



Microsoft Power Virtual Agents in a Day

Lab 03: Topic Suggestions

Hands-on Lab Step-by-Step

January 2022

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Power Virtual Agents

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Goals for this lab



After this lesson you will be able to:

- Quickly import content from relevant sources, such as FAQ or other support web pages.
- Utilize Suggested topics to easily curate new bot content.



The time to complete this lab is **[10]** minutes.

Scenario: Quickly building out your chatbot

You have just created your Power Virtual Agents chatbot, and now you need to populate various topics to interact with your customers. Your organization has meticulously built out your FAQ page on the company website, and you want to quickly create topics that re-use and build on your existing content.

Solution: Create topics from existing support content on the web

You can efficiently leverage existing content on web pages when creating a Power Virtual Agents bot. By importing the website content via **Suggested topics**, you can quickly and easily populate and build out your chatbot.

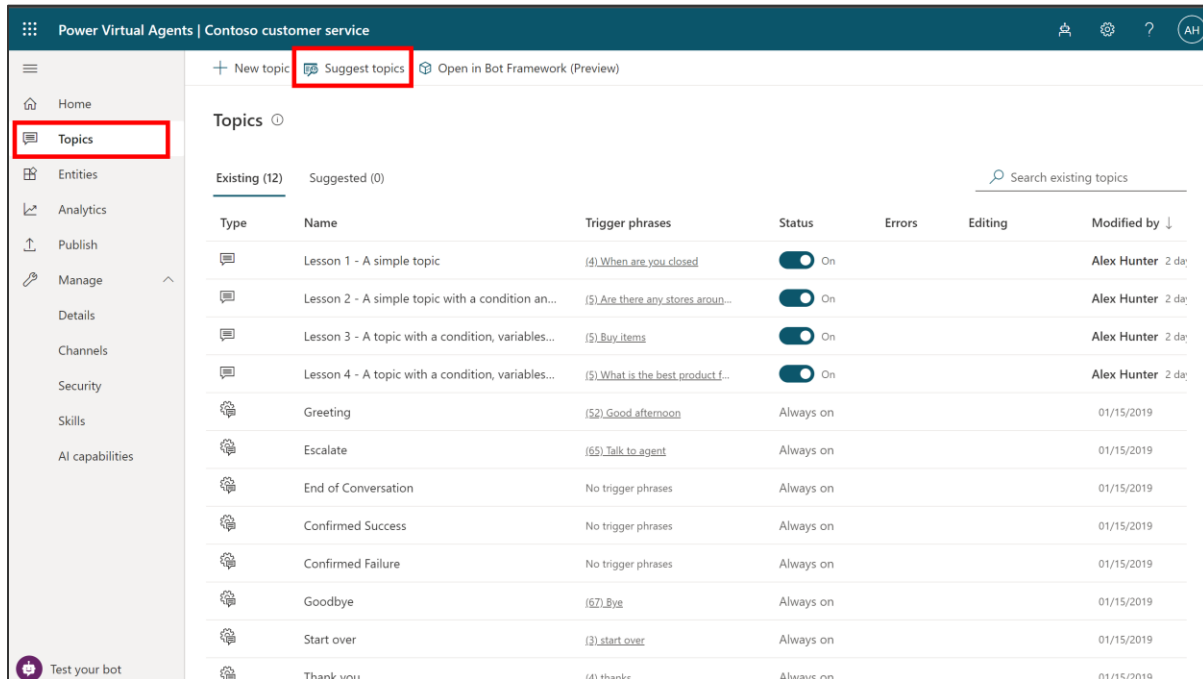
Rather than having to write entirely new content or manually copy existing text into bot topics, you can use AI-assisted authoring to automatically extract and insert relevant content from existing web pages into your bot.

