



**5** OCTOBER



**365**  
*Saturday*

FREE TICKETS,  
LIMITED CAPACITY

# DYNAMICS POWER! CALGARY 365

CALGARY'S ANNUAL  
BUSINESS APPLICATIONS  
TECHNICAL CONFERENCE BY  
365 SATURDAY

# Virtual Agent for Customer Service



Welcome!

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Power Platform

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# Agenda

At the end of this session, you will be a  
Virtual Agent maker

Untrained resources

Inconsistent service

Not efficient

Available on Phone

# Traditional Customer Service

Slow

Resource limitation

Unavailability

Pay Bill

Infrastructure  
limitations

# Next Generation Customer Service



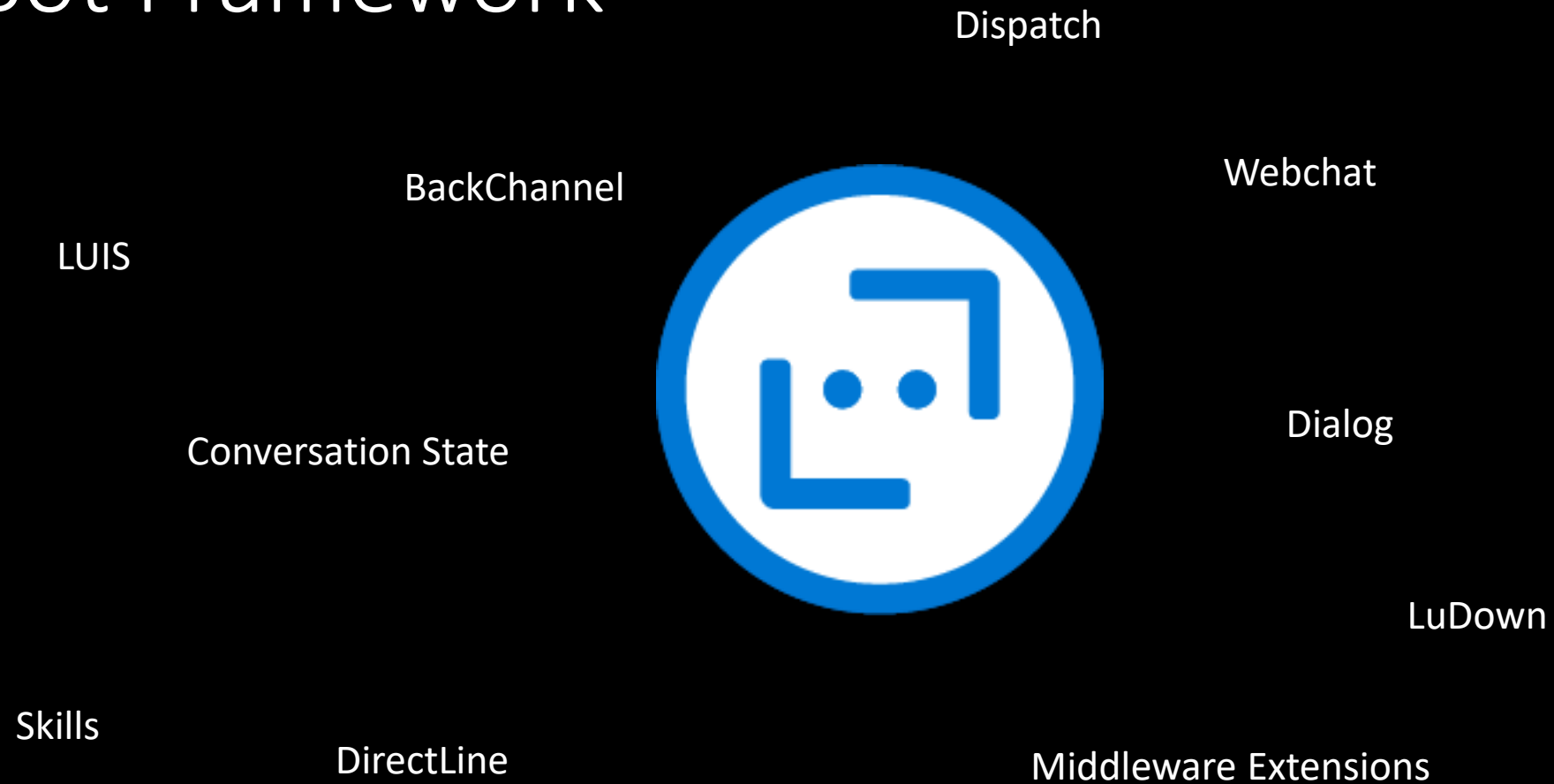
CEO

- One that knows the customer very well
- One that is available anytime
- One that is available anywhere
- One that is consistent
- One that is fast and instant
- One that is highly intelligent
- I want all the above in half the Price



Customer

# Bot Framework



# Bot Framework

- Require a Pro Developer
- More time and cost
- Longer Time-to-Market
- IT for Deployment and Maintenance
- Deep understanding of the azure services



