Describe the capabilities of Microsoft Copilot Studio

- Microsoft Copilot Studio is the new name for Power Virtual Agents.

54. Describe use cases for Microsoft Copilot Studio

- Solve common customer issues automatically
    - Freeing staff to focus on more complex requests.
- Solve common employee issues automatically

54. Publish a chatbot

- Go to the navigation pane on the left-hand side, and select "Publish".
- The computer will check for errors in the content.
- You can then use the "demo website" link.
    - This is for your team or others who wish to try out the bot.
    - It is not intended to use with customers.
- Then click on Channels to publish onto:
    - Custom website (your own website),
    - Mobile App,
    - Facebook,
    - Microsoft Teams,
    - Skype,
    - Cortana and
    - Slack.
- The presentation may be different in different channels:
    - Welcome messages are not supported in Facebook.
    - Customer satisfaction surveys will be shown as an adaptive card on a website, but text-only in Teams and Facebook.

54. Describe where you can publish chatbots

- Chatbots can be published in:
    - Websites,
    - Mobile apps,
    - Microsoft Teams,
    - Facebook,
    - Other messaging platforms.
- They can also provide authentication using OAuth2 identity provider, such as:
    - Azure Active Directory (Azure AD),
    - Microsoft account, and
    - Facebook.

Describe message nodes, question nodes, conditions, trigger phrases, and the authoring canvas

- In the "authoring canvas", nodes can be added from five options:
    - Ask a question

- Identify - Multiple choice options will create multiple choice buttons to the end user. Users may also type their answer.
  - It can then go to different paths in the conversation.
- Call an action
- Show a message
  - Can use bold, italics, and numbering.
- Go to another topic
  - Choose which topic to go to.
- End the conversation
  - End with survey
  - Transfer to agent.
- In between existing nodes, you can have:
  - Add a condition – Branch based on a condition
- Nodes can also be deleted
  - By clicking on the ... and selecting Delete.
- Nodes that have errors will prevent the bot from being published.
  - They can still be saved.
  - Check these errors by going to the "Topic checker".
  - Errors include:
    - Node is missing.
    - Field is missing required data.
    - Expression is invalid, and
    - Variable was deleted, but is still being used.

55. Describe the purpose of topics, entities and actions
- Topics:
  - How a conversation develops.
  - This can be started from templates.
  - A topic has trigger phrases and conversation nodes
    - Trigger phrases are keywords, questions or phrases related to an issue.
    - Conversation nodes are how a chatbot should respond and do.
  - It uses Artificial Intelligence to parse a customer's input.
- When you create a chatbot, the following are created:
  - Four User Topics as lessons,
  - System topics, which you will probably need during a conversation
    - Greeting, Escalate (talk to agent), End of conversation, Confirmed Success/Failure, Goodbye, Start over, and Thank you.
    - These cannot be deleted, but can be modified.
- Entities are a real-world subject, or a concept of such.
- Examples of entitles:
  - Phone number,
  - Zip/postal code,
  - Address/city/state,
  - Colors,
  - Numbers,
  - Names.

- Actions allow chatbots to call a Microsoft Power Automate flow.
    - Must be within the same Microsoft Dataverse environment as the chatbot.
    - Flows must in a solution in Power Automate.
    - Flows typically use variables for input/output data.