Before we start

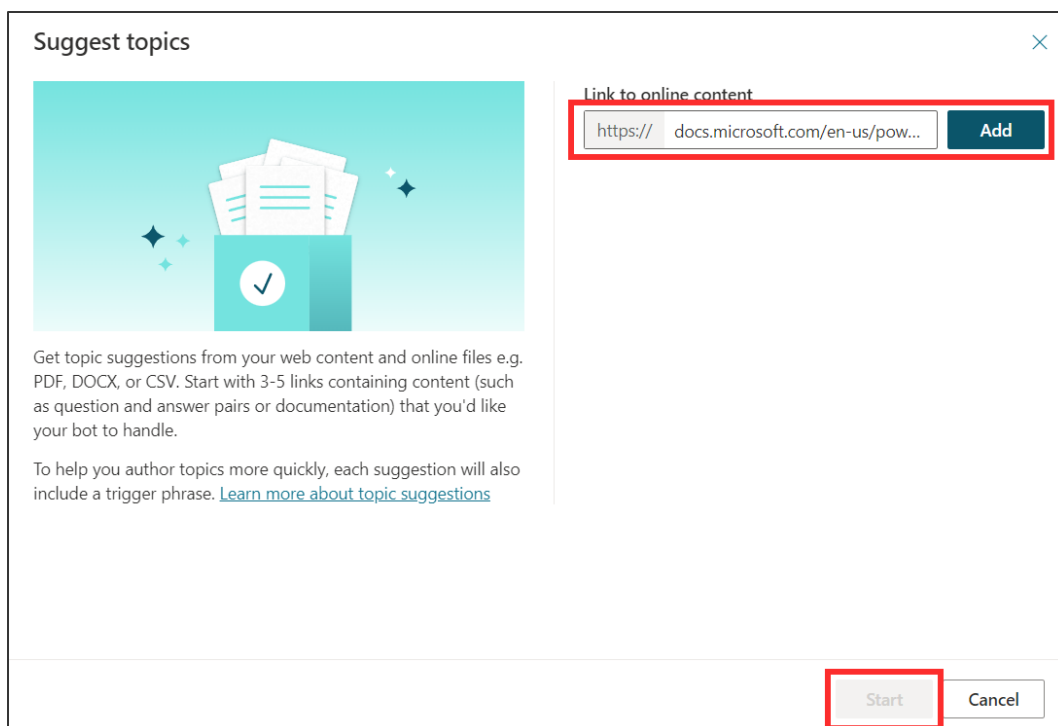
Navigate to <https://powerva.microsoft.com/> and sign in with your credentials.

Task 1: Extract content from web pages

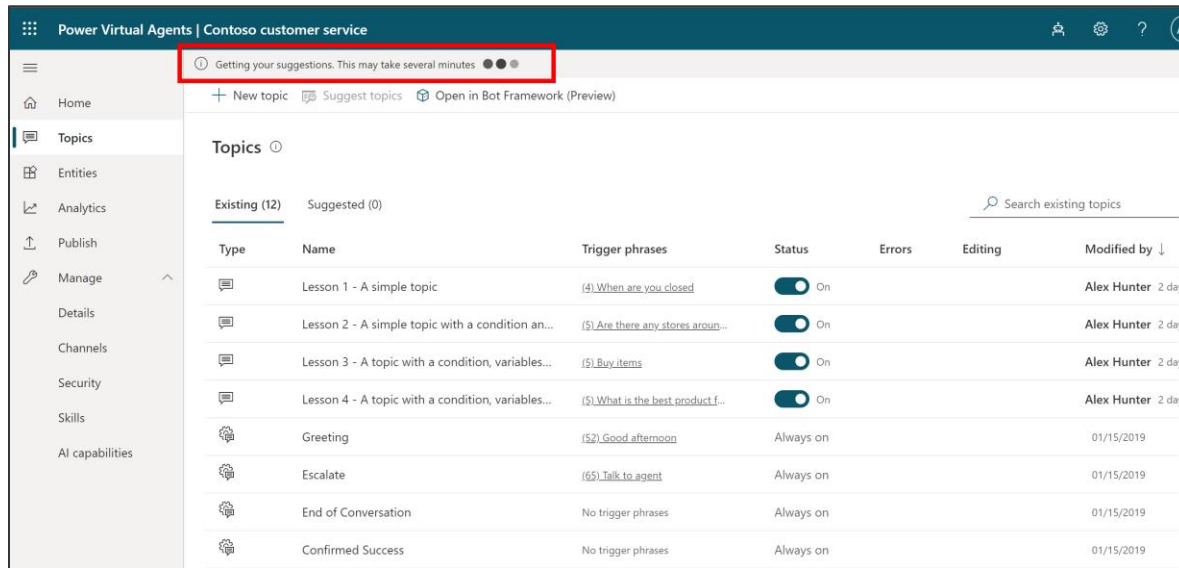
1. Select **Topics** in the left navigation pane.
2. At the top of the page, click **Suggest topics**.



