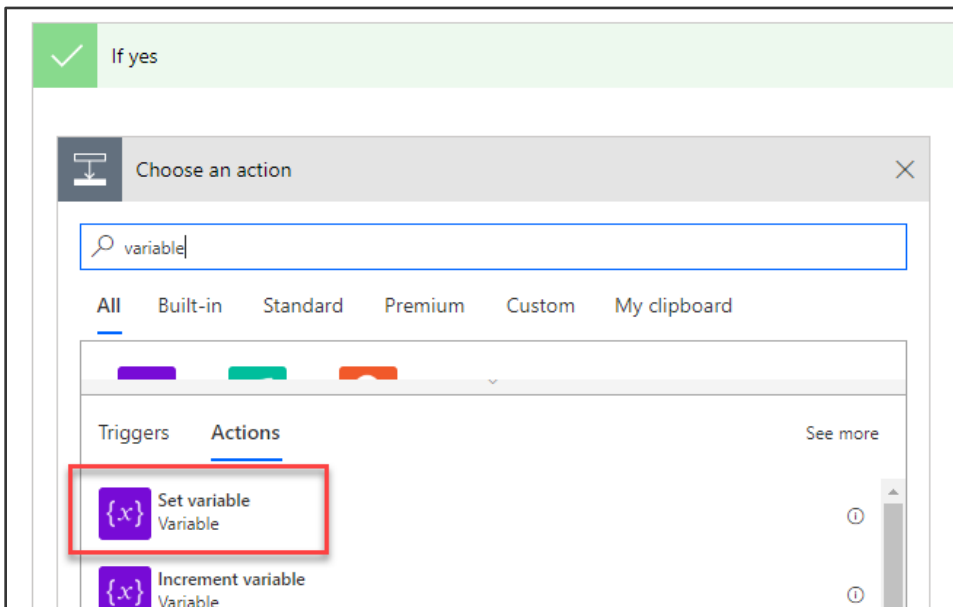
6. Continue typing **was approved and will be shipped on** and select **Estimated Ship Date** from the dynamic content pane.



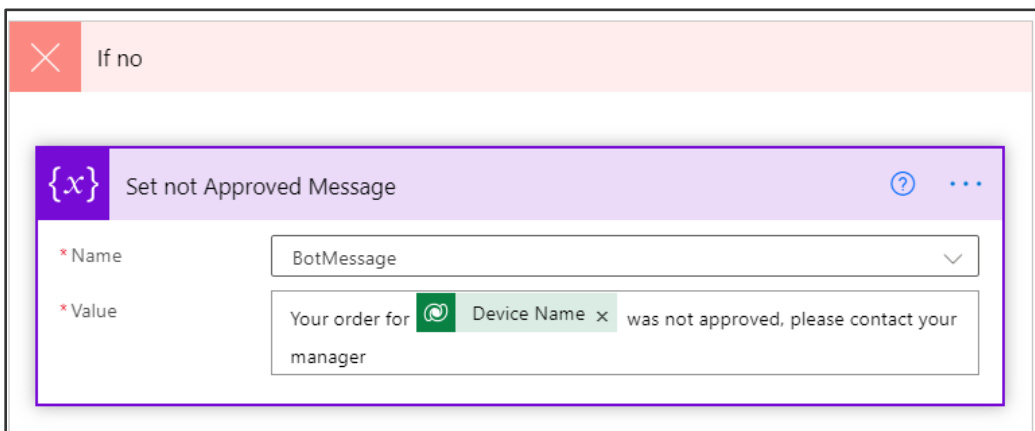
7. Go to the **If no** branch and click **Add an action**.



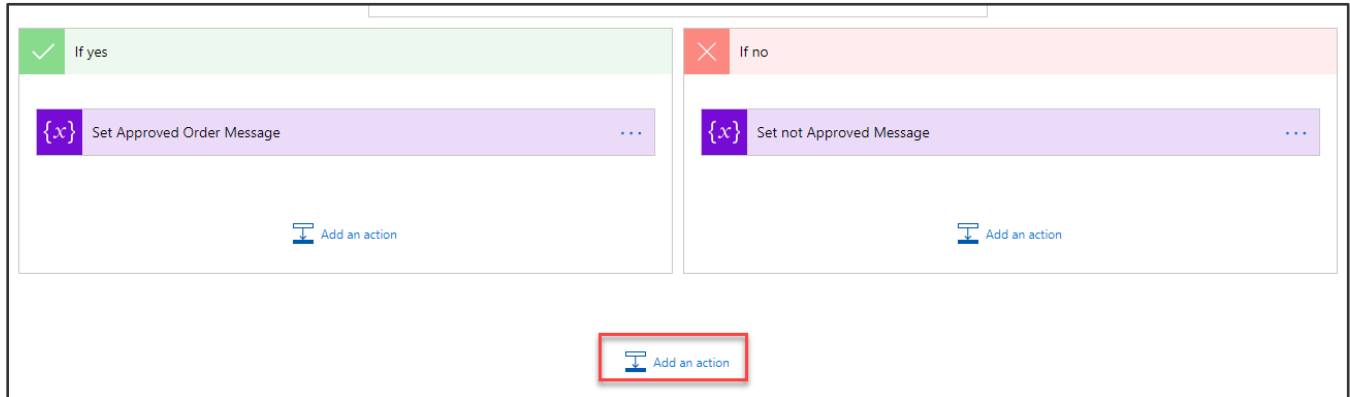
8. Search for **variable** and select **Set variable**.



9. Click on the ... menu button and select **Rename**.  
10. Rename the action **Set not Approved Message**.  
11. Select **BotMessage** for Name, type **Your order for** in the Value field and select **Device Name** from the dynamic content pane.  
12. Continue typing **was not approved, please contact your manager**.



13. Click **Add an action** located after the condition branches.

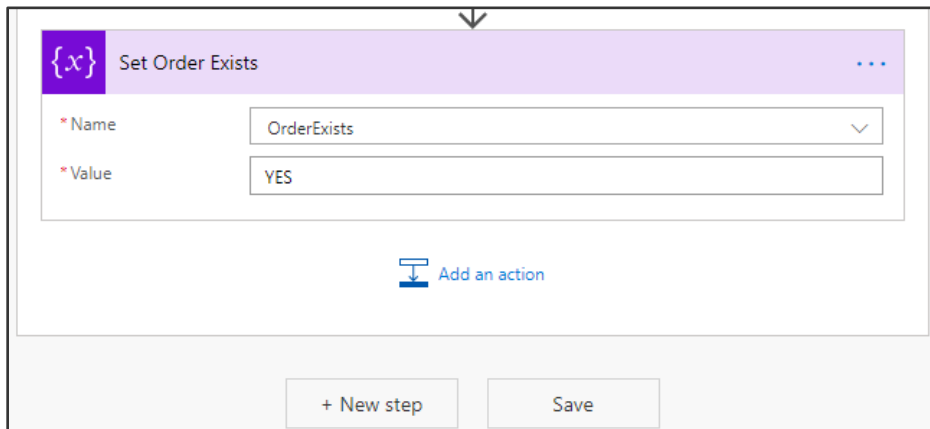


14. Search for variable and select **Set variable**.

15. Click on the ... menu button and select **Rename**.

16. Rename the action **Set Order Exists**.

17. Select **OrderExists** for Name and type **YES** in the Value field.



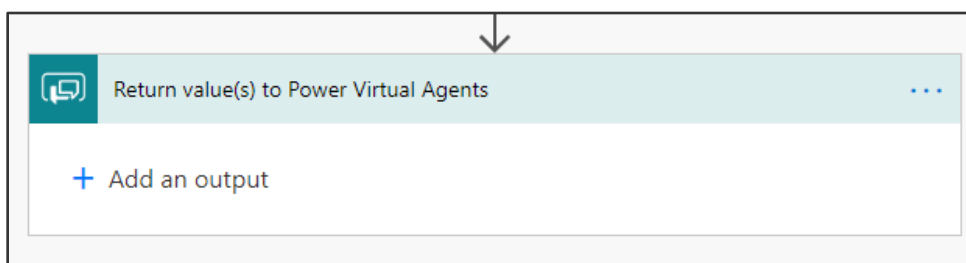
18. Click **Save**.

19. Do not navigate away from this page.

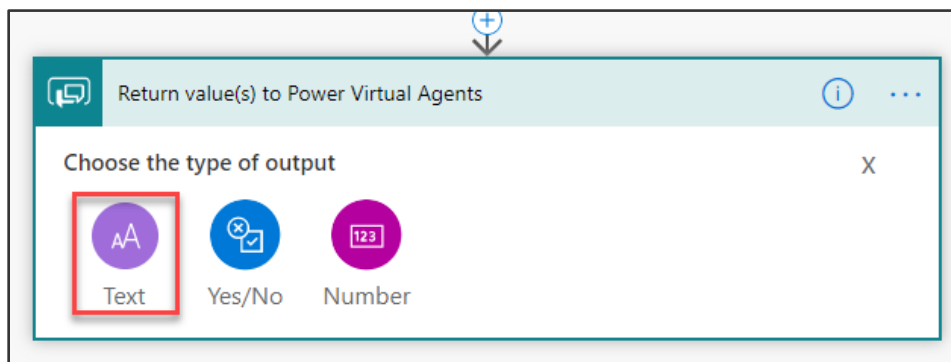
## Task 4: Return values

In this task, you will add a step that will return the values back to the Power Virtual Agents.