# Virtual Agent for Customer Service



Apply for Credit Card

Replace membership Card

Store hours

Pay Bill

Create a Case

Shipping Policy

# Topics

Reminders

Follow up a Case

Store Location

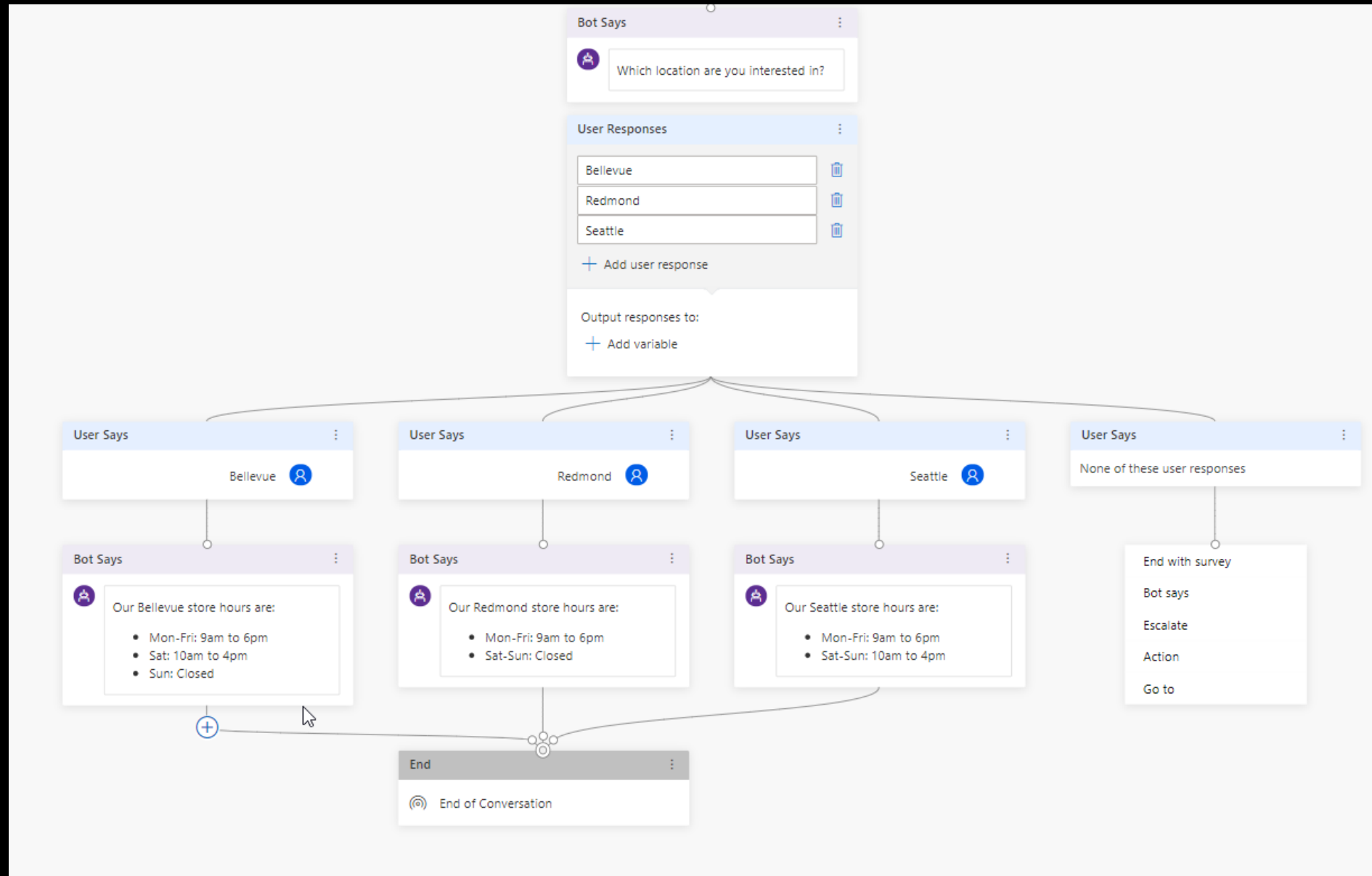
Check Balance

Redeem Gift Card

Cancel Order

Coupons and Promotions

# Dialog



# Flow Integration



User



Bot



Action

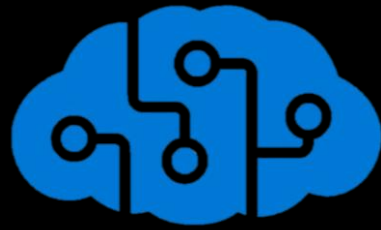


Flow



Connectors

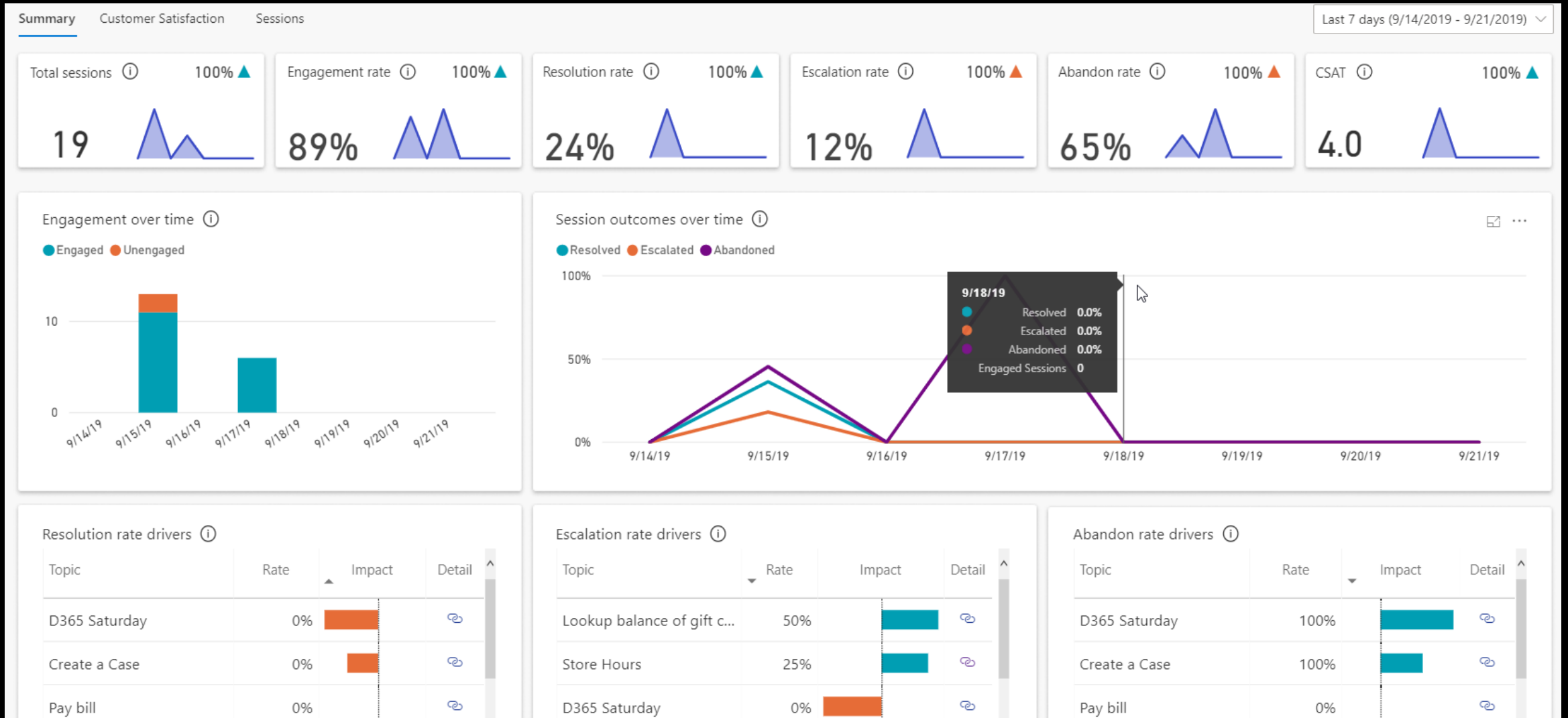
Demo



QnA Maker

Demo

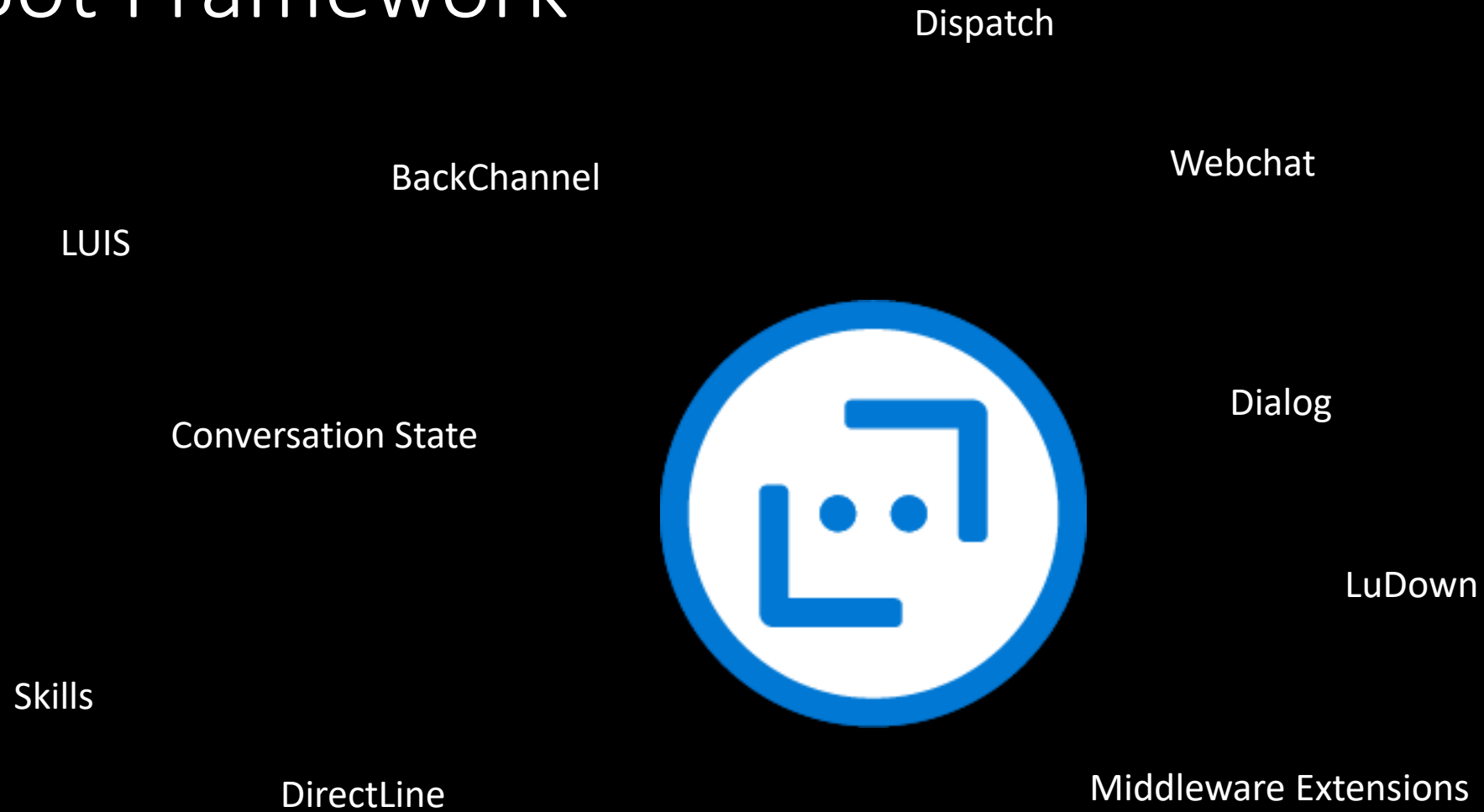
# Analytics





Integrate bot framework with Virtual Agent

# Bot Framework



Demo

# Best Practices

- Show welcome message and set the expectation
- Do not ask a open ended question