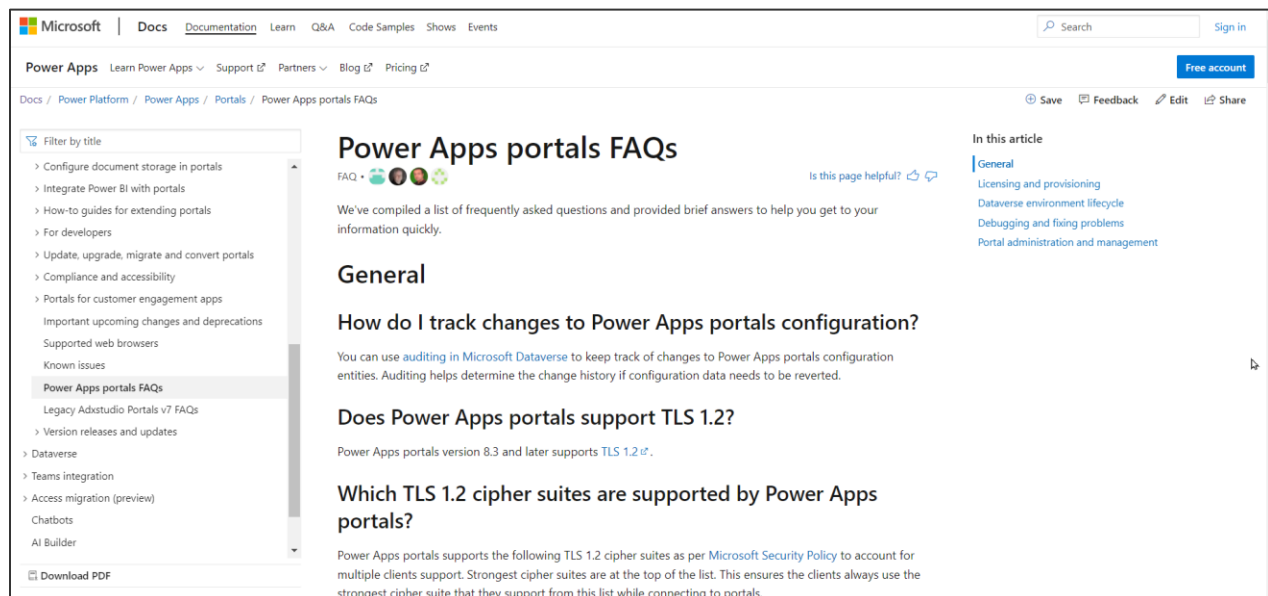
3. The **Suggest topic** window opens. In the **Webpage link** field, enter docs.microsoft.com/en-us/powerapps/maker/portals/faq and click **Add**. Click **Start** to begin the extraction process.



