



## AI Builder

Help your chatbots adapt to sentiment

\*\* Have a crack at it while you wait!!

[bit.ly/AIBuilderBot](https://bit.ly/AIBuilderBot)

Jan 25th 2010





## 365 Power Up Philly 2020



	Multi-Purpose Room 1	Multi-Purpose Room 2	Envisioning Center
8:00—9:00 AM	Registration		
9:00—10:20 AM	Keynote • Linda Simovic, Microsoft		
10:30—11:25 AM	Intro to Power Apps Portals	Getting Started with Power Apps Component Framework	AI Builder – Help your chatbot adapt to sentiment
11:35—12:30 PM	Introduction to Power Virtual Agents	Working with Liquid Templates in Power Portals	United Interface—Breaking Down the Controls
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3:25—4:20 PM	Learning from the Failures of Others	Upgrading to Unified Client Interface	DevOps for Small Implementations
4:30 PM	Prize Raffle		



Event Survey: <https://bit.ly/2TKRE2F>



#PowerUpPhilly • Wifi MSFTGuest Event Attendee Code: msevent062yz

Session Surveys: <https://bit.ly/2TVwW0r>



# Éric Sauv  – Cat lover



# The scenario



- ⚡ Implement a chat bot on a website to take customer feedback
- ⚡ Based on the feedback type, adapt the response
  - ⚡ Positive: request if can be used as a reference
  - ⚡ Negative: move to an available agent
  - ⚡ Neutral: inquire for more information
- ⚡ Allow operations / management to view the trend of feedbacks

# 2 parts for the solution

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## Customer interaction

- ⚡ Power Virtual Agent
  - ⚡ Provides an automated bot
- ⚡ Power Automate
  - ⚡ Allows to integrate process flows to the bot interaction
- ⚡ AI Builder
  - ⚡ Via the Sentiment Analysis prebuilt model, provide degree of the feedback
- ⚡ CDS (Common Data Service)
  - ⚡ Store interactions

## Management Information

- ⚡ CDS (Common Data Service)
  - ⚡ Views on interactions bases on sentiment
- ⚡ Power Apps
  - ⚡ Canvas App to display results “on the go”
- ⚡ Power BI
  - ⚡ Dashboard view of the results

# Microsoft Power Platform

The low-code platform that spans Office 365, Dynamics 365, and standalone applications