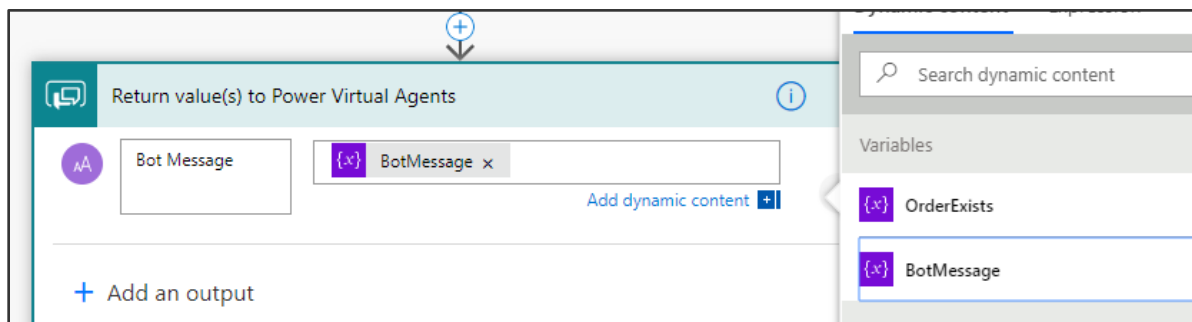
1. Go to the Return value(s) to Power Virtual Agents step in Power Automate and click + **Add an output**.



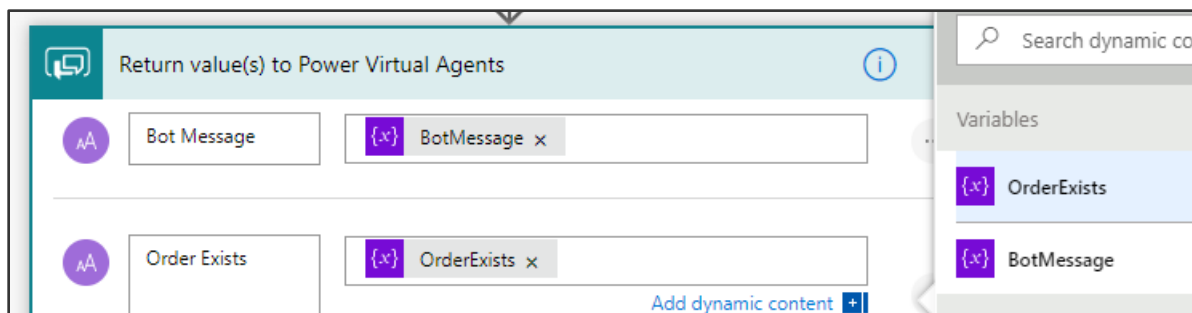
2. Select **Text**.



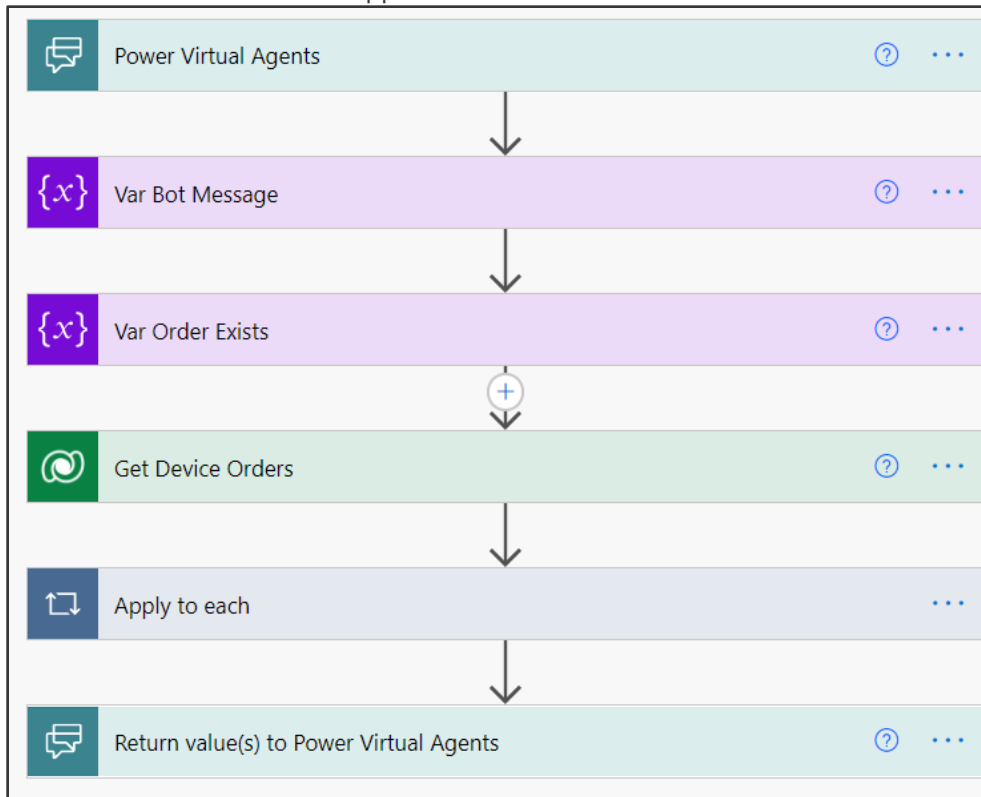
3. Enter **Bot Message** for Title, click on the value field and select **BotMessage** from the dynamic content pane.



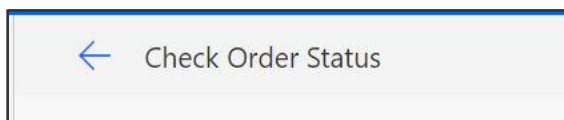
4. Click + **Add an output** again.
5. Select **Text**.
6. Enter **Order Exists** for Title, click on the value field and select **OrderExists** from the dynamic content pane.



7. Your flow should now look like the image below.



8. Click on the name in the left-hand header to change the name to **Check Order Status**



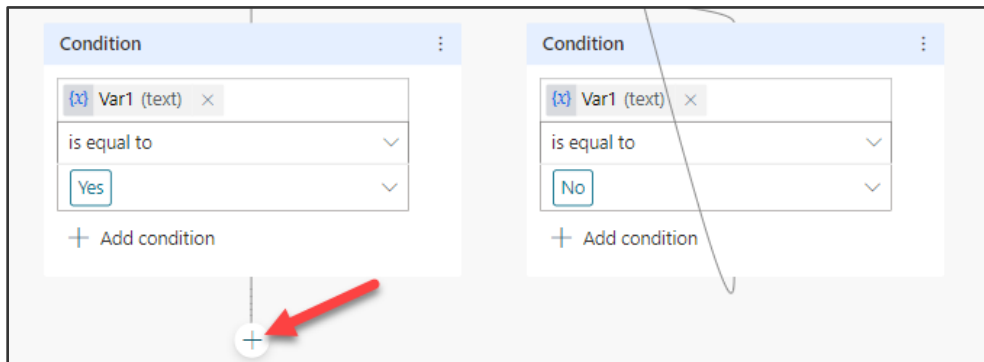
9. Click **Save**.

# Exercise 4: Add flow as action and complete topic

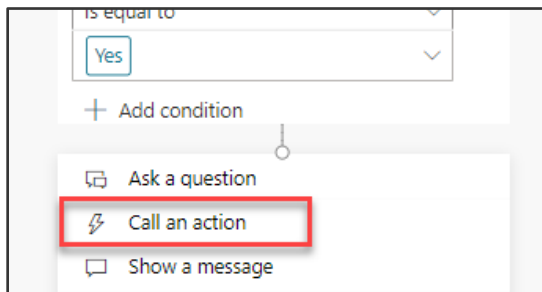
In this exercise, you will connect the bot to your flow and complete the conversation.

## Task 1: Add flow as an action

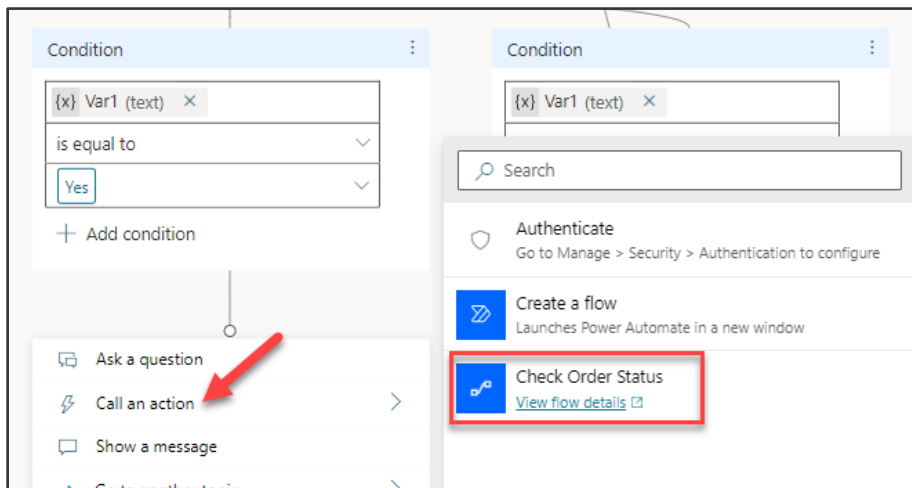
1. Go back to your Power Virtual Agent authoring canvas.
2. Go to the bottom nodes and click **+** **add** node on the **Yes** branch.



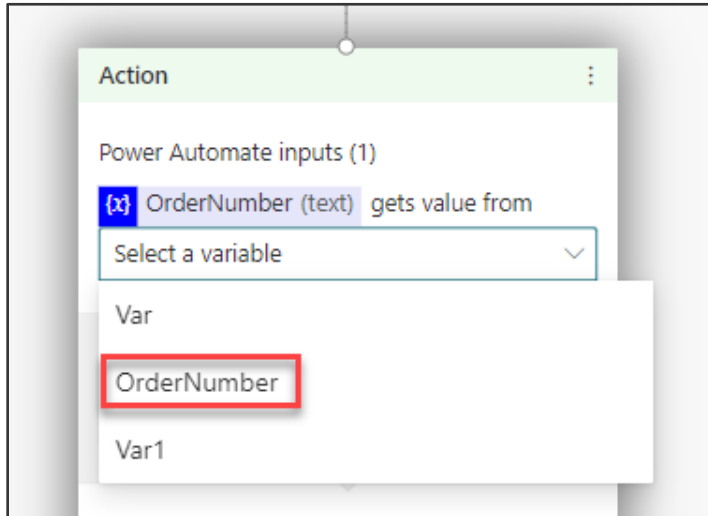
3. Select **Call an action**.



