**1. What is Dataverse and Data Model**

**Dataverse:**  
Dataverse is a cloud-based storage platform that securely stores and manages data used by business applications. It’s the underlying data platform for Power Apps.

**Features:**

* Secure and scalable
* Integrates easily with Microsoft apps (Power BI, Power Automate, Dynamics 365)
* Offers role-based security

**Data Model:**  
A **data model** defines how data is structured and related. In Dataverse, it includes:

* **Tables** (entities)
* **Columns** (fields)
* **Relationships**
* **Business rules**
* **Forms and views**

**2. Canvas App vs Model-Driven App**

**Definitions:**

**Canvas App:**  
You design the UI from a blank canvas, dragging and dropping elements like PowerPoint. You connect to any data source via connectors.

**Model-Driven App:**  
Built on Dataverse using existing tables, relationships, forms, and views. The layout is controlled by data structure.

**Differences:**

| **Feature** | **Canvas App** | **Model-Driven App** |
| --- | --- | --- |
| UI Design | Fully customizable | Auto-generated based on data model |
| Data Source | Multiple (SQL, SharePoint, etc.) | Only Dataverse |
| Development Time | Quick for simple apps | Quick for data-heavy apps |
| Control | High over design | High over business logic and structure |
| Suitable for | Task-based apps | Data-centric apps |

**When to Use (5 Scenarios Each):**

**Canvas App:**

1. Employee leave request form connected to SharePoint
2. Field service report form on mobile
3. Store inventory tracker using Excel
4. Visitor registration form
5. Customer feedback app using Power BI data

**Model-Driven App:**

1. CRM system for customer and sales management
2. Asset tracking app for internal IT department
3. Complaint handling system linked to internal processes
4. Case management for insurance claims
5. HR onboarding process with workflows and approvals

**3. What are Data Connectors?**

Data connectors allow Power Apps and Power Automate to connect to external or internal data sources.

**Types:**

* **Standard connectors** (free): SharePoint, Outlook, Excel
* **Premium connectors**: SQL Server, Salesforce, Dataverse
* **Custom connectors**: User-defined API connections

**4. What is Business Process Flow (BPF)?**

BPF guides users through a defined set of steps to complete a business process consistently.

**Components:**

* **Stages**: High-level phases (e.g., “Initiate”, “Review”, “Approve”)
* **Steps**: Fields to fill in each stage
* **Conditions**: Branching logic
* **Entities (Tables)**: Data on which BPF works

**Example Scenario:**  
**Hiring Process BPF**

* Stage 1: Application Received → Field: Candidate Name, Position
* Stage 2: Interview → Field: Interview Date, Feedback
* Stage 3: Offer → Field: Offer Letter Status
* Stage 4: Onboarding → Field: Joining Date

**5. What is Power Automate + Cloud Flow vs Workflow**

**Power Automate:**  
Cloud-based tool for creating automated workflows across apps and services.

**Cloud Flow vs Workflow:**

| **Feature** | **Cloud Flow** | **Workflow (Classic)** |
| --- | --- | --- |
| Platform | Power Automate | Classic Dynamics 365 |
| UI | Modern, low-code | Older, limited |
| Trigger Types | More (email, button, time) | Limited |
| Cost | May be higher (license-based) | Often included in legacy systems |
| Usage | Preferred for modern projects | Legacy support only |

**Cloud Flow Types and When to Use:**

| **Type** | **Trigger** | **Example** |
| --- | --- | --- |
| **Automated** | Event-based | When email received, send notification |
| **Instant** | Manually triggered | Button to approve a request |
| **Scheduled** | Time-based | Send weekly reports at 9 AM Monday |

**Scenarios:**

**Use Cloud Flow When:**

* You need integration with other Microsoft/3rd party services
* You want to automate repetitive actions like approvals, notifications
* Real-time automation is required (e.g., invoice approved, send email)

**Use Workflow When:**

* You’re working within a legacy Dynamics 365 system
* Need automation inside CRM without Power Automate licensing

**6. What is Business Rule**

**Business Rule:**  
A no-code way to apply logic or automation on forms in model-driven apps.

**Components:**

* **Condition** (IF logic)
* **Actions**: Set field value, show/hide field, lock/unlock
* **Scope**: Entity or All forms

**Why We Use:**

* To enforce validation or logic
* Avoids writing JavaScript
* Keeps form behavior consistent