- Show Suggested Answers where possible
- Inform user about long running tasks
- Clearly indicate the next steps



Hey, I am a Bot. Good morning!

Good morning. I am not sure what you can help me with?



Sorry, I can't help with that.

Ugghhh, please tell me what you can do?



Sorry, I can't help with that.



Hey, I am a Bot and I can help with a Pizza order or find the status of an existing order.



I want to submit a new order.



Sure. Answer a few questions and I'll prepare the order for you.



Sure.





What Pizza size would you like?

We have a huge party. Could you give me a 50 inch pizza?



Something went wrong. Please try again.

Fair enough. Could you give me atleast 40 inch?



Something went wrong. Please try again?

What do you mean??



Something went wrong while preparing my pizza?



What pizza size would you like?

10 inch

12 inch

14 inch



12 inch



Sure.







I have gathered the order details.  
Please give me your credit card  
details.

Here is my credit card details.



\*\*\*\*\*After a few seconds of inactivity\*\*\*\*\*

Hey Bot, Are you there?



???? Bot ????





I have gathered the order details.  
Please give me your credit card  
details.



I am submitting your order. Please  
allow a few seconds and I'll be with  
you.

Here is my credit card details.



Awesome. Thanks!





Alright. Submitted your order. Bye!

Huh?? when will it be ready? Is there any order number for follow up?



Sorry, I can't help you with that.

What?!?!?!?! Are you a scam?





Alright. Submitted your order. Your order will be ready in 25 mins. Here is your order number : 84325

Great. Thanks!



No problem, Enjoy your huge party 😊

# Limitations

- Currently in Preview
- Currently only available in US region
- Authentication Context to Flow is not available
- Branding
- Uploading images
- Channel Integration – Messenger, Teams, Slack, KiK etc.,

# Take Aways

- You don't need to be a Bot framework expert
- Leverage low Code/No code tools
- Understand the limitations and play to its strength
- Learn Best Practices



Questions?

# Overall Event Feedback