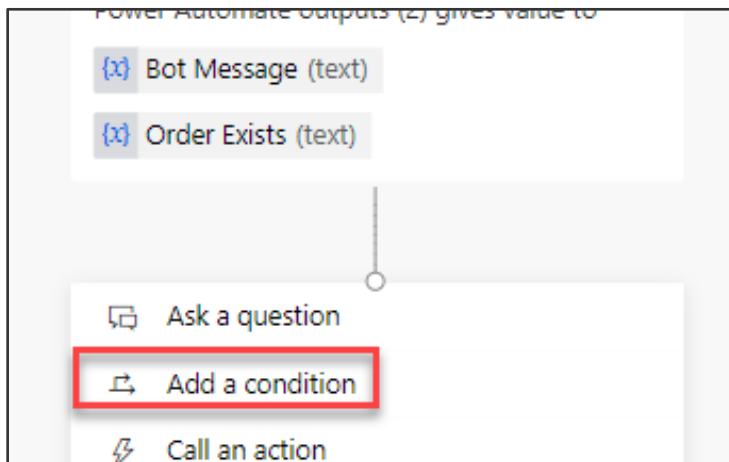
4. Select **Check Order Status** to select the flow you created.



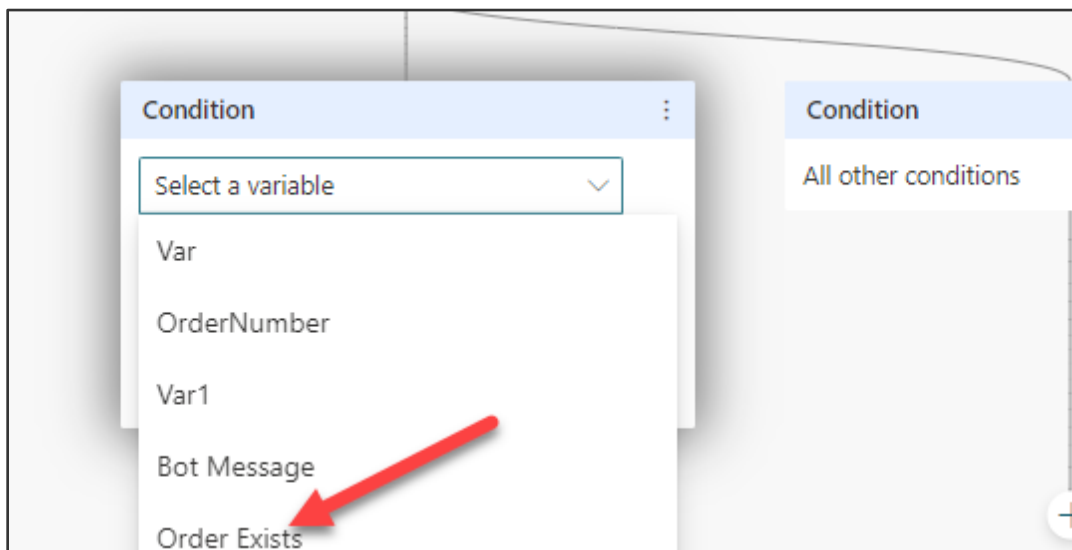
- Click on the variable dropdown and select **OrderNumber**.



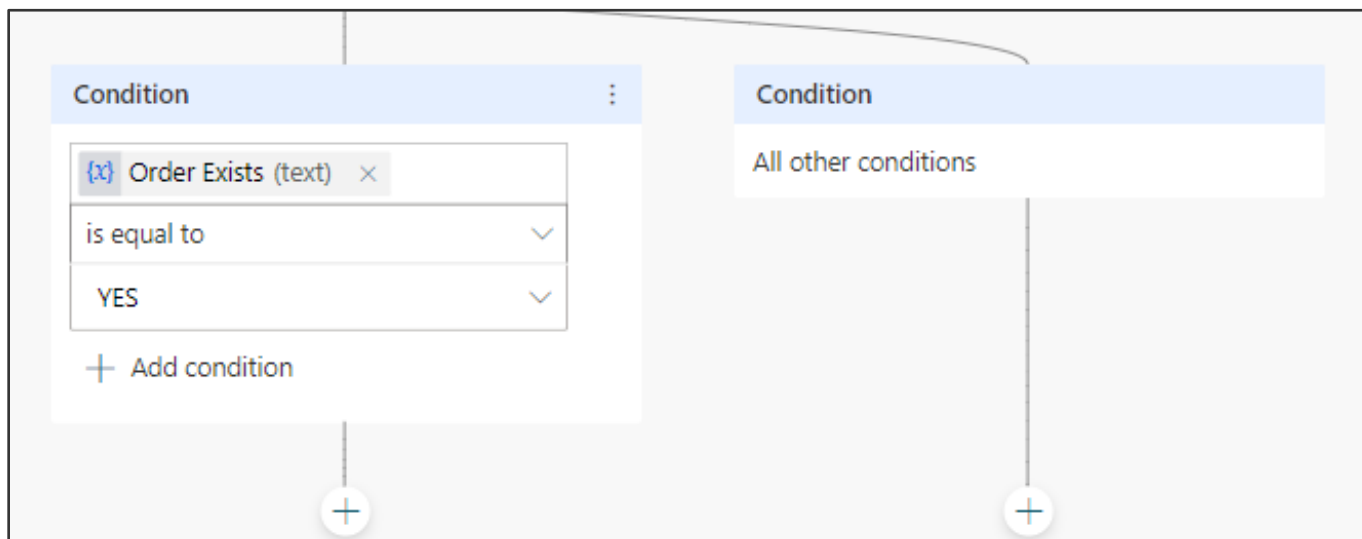
- You will now check if device order record that matches the order number exists. Click + add node and select **Add a condition**.



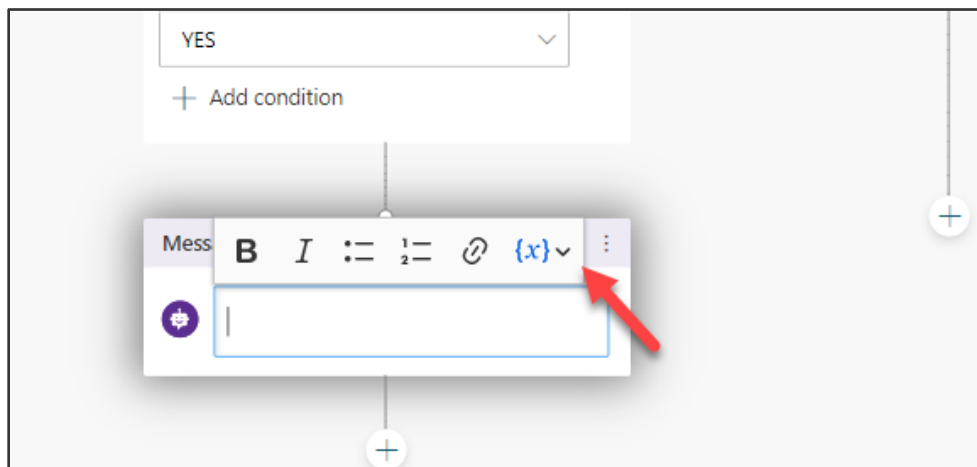
- Click on the **Select a variable** dropdown and select **Order Exists**.



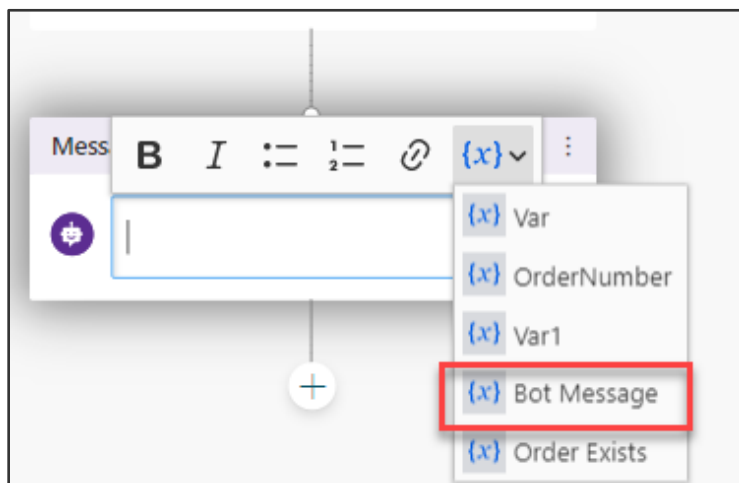
8. Select **is equals to** and enter **YES** for value.



9. Go to the **Yes** branch and click **+ add node**.  
10. Select **Show a message**.  
11. Click on the message box and click **Insert context variable**.