**7. What is Duplicate Detection Rule**

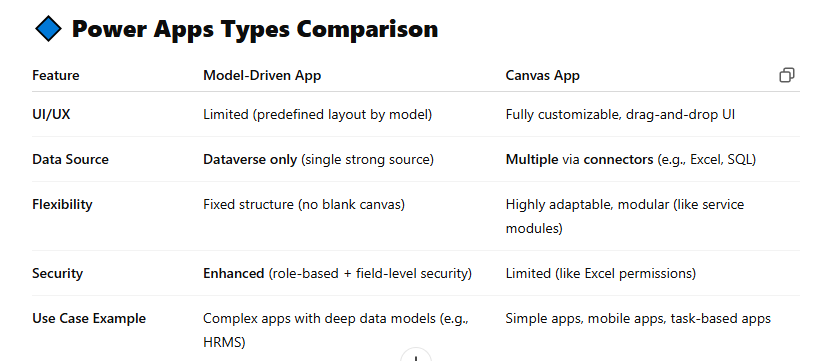
**Duplicate Detection Rule:**  
Used to prevent duplicate records in Dataverse (like leads, contacts, etc.)

**Purpose:**

* Maintain data quality
* Avoid redundancy
* Ensures consistent CRM or business operations

**Example:**

* Rule: If Email or Phone is same as existing record → Show warning
* Triggered on create/update

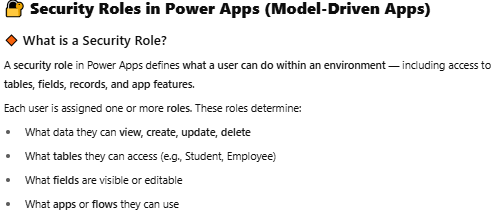


A screen shot of a computer

AI-generated content may be incorrect.

A screenshot of a computer

AI-generated content may be incorrect.



**Field-Level Security (FLS)**:

* If you have a profile with sensitive fields, and want only **Finance Operators** to access them:
  + Create **Field Security Profile** → Add fields → Assign to **Finance User Group**

A screenshot of a computer

AI-generated content may be incorrect.

**Copilot:**

**Topics:**

In **Power Apps Studio Copilot**, "Topics" are essential components used to build and manage conversations in **Power Virtual Agents (PVA)** — which is now a part of **Copilot Studio**. These topics define how the **AI Copilot or chatbot interacts with users** based on specific **intents** (user goals or queries).

Here’s a complete breakdown of **Topics** in Copilot Power Apps Studio (formerly PVA):

**🔹 What are "Topics" in Copilot Studio (Power Apps)?**

* **Topics are predefined conversation flows** designed to handle specific user queries or intents.
* A **topic contains trigger phrases** and **a guided conversation path**.
* Copilot uses topics to **decide how to respond** when a user types something.

**🔹 Components of a Topic:**

1. **Trigger Phrases**
   * Sample phrases a user might type (e.g., “I forgot my password” or “Check leave balance”).
   * Helps the bot **recognize user intent**.
2. **Conversation Nodes**
   * Step-by-step logic of conversation.
   * Includes messages, questions, conditions, and actions.
3. **Variables**
   * Used to store user responses or system values.
   * Example: Store user’s name or request type.
4. **Conditions & Branching**
   * IF/ELSE logic for decisions.
   * Example: If leave balance is less than 5 days → warn user.
5. **Actions (Call Power Automate)**
   * Topics can trigger workflows or connect to backend systems.
   * Example: Call Power Automate to fetch employee data from SharePoint or SQL.
6. **End of Conversation**
   * Where the bot stops or hands over to human agents.

**🔹 What Topics Do:**

| **Purpose** | **Description** |
| --- | --- |
| **Automate FAQs** | Common questions like “What’s the Wi-Fi password?” |
| **Business Transactions** | Request leave, submit forms, check ticket status. |
| **Data Collection** | Gather user input like email, phone number, issue type. |
| **Trigger Flows** | Call backend actions using Power Automate. |
| **Guide User Interaction** | Provide guided menus or support paths. |

**🔹 Default vs Custom Topics:**

| **Type** | **Details** |
| --- | --- |
| **System Topics** | Pre-built by Microsoft (e.g., Greeting, Goodbye, Escalate). |
| **Custom Topics** | Made by user to handle organization-specific tasks. |

**🔹 Important Notes:**

* Topics can **run conditionally** based on user inputs.
* You can **link topics** (jump from one to another).
* You can **add multiple languages** to make multilingual bots.
* Topics are used in both **Copilot in Power Apps** and **Teams bots**.
* Topics are **low-code/no-code**, but you can extend with **Power Automate** or **Azure Bot Framework**.