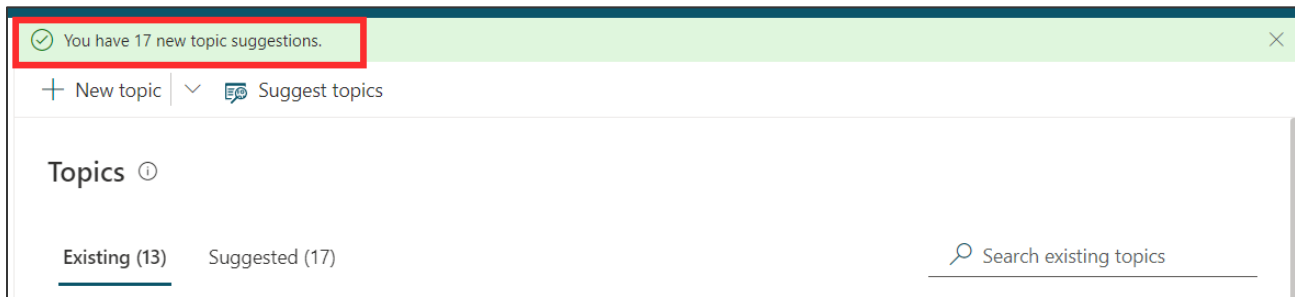
Note: This could take several minutes, depending on the complexity and number of web pages you added. An alert at the top of the screen will let you know the extraction is in process. You will not be able to add more URLs while extraction is happening.



4. While you're waiting, open a separate browser tab and take a look at the page whose content you're extracting:
<https://docs.microsoft.com/en-us/powerapps/maker/portals/faq>



- Return to the Power Virtual Agents tab in your browser. You will see a success message when the extraction has finished.



At this point you have a list of suggested topics, but they are not part of your bot yet.

Task 2: Review and add suggested topics to your bot

Once the extraction process has finished, you'll see the successfully extracted topic suggestions appear under the **Suggested** tab. You can then review them and decide which ones you want to include in your bot.

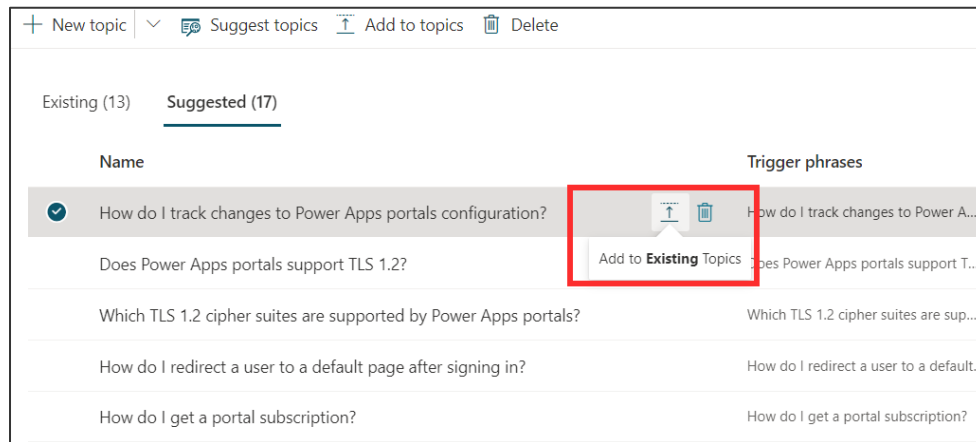
- On the Topics page, click **Suggested**.

The screenshot shows the 'Topics' page in Power Virtual Agents, specifically the 'Suggested' tab. The 'Suggested (17)' tab is highlighted with a red box. Below the tabs, there is a table with four columns: 'Name', 'Trigger phrases', 'Source', and 'Received'. The table contains 17 rows of suggested topics, all of which are related to Power Apps portals and TLS 1.2 support. The 'Received' column shows the date and time for each suggestion: 1/14/2022, 7:36 AM.