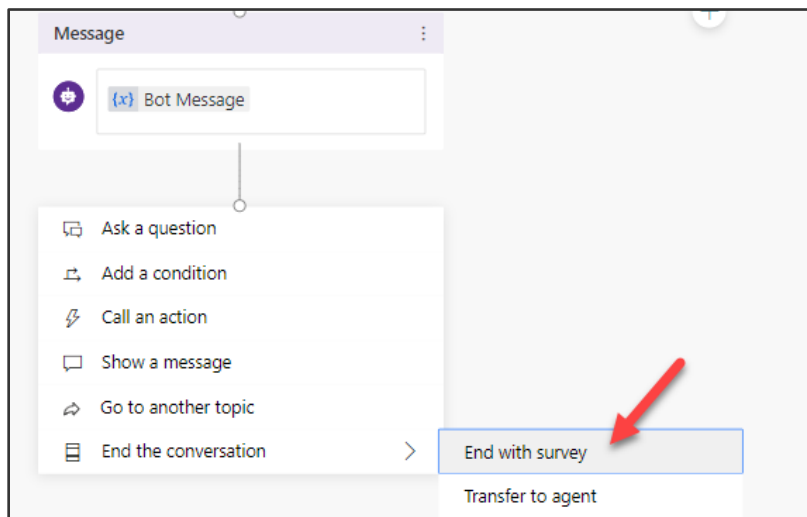
12. Select **Bot Message**.





13. Click **+** add node after the message.

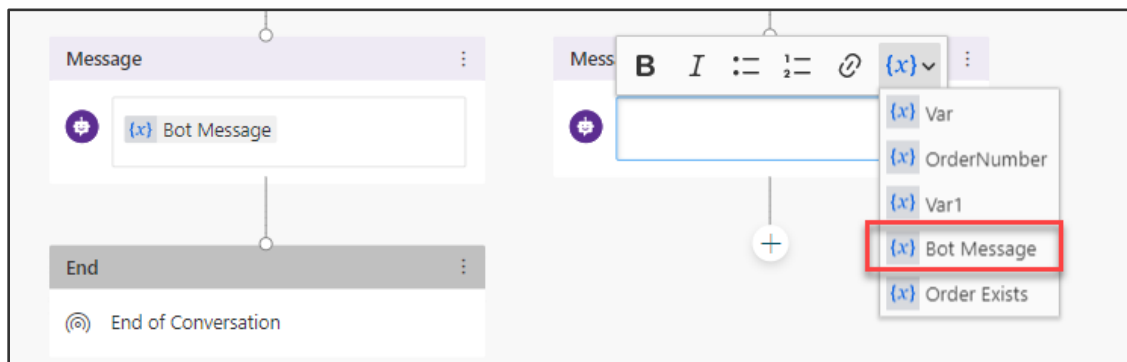
14. Click **End the conversation** and select **End with survey**.



15. Go to the **All other conditions** branch and click **+** add node.

16. Select **Show a message**.

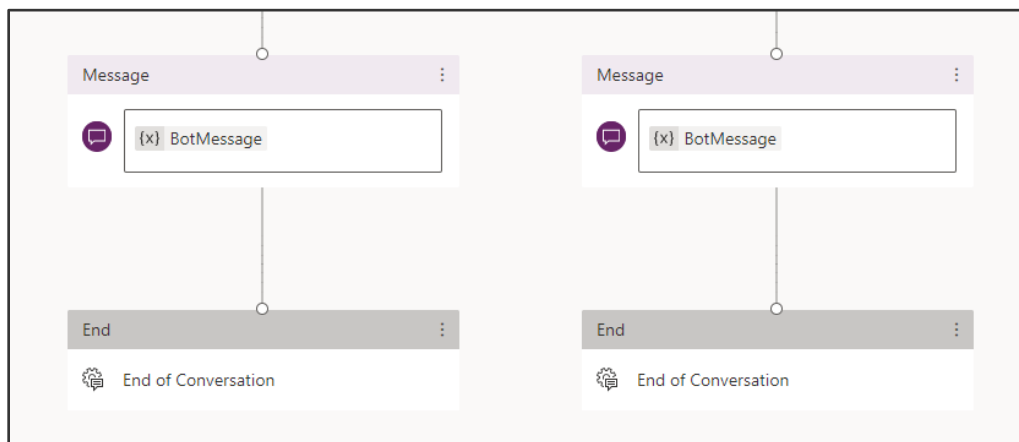
17. Click on the message box, click **Insert context variable** and select **Bot Message**.



18. Click **+** add node.

19. Click **End the conversation** and select **End with survey**.

20. Your Order Status topic conversation should end as shown in the image below.



21. Click **Save**.

22. Do not navigate away from the canvas.

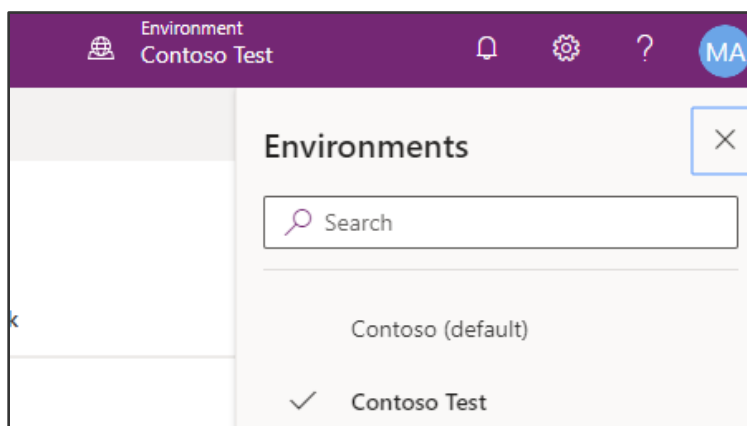
# Exercise 5: Test bot

In this exercise, you will test the Power Virtual Agents bot you created.

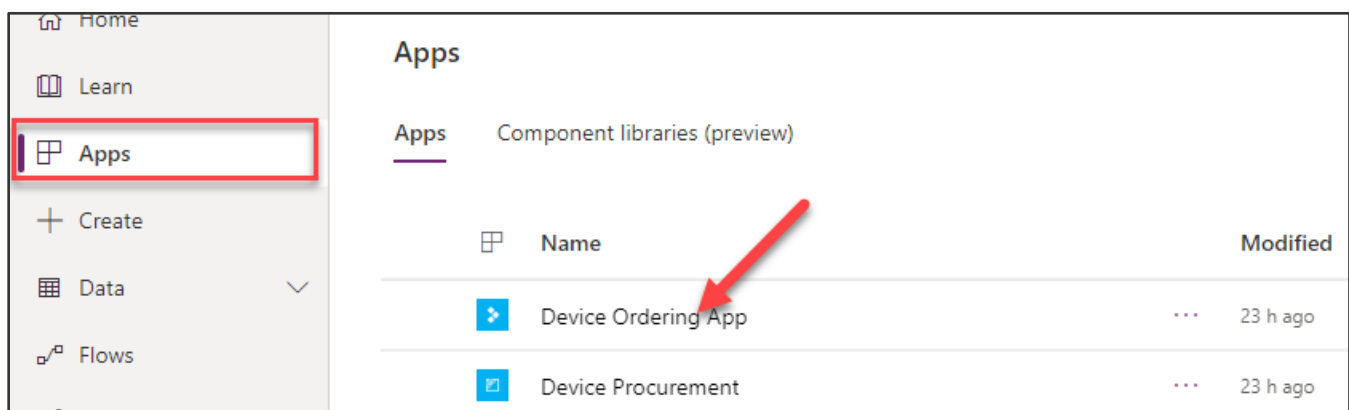
## Task 1: Create device orders

In this task, you will create test device orders using the device ordering app and then edit the order using the device procurement application.

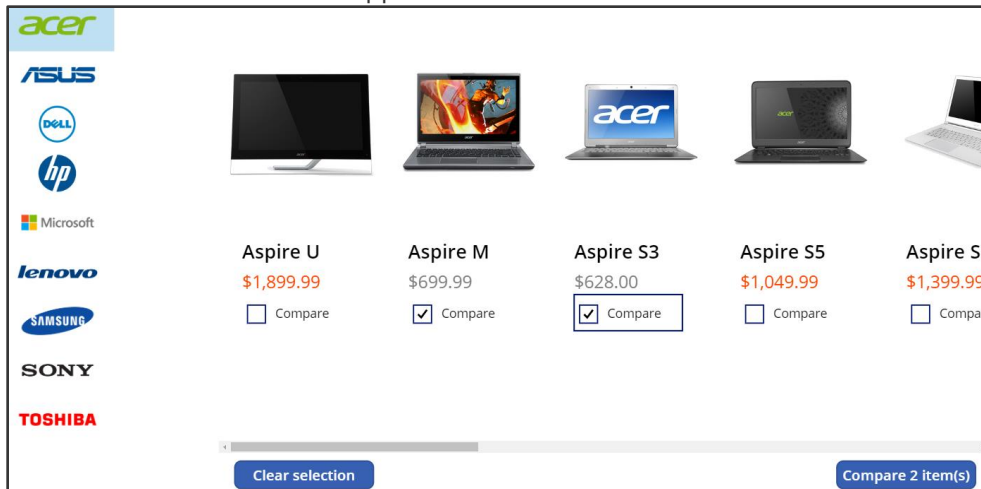
1. Start a new browser window or tab and navigate to [Power Apps Maker Portal](#)
2. Sign in if prompted.
3. Click on the environment name and select the environment you have been using.