**🔹 Real Example:**

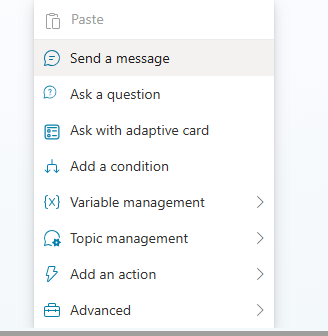
**Use Case: “IT Helpdesk Bot”**

* **Topic Name**: Reset Password
* **Trigger Phrases**: “I can’t log in”, “reset password”, “forgot my password”
* **Steps**:
  1. Ask for user ID
  2. Validate ID from database (via Power Automate)
  3. Send reset link to email
  4. End conversation with confirmation

**Learn:**

Two types nodes are used in topics:

* **Trigger nodes** - The agent needs to detect when the user asks a question that it knows how to respond to. The trigger phases are the phrases, keywords, and questions that the user is likely to enter. We recommend that you have 5 to 10 trigger phrases of common ways that your users would request help on the topic.
* **Conversation nodes** - When the agent has a question, it needs to know how to handle the request. Conversation nodes define how the agent responds and if actions are required. Common conversation node types include asking a question, calling an action or flow, showing a message, and redirecting to another topic.
* **Inputs** - The user's response in the **Ask a question** node.
* **Variables** - Store the **Inputs** to use in later conversation nodes.
* **Conditions** - Define the branching logic based on variables.

A screenshot of a computer

AI-generated content may be incorrect.

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**🔹 1. Topic (Script)**

**✅ Definition:**

A **Topic** is like a **script** that defines **when** and **why** the bot should start a specific conversation.

**🔧 It Includes:**

* **Trigger phrases** → what the user says to start it
* **Initial logic** → what happens first
* **Path to follow** → the basic structure of conversation
* **Links to flows/actions** → to fetch data, send emails, etc.

**🔹 2. Flow (Conversation)**

**✅ Definition:**

A **Flow** is the actual **step-by-step conversation** the bot has with the user **inside a topic**, including logic like asking questions, branching, and responding.

**🔁 Side-by-Side Comparison**

| **Feature** | **Topic (Script)** | **Flow (Conversation)** |
| --- | --- | --- |
| 🔹 Purpose | Starts and defines the purpose of the bot's conversation | Controls the full back-and-forth interaction |
| 🔹 Trigger | Starts when user types a specific phrase (e.g., “Check attendance”) | Activated inside a topic after it's triggered |
| 🔹 Role | Decides **what the chatbot should do** | Decides **how the chatbot does it** |
| 🔹 Contains | Trigger phrases, actions, and flow references | Bot questions, conditions, API calls, user answers |
| 🔹 Can call actions? | ✅ Yes (calls Agent Flows or Power Automate) | ✅ Yes (can contain logic blocks and call other flows) |
| 🔹 Reusable? | Yes, across bots | Yes, across topics |

**✅ Example to Understand**

**🎭 Topic: "Check My Attendance"**

* Trigger Phrases: “What’s my attendance?”, “Check my presence”
* The bot decides to launch this script.

**🗣 Flow:**

1. Bot: "Please enter your Student ID."
2. User: "K213881"
3. Bot calls a Power Automate flow
4. Bot: "Your attendance is 83%."

→ This full **conversation** is the **Flow inside the Topic**.

/////////////////////////////////////

Question

Usual integration of power automate and benefits of using power automate in traditional projects

Answer:

**🔗 Usual Integrations – Power of Power Automate**

Power Automate connects hundreds of systems **without writing code**, thanks to **connectors**. It can **automate workflows** between:

**✅ Microsoft Ecosystem:**

* **SharePoint** → Automate document approval, versioning
* **Excel** → Pull data, update rows, send emails on change
* **Outlook** → Auto-reply to emails, flag priority mails
* **Teams** → Notify channel when a task is created
* **OneDrive** → Sync files, manage folders

**🌐 Third-party Services:**

* **Gmail / Google Drive**
* **Twitter / Facebook**
* **Salesforce / Dropbox / Zendesk**
* **SAP / Oracle / Jira / Trello**