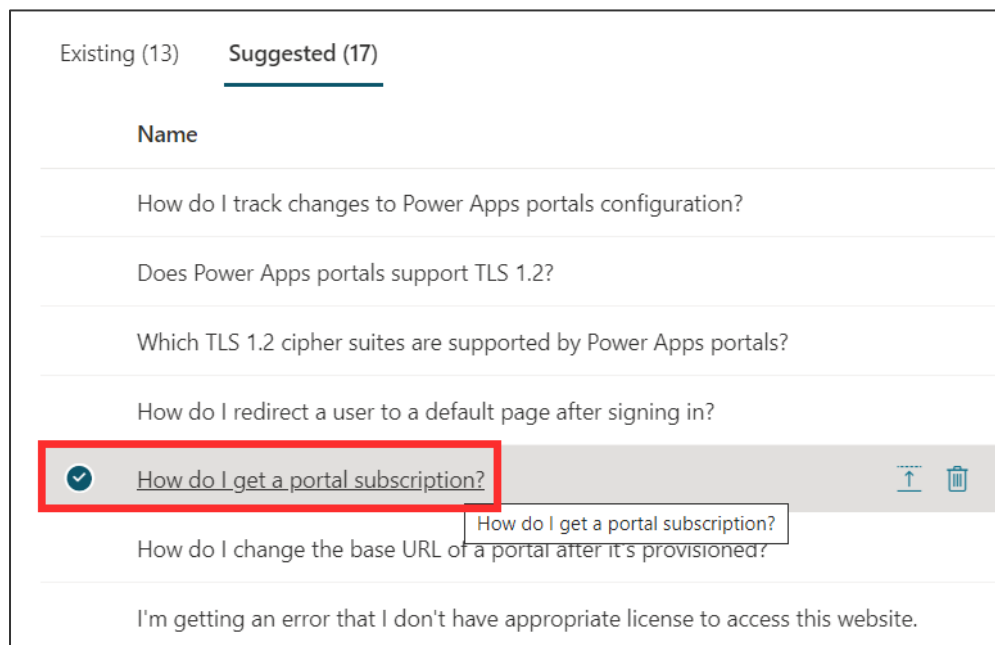
Name	Trigger phrases	Source	Received
How do I track changes to Power Apps portals confi...	How do I track changes to Power A...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
Does Power Apps portals support TLS 1.2?	Does Power Apps portals support T...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
Which TLS 1.2 cipher suites are supported by Power ...	Which TLS 1.2 cipher suites are sup...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
How do I redirect a user to a default page after signi...	How do I redirect a user to a default...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
How do I get a portal subscription?	How do I get a portal subscription?	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
How do I change the base URL of a portal after it's ...	How do I change the base URL of a ...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
I'm getting an error that I don't have appropriate lic...	I'm getting an error that I don't hav...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
Are the guest users treated as internal users for lice...	Are the guest users treated as inter...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
We recently moved our Dataverse environment fro...	We recently moved our Dataverse e...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM
After restoring a Dataverse environment from an ol...	After restoring a Dataverse environ...	https://docs.microsoft.com/en-us/p...	1/14/2022, 7:36 AM

Note: You can add or delete topics from the list, though we recommend previewing topics before adding them (learn how in the next step).