4. Select **Apps** and click to open the **Device Ordering App**.



5. Allow permission if prompted.
6. Select couple of devices and click **Compare**.



7. Select one of the devices and click Submit.

The screenshot shows the "Device Ordering App" form. On the left, two device options are listed:

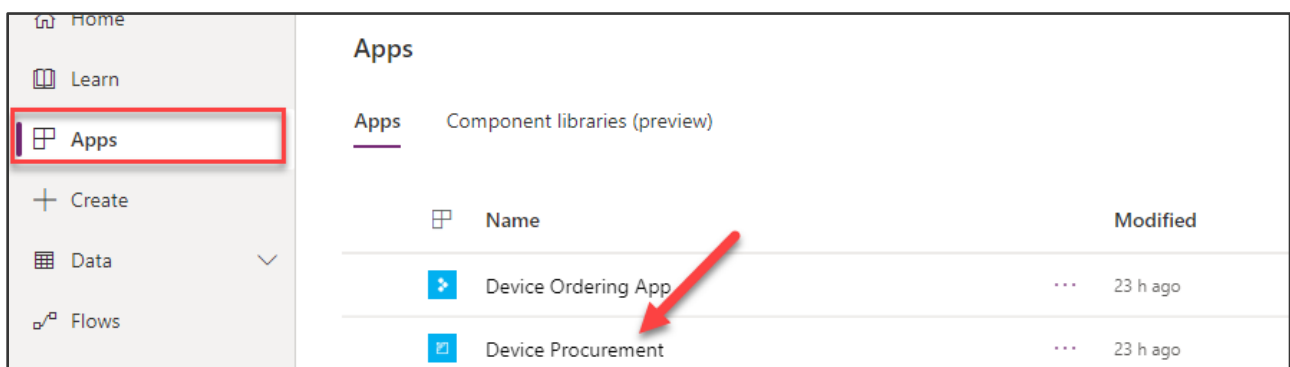
- Aspire M**: \$699.99, Acer, 6GB DDR3, Intel Core i5-500GB, 15.6
- Aspire S3**: \$628.00, Acer, 4GB DDR3, Intel Core i3-500GB, 13.3

The right side of the form contains the following fields:

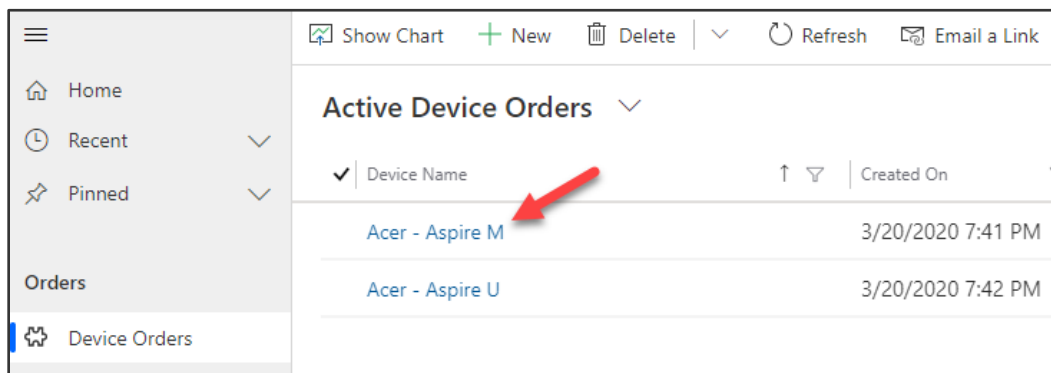
- Device Name**: Acer - Aspire M
- Price**: 699.99
- Approver**: [Text field with "imicrosoft.com" entered]
- Comments**: [Text field with "Enter justification" placeholder]
- Requested By**: [Text field with a blurred name]

At the bottom right, there is a "Submit device request" button.

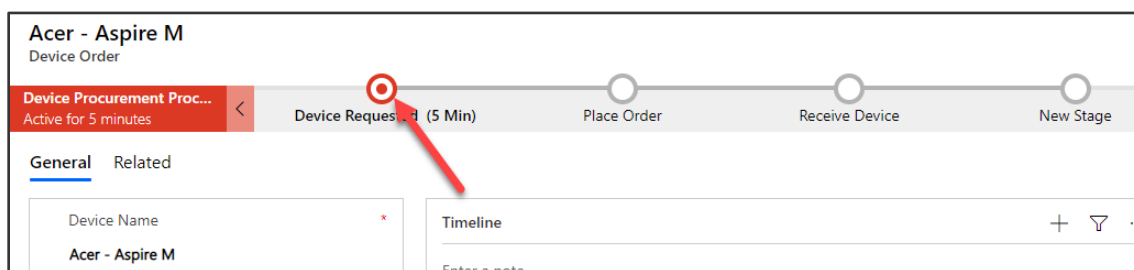
8. Click OK.
9. Select devices and click **Compare** again.
10. Select one of the devices and click **Submit**.
11. Click **OK**.
12. Close the canvas application browser window or tab.
13. Go back to **Apps** and click to open the **Device Procurement** application.



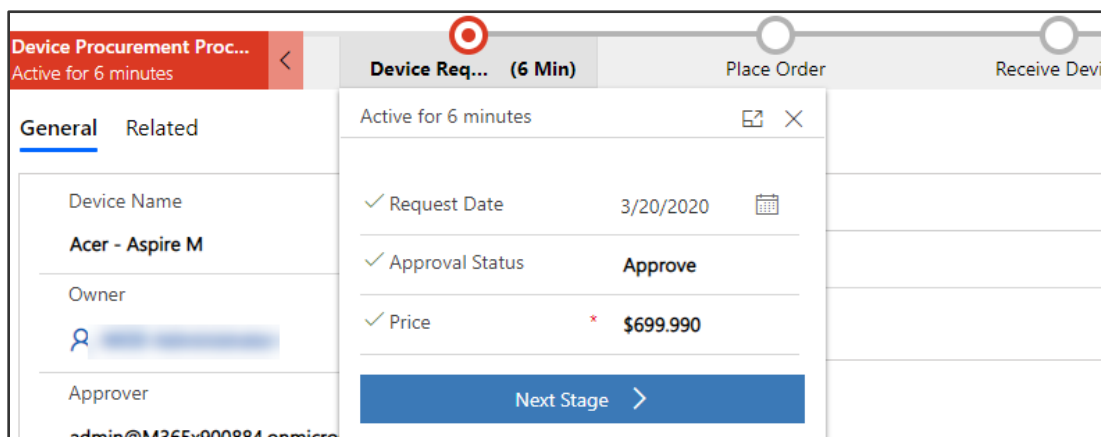
14. You should see at least two device orders. Click to open one of the orders.



15. Click on the **Device Requested** stage of the business process flow.

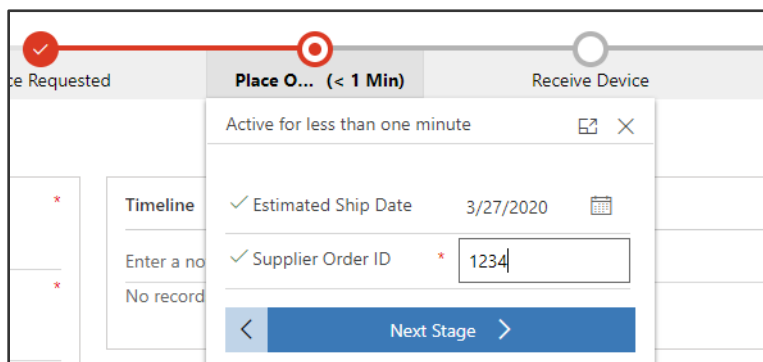


16. Select **Approve** for Approval Status and click **Next Stage**.

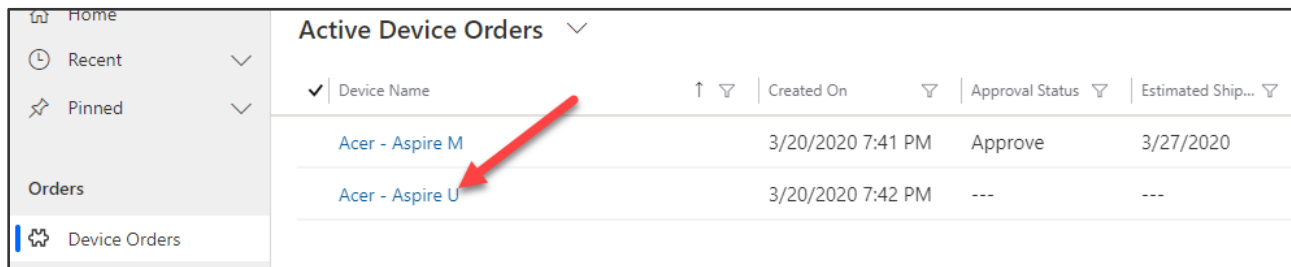


17. If the **Capital Approval** stage exists, click next step until you get to the Place Order state

18. Select future date for Estimated Ship Date, enter **1234** for Supplier Order ID and click **Next Stage**.

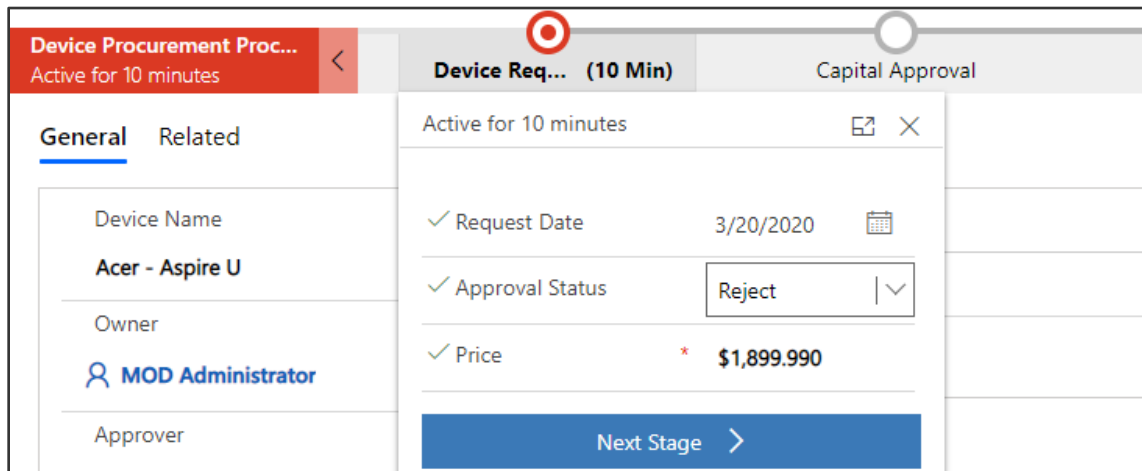


19. Select **Device Orders** and click to open the second order record.



Device Name	Created On	Approval Status	Estimated Ship Date
Acer - Aspire M	3/20/2020 7:41 PM	Approve	3/27/2020
Acer - Aspire U	3/20/2020 7:42 PM	---	---