**📡 Custom Systems (via):**

* **APIs / Webhooks**
* **Custom Connectors**

**🧠 AI Integrations:**

* **AI Builder** → Automate invoice scanning, sentiment analysis
* **Cognitive Services** → Image, language, and speech-based flows

**🎯 Benefits of Using Power Automate in Traditional Projects**

Traditional projects often use **manual processes, emails, Excel sheets, or paper-based workflows**. Here’s how Power Automate improves them:

| **🔍 Benefit** | **💡 Explanation** |
| --- | --- |
| **1. Automation of Manual Tasks** | Replaces repetitive manual work with automatic actions |
| **2. Time & Cost Efficiency** | Speeds up processes and reduces human error |
| **3. Easy Integration** | Connects different apps and systems seamlessly |
| **4. Low Code / No Code** | Non-developers can build workflows using drag-and-drop tools |
| **5. Real-Time Alerts and Actions** | Automates alerts, updates, and responses instantly |
| **6. Scalable Workflows** | Easily scale from simple to complex workflows |
| **7. Improved Collaboration** | Connects departments using shared flows |
| **8. Error Reduction** | Reduces manual mistakes by automating data transfer |

**🏗️ Example: Traditional Project Use Case**

**Construction Project Management:**

* **Without Power Automate:** Site engineer sends photos and reports manually via email daily.
* **With Power Automate:** Engineer uploads to OneDrive → Flow triggers Teams alert to Project Manager + saves in SharePoint + logs in Excel.

Question

When and where copilot is used?

Answer:

**✅ WHEN Should You Use Copilot Studio?**

You use Copilot Studio when you need to:

| **Situation** | **Example** |
| --- | --- |
| 🔄 Automate Repetitive Support | “Where is my order?”, “How to apply for leave?” |
| 💬 Provide 24/7 Help | For students, employees, or customers |
| 📩 Collect User Input | Booking, surveys, complaints |
| ⚙️ Integrate With Systems | Pull data from SharePoint, SQL, or send emails via Power Automate |
| ❓ Answer FAQs | General queries on websites, apps, or Microsoft Teams |
| 💼 Internal Business Use | HR bots, IT support bots, Sales assistant bots |
| 📊 Process Automation | Start a workflow or business process from a chat |

**✅ WHERE Can You Use Copilot Studio Bots?**

Once built, your chatbot can be deployed to:

| **Platform** | **Example** |
| --- | --- |
| 🌐 **Website** | Add chatbot to your company’s site (like diggit.ae) |
| 💬 **Microsoft Teams** | Employees can talk to the bot from within Teams |
| 📱 **Mobile Apps** | Use chatbot as part of internal or customer mobile app |
| 🧩 **Power Apps** | Embed chatbot in canvas or model-driven apps |
| 📤 **Custom Channels** | Facebook Messenger, WhatsApp (with integration) |
| 📈 **Portals** | Microsoft Power Pages (formerly Power Apps Portal) |

**🔌 Integrations Available**

Copilot Studio can integrate with:

* **Dataverse**
* **SharePoint**
* **Power Automate flows**
* **SQL, Excel, OneDrive**
* **REST APIs**
* **Dynamics 365**
* **Azure Cognitive Services (e.g., QnA, LUIS, OpenAI GPT)**

**💼 Real Use Case Examples**

| **Department** | **Use Case** |
| --- | --- |
| 🎓 Education | Student portal chatbot for attendance, grades, fee |
| 🧑‍💼 HR | Leave request, onboarding FAQ |
| 🛍 Sales | Product recommendation, order tracking |
| 🛠 IT Helpdesk | Password reset, ticket status |
| 🏥 Healthcare | Appointment booking, symptom checker |
| 🏢 Government | Application status, public services info |

**⚙️ When NOT to Use Copilot Studio?**

Avoid using it if:

* You need **complex AI chat logic** (use Azure Bot Framework instead)
* Your bot must process **images or speech natively**
* You need **offline support** (Copilot needs internet)
* You don’t use the Microsoft ecosystem (e.g., Teams, SharePoint, Power Platform)

**🧠 Summary: When & Where to Use**

| **Question** | **Answer** |
| --- | --- |
| ✅ **When?** | You want to automate chat-based help, answer questions, or trigger actions |
| ✅ **Where?** | On websites, Teams, Power Apps, mobile apps, or customer portals |
| ✅ **Why?** | Saves time, reduces workload, improves user experience |