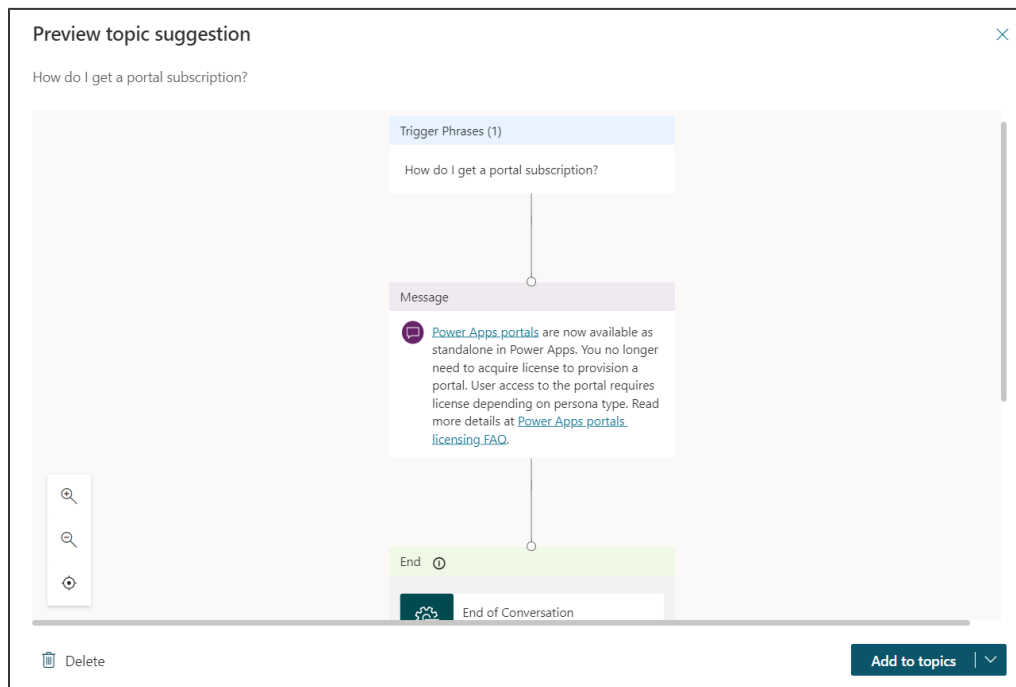
- To add the topic to your bot, select the **Add to Existing topics** button. You won't see a preview of the topic, and the topic will be automatically removed from the list of suggested topics.
- To delete the suggested topic, select the **Delete** button.



- Choose any of the remaining suggested topics and click its name to open a preview of it.



- Review the **Trigger phrases** and **Message** node text.



Note that each topic will end with a survey, so your customers can provide feedback about whether it was helpful or not.

4. Choose any of the three option buttons at the bottom of the page:
- To make edits to the topic (which you may want to do to add to the trigger phrases, or change the answer in the **Message** node), select **Add to topics and edit**. This option also adds the topic to the **Existing** topics list and removes it from the **Suggested** topics list. It then opens the new topic so that you can edit the trigger phrases or go to the authoring canvas to make changes to the conversation.
 - To directly add the suggested topic without making any changes, select **Add to topics**. This option adds the topic to the **Existing** topics list and removes it from the **Suggested** topics list. You'll return to the list of suggested topics.
 - To completely remove the suggestion, select **Delete suggestion**. This option deletes the topic from the **Suggested** topics list.

Preview topic suggestion [X]

How do I get a portal subscription?

Trigger Phrases (1)

How do I get a portal subscription?

Message














Power Apps portals are now available as standalone in Power Apps. You no longer need to acquire license to provision a portal. User access to the portal requires license depending on persona type. Read more details at [Power Apps portals licensing FAQ](#).

End

[Delete] [Add to topics] [Add to topics and edit] [Add to topics]

Topic suggestions are added to your bot with a status of **Off**, so you'll need to turn them on to test and publish them.

- When you've finished reviewing the Suggested topics, go to the **Existing** tab of the **Topics** page.
- For each topic you want to enable, slide the toggle under **Status** from **Off** to **On**.

Topics ⓘ					
Existing (14)		Suggested (16)			
Type	Name	Trigger phrases	Status	Errors	Editing
	Reset password	(4) reset password	 On		
	How do I get a portal subscription?	(1) How do I get a portal subs...	 Off		
	Lesson 1 - A simple topic	(4) When are you closed	 On		
	Lesson 2 - A simple topic with a condition an...	(5) Are there any stores aroun...	 On		
	Lesson 3 - A topic with a condition, variables...	(5) Buy items	 On		
	Lesson 4 - A topic with a condition, variables...	(5) What is the best product f...	 On		

Note: In actual practice, you're likely to want to do additional editing of topics before sending them live.

Extra Practice

You've just used a powerful tool to automatically generate topics from an FAQ page. Try these steps out on the FAQ on your own website to see what topics and trigger phrases are picked up. Go into a suggested topic and look at the trigger phrases.

Think of other trigger phrases that would work and add them to the topic, then activate your topic and test 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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