20. Click on the Device Requested stage, select **Reject** for Approval Status and click **Next Stage**.



Device Procurement Proc... Active for 10 minutes

Device Req... (10 Min) Capital Approval

General Related

Device Name: Acer - Aspire U

Owner: MOD Administrator

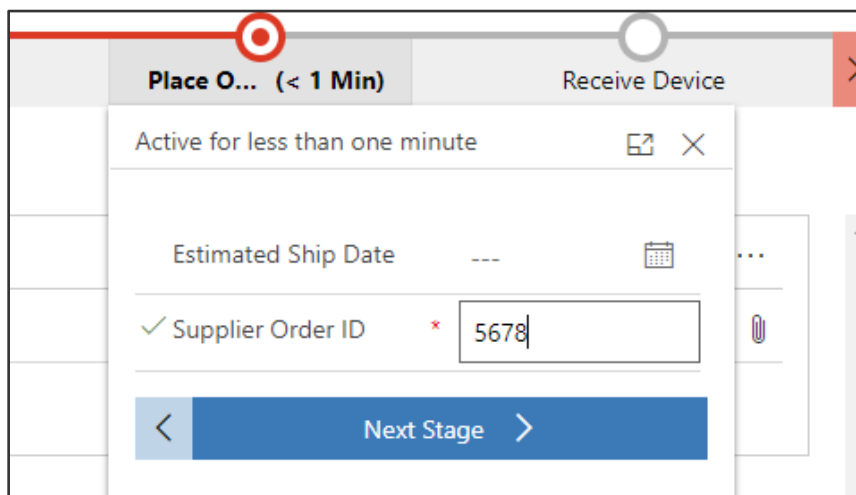
Approval Status: Reject

Price: \$1,899.990

Next Stage >

21. If the **Capital Approval** stage exists, click next step until you get to the Place Order state

22. Enter **5678** for Supplier Order ID and click **Next Stage**.



Place O... (< 1 Min) Receive Device

Active for less than one minute

Estimated Ship Date: ---

Supplier Order ID: 5678

Next Stage >

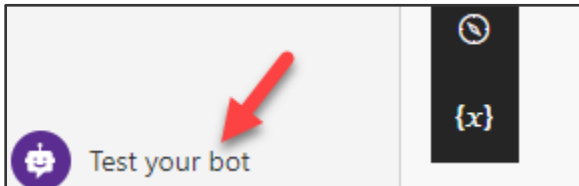
23. Save the record.

24. Close the model-driven application browser window or tab.

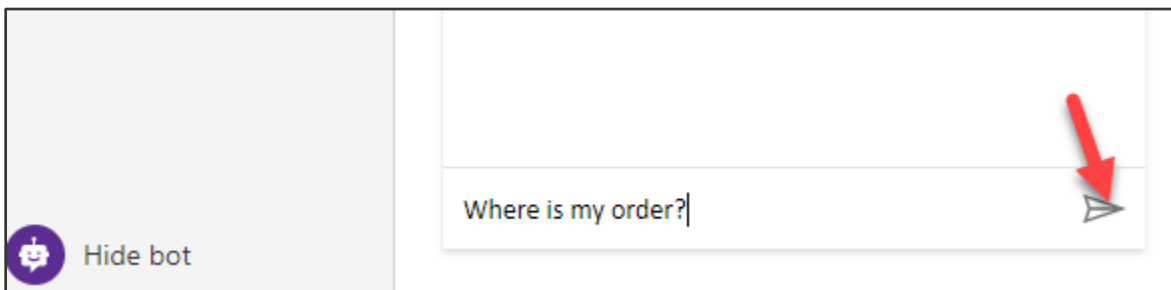
## Task 2: Test the bot

In this task, you will test the bot.

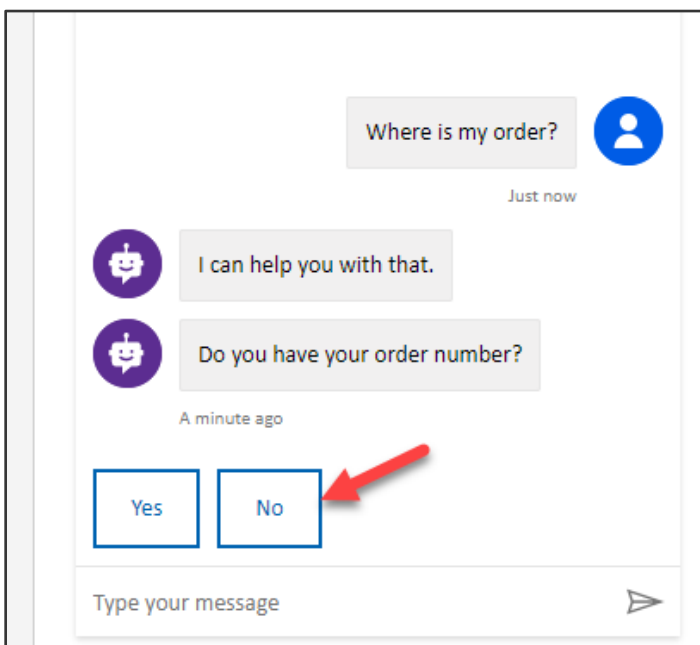
- 1) Go back to Power Virtual Agents canvas.
- 2) You can Show/Hide the bot, from the lower left of the page. If **Hide Bot** appears, click it. The option will change to Test your bot. Click **Test your bot**.



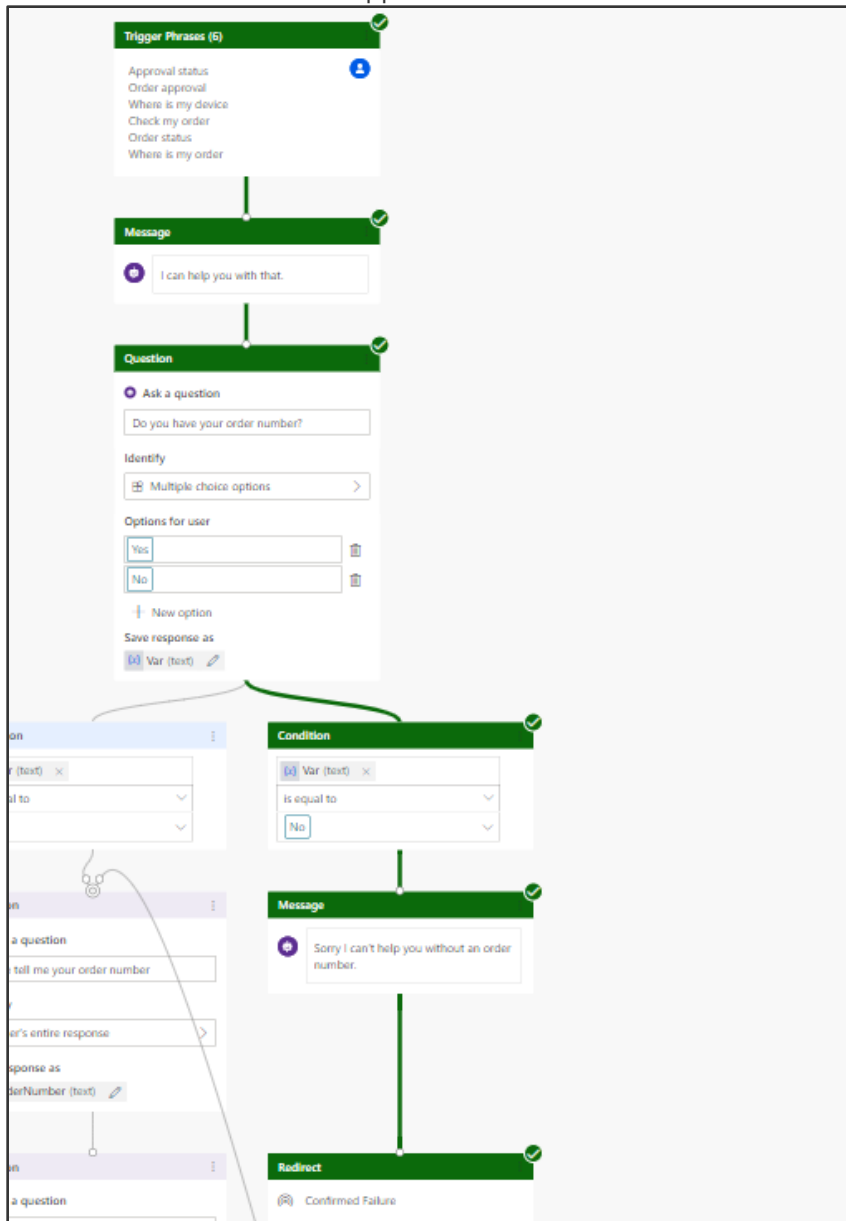
- 3) Type **Where is my order?** And click **Send**.



