* Introduction
  + Thank you for coming to one of our regular Power Platform Roundtable sessions
    - If comng back, welcome back
    - If first time, welcome – My name is Tim Hanewich
  + Power Virtual Agents – one of the newer components of the Power Platform, now available in GCC.
  + For making chatbots
  + Introduce our use case:
    - [Well Permitting | Division of Water Resources (colorado.gov)](https://dwr.colorado.gov/services/well-permitting)
  + Make sure to record!
* Create the table “Well Permit”
  + Id (primary name column)
  + Applicant Email (Email)
  + Well Address (text)
  + Applicant First Name (text)
  + Applicant Last Name (text)
  + Anticipated Depth (ft) (Whole number)
  + Gallons per month (Whole number)
  + Home Basin (Choice)
    - Denver Basin
    - Designated Basin
* Customize the table form + view
  + Form:
    - Graphical user interface, text, application, email

      Description automatically generated
  + View:
    - Graphical user interface, text, application

      Description automatically generated
* Create a “Well Permit Management” Model-Driven App
* Create a PVA chatbot “Permitting Assistant”
  + Introduce the components
    - Topics – different topics, or subjects the bot is capable of discussing, answering questions, taking information
      * If you had multiple permit types, each would be a topic
    - Entities – a snippet of information in a users text that the bot will look out for and easily extract into a variable that can be used later in the bot workflow.
    - Analytics
      * Total # of sessions
      * Resolution rate – the % of sessions that the user said were successful
      * Abandon rate – the % of sessions where the user left
      * Escalation rate – the % of sessions that eventually ended up in the hands of a human
      * You can also see what PARTICULAR TOPICS led to the resolution, escalation, or abandonment
    - Publish – how to publish your bot to your website
* Create new topic
  + Name: well permitting
  + Trigger phrases
    - Graphical user interface, text, application, email

      Description automatically generated
* Authoring Canvas for our “Well permitting” topic
  + (build based on template I built)
  + Address example
    - 7780 E 56th Ave, Denver, CO 80216
    - 5985 W 86th Ave, Arvada, CO 80003
    - 5880 E 62nd Ave, Commerce City, CO 80022
    - 4301 E 29th Ave, Denver, CO 80207
    - 2655 Milwaukee St, Denver, CO 80205
  + When you build the action flow, you can just create it directly from the PVA authoring canvas

NEED TO HAVE OPEN AND READY FOR REFERENCE

* The authoring canvas for the “well permit” topic
* The power automate flow for creating the well permit record