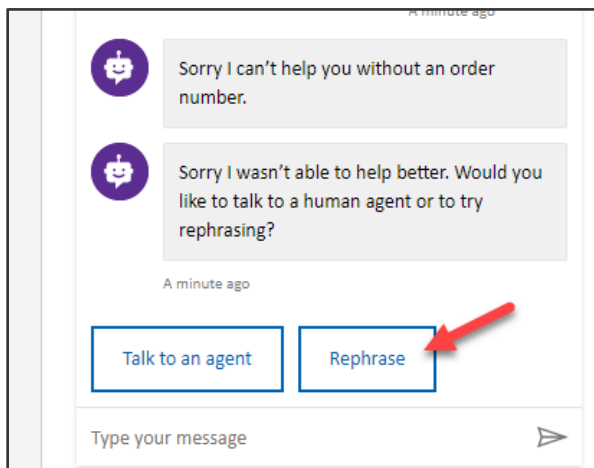
- 4) The bot should reply and ask if you have an order number. Select **No**. You are now testing for a user without an order number.



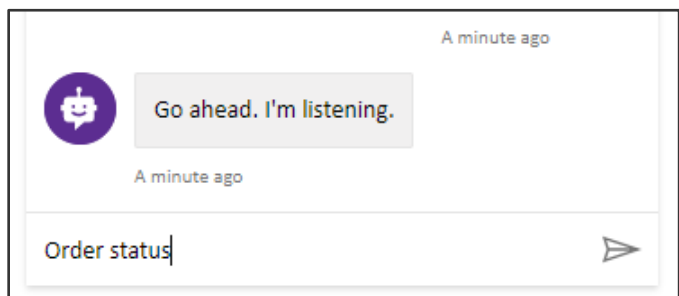
- 5) The bot will show a message saying it can't help without an order number and give the user an opportunity to talk to an agent. Zoom out and look at the path the bot is taking. As your bot follows the path, each step will be highlighted green with a green check mark next to it.



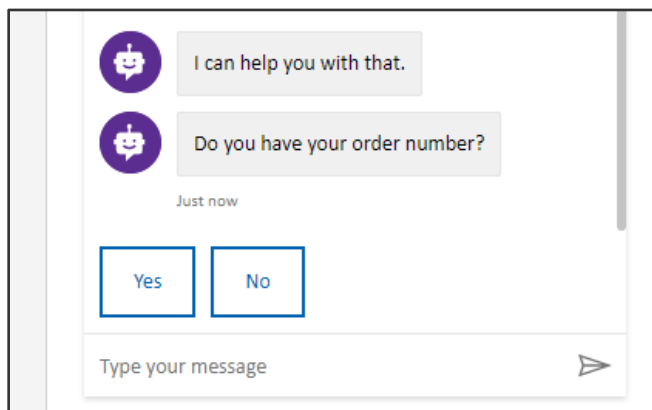
6) Click **Rephrase**.



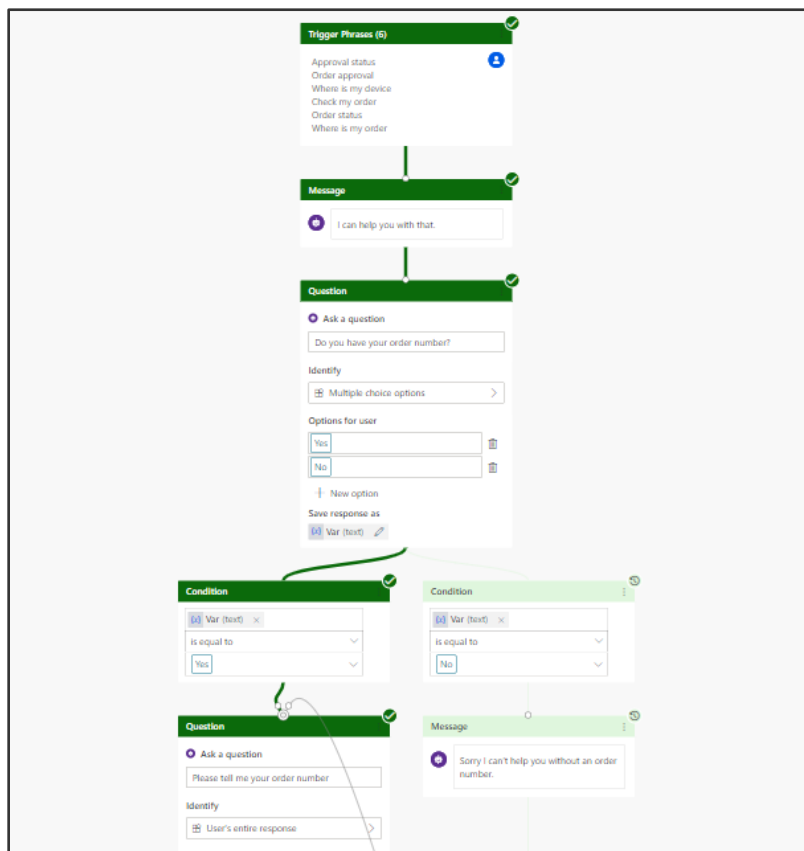
- 7) The bot will show a message telling the user it is listening. Type **Order status** and click Send.



- 8) The bot will ask if you have an order number. Click **Yes**.

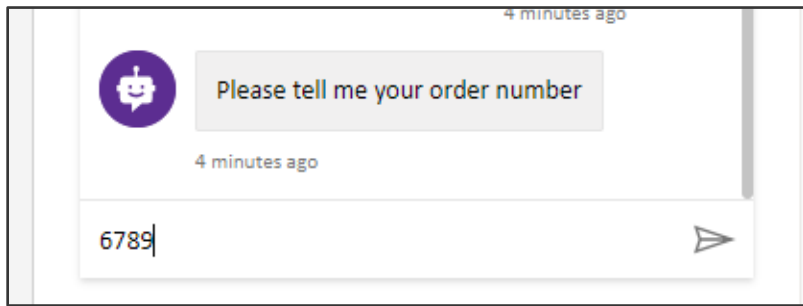


- 9) Look at the path the bot is now talking.

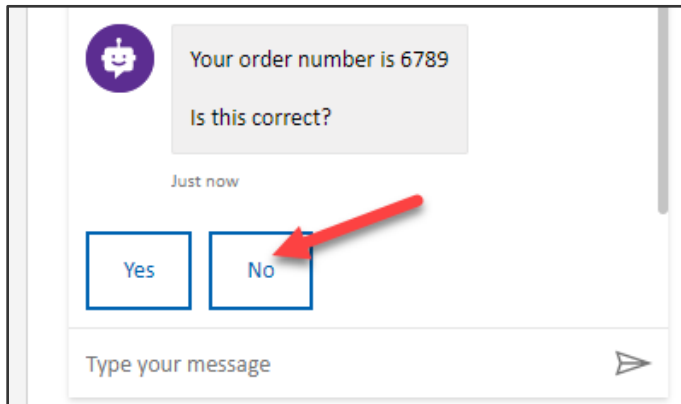




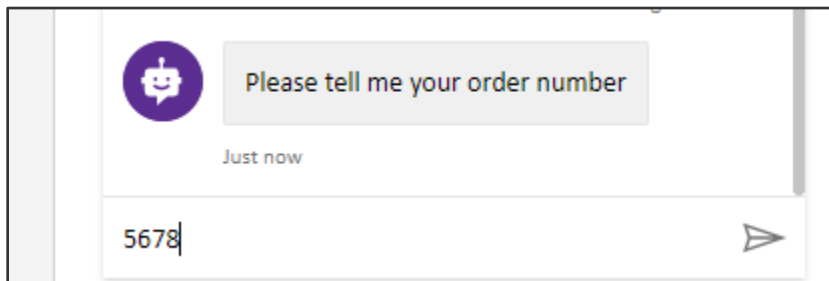
- 10) The bot will ask you to provide the order number. You will test for the wrong device order, enter **6789** and click **Send**.



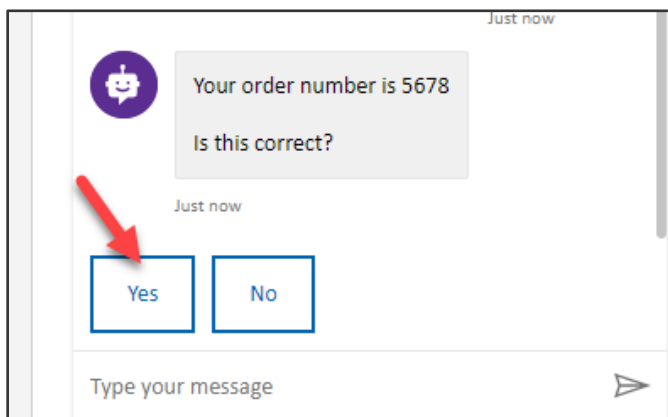
- 11) The bot should ask the user to confirm the order number. The order number is wrong click **No**.



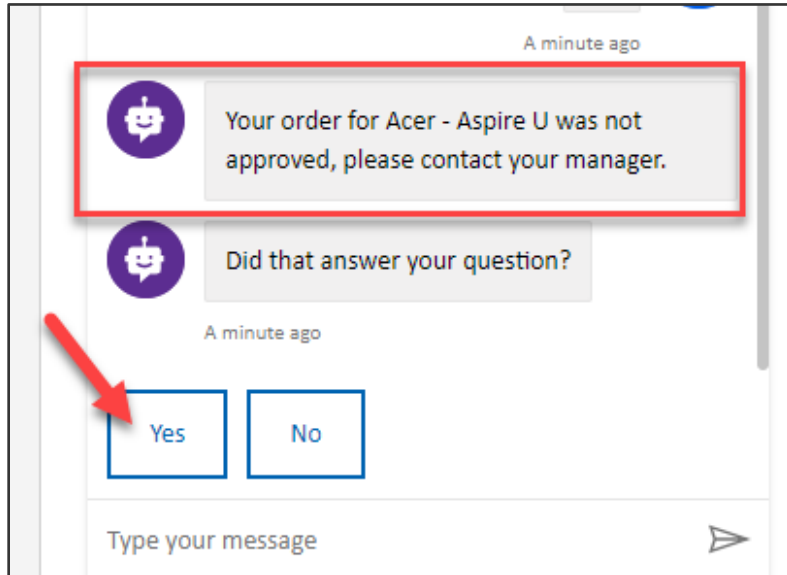
- 12) The bot should ask for the order number again. You will now test for rejected order, enter **5678** and click **Send**.



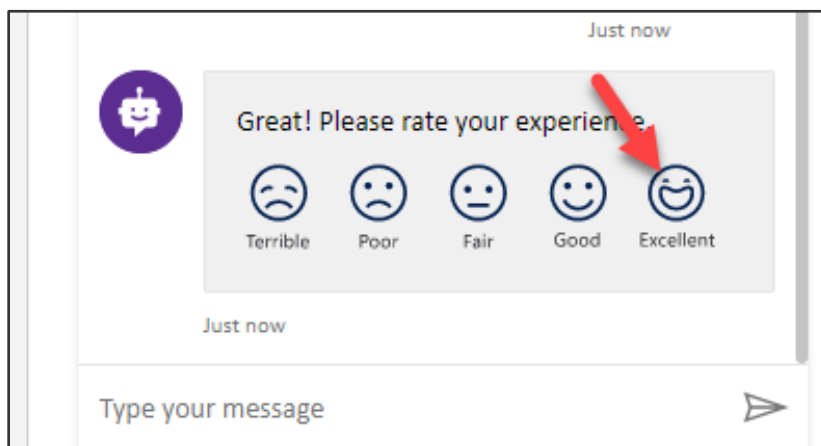
- 13) The bot will ask the user to confirm the order number. Click Yes.



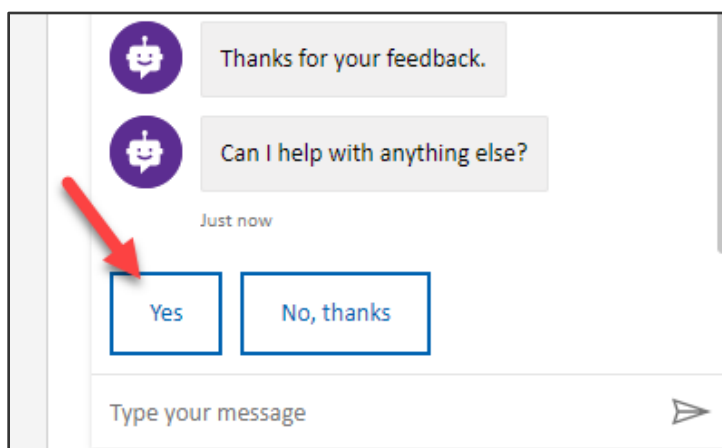
- 14) The bot will trigger the flow, the flow should run successfully and return the rejected order message. The bot will ask if your question was answered. Click Yes.



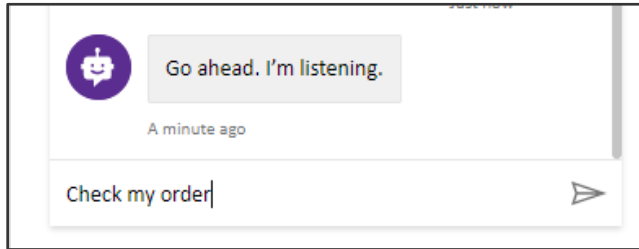
- 15) The bot should ask the user to rate its performance. Give it an excellent rating.



- 16) The bot should ask if you need anything else. Click **Yes**.

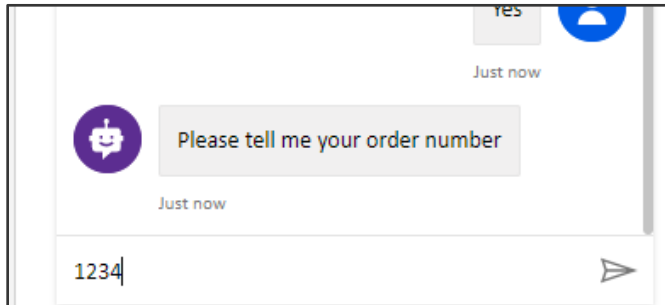


17) Type **Check my order** and click **Send**.



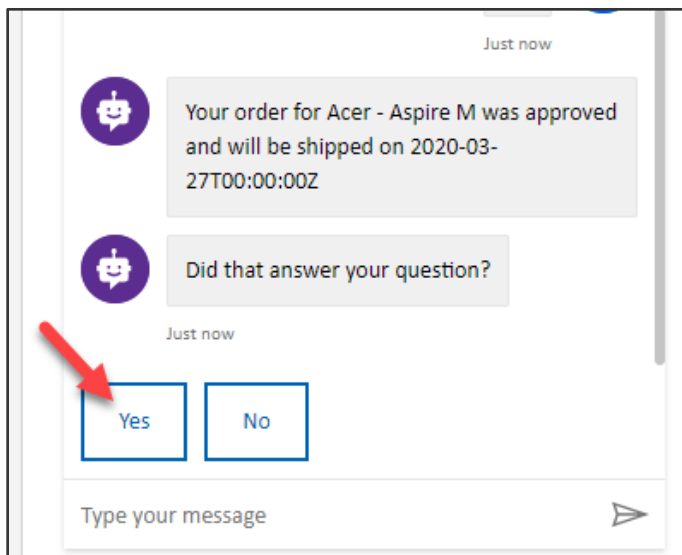
18) Click **Yes**.

19) You will now test for the approved order. Enter **1234** and click **Send**.



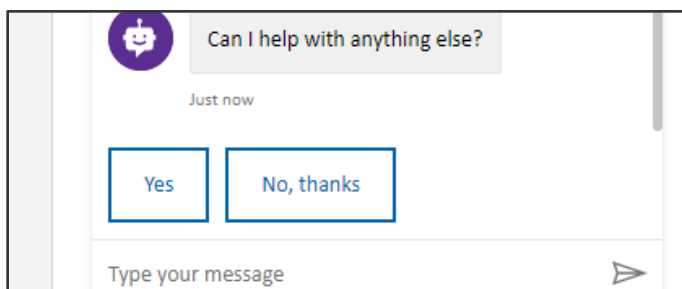
20) Click **Yes** to confirm the order number.

21) The flow should run again and return the approved message to the bot. Click **Yes**.

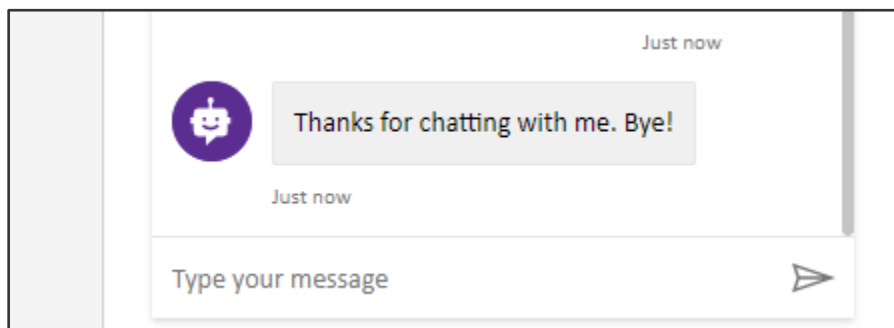


22) Rate the bot.

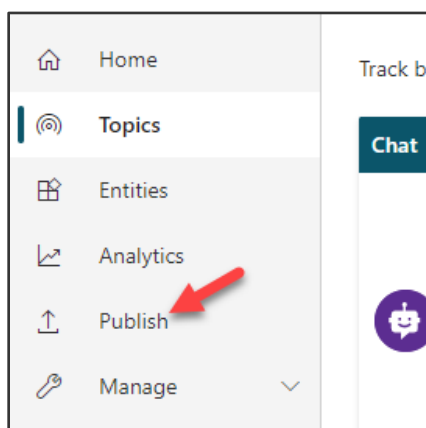
23) Click No, thanks.



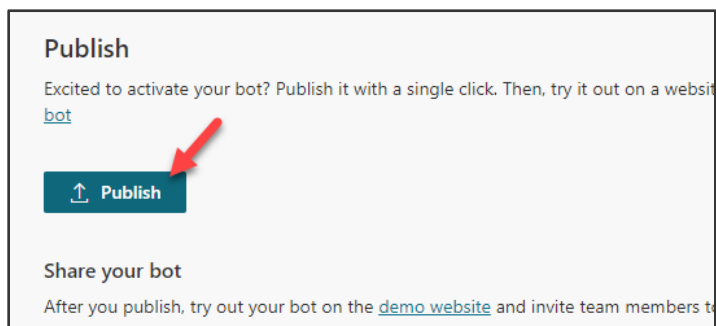
24) The bot should terminate the conversation.



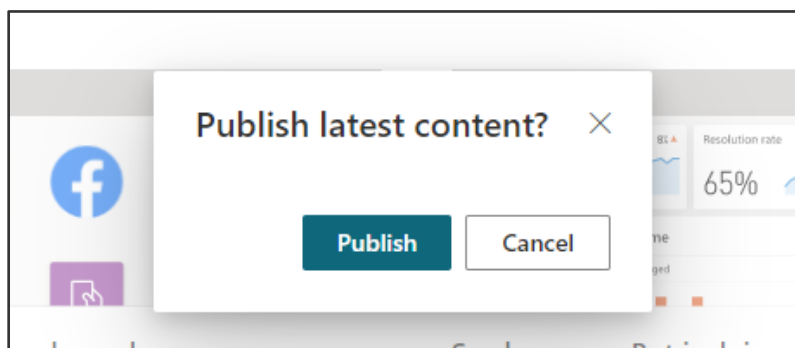
25) Select **Publish**.



26) Click **Publish**.



27) Confirm publishing.



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