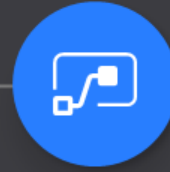
**Analyze. Act. Automate. Assist.**



**Power BI**  
Business analytics



**Power Apps**  
Application development



**Power Automate**  
Workflow automation



**Power Virtual Agents**  
Intelligent virtual agents



**Data  
connectors**



**AI Builder**

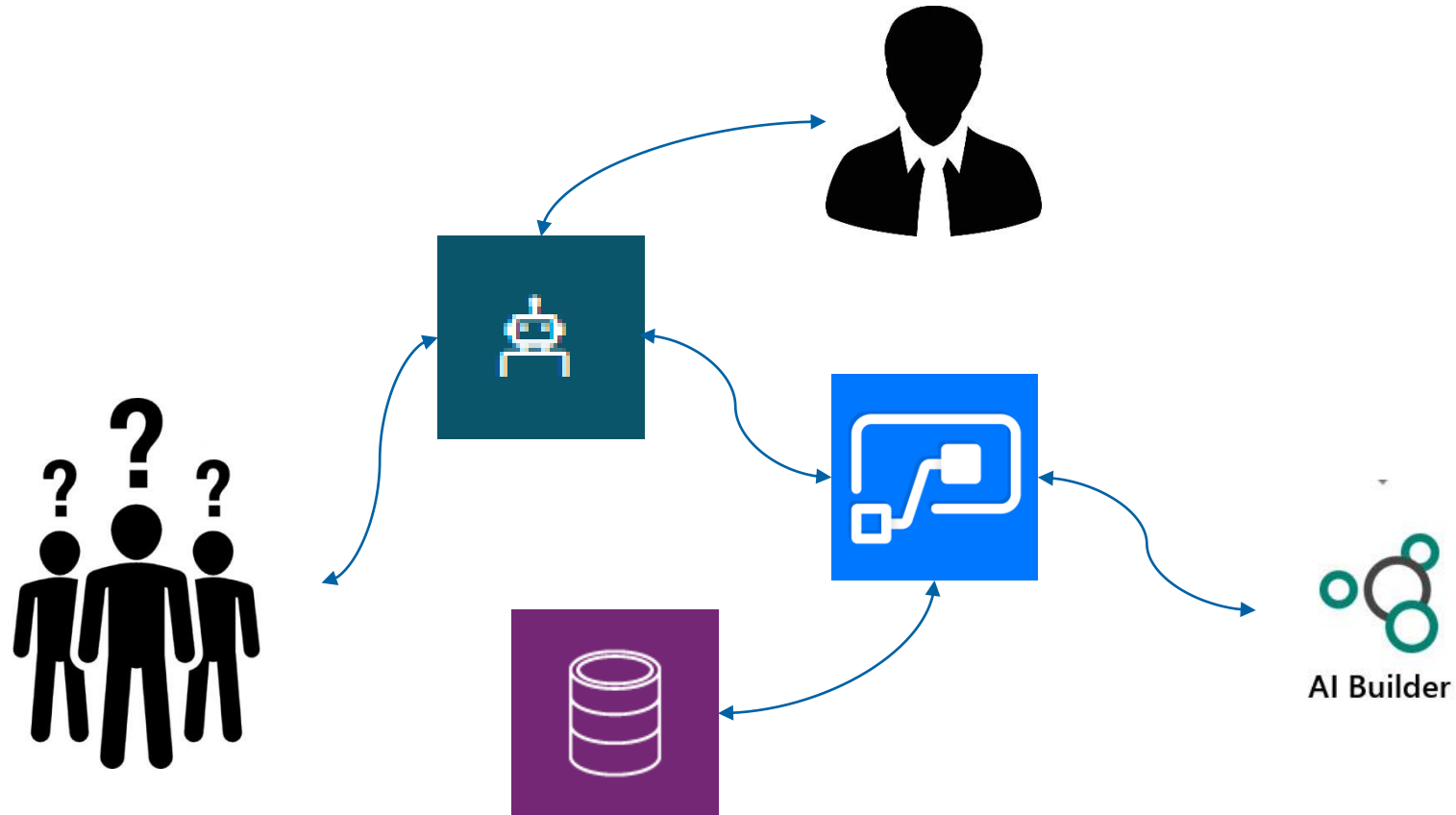


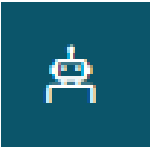
**Common  
Data Service**



**\* Important notice:**

This is NOT an official Microsoft slide  
It's my own interpretation of the changes and  
based on the "buzz" and shared pictures  
coming from MS Ignite  
[zepowerdiver.com](http://zepowerdiver.com)

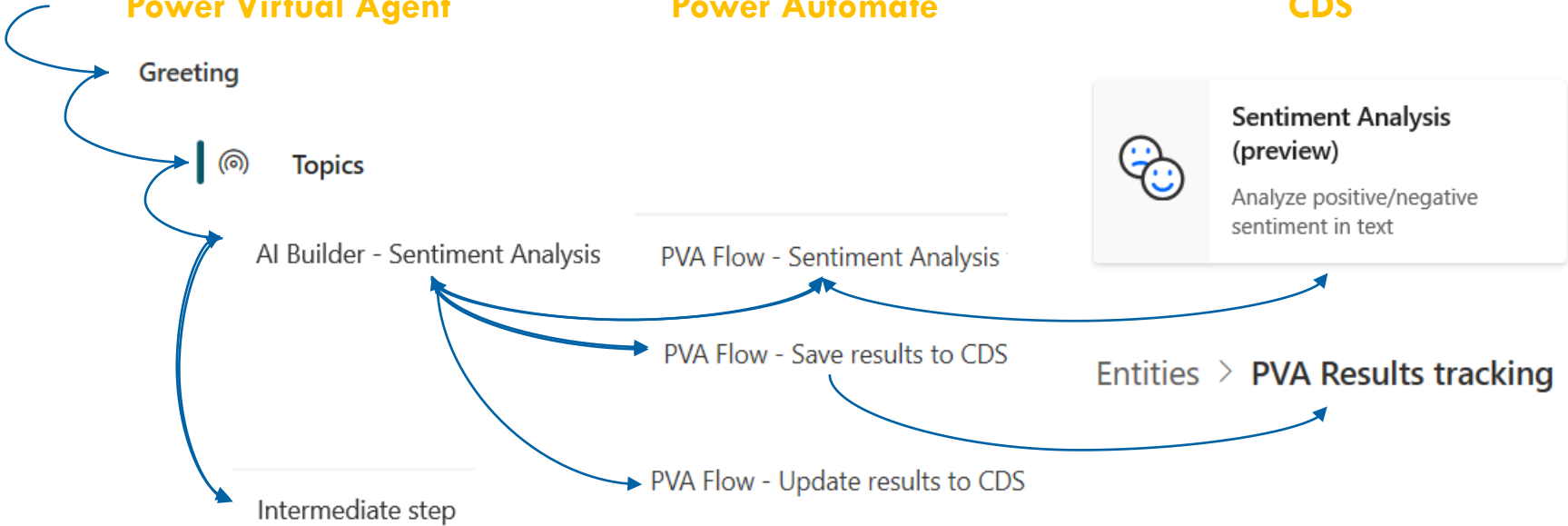




Power Virtual Agent

Power Automate

CDS







DEMO



Wrapup

# Covered in this session



 Power Virtual Agents

 Power Automate

 Using the PVA template for the base http request

 Include in a solution to access Predict action (AI Builder)

 AI Builder (Sentiment Analysis prebuilt model)

 Common Data Service (CDS)

 Power Apps

# Some Useful References



## My stuff

- Sample BOT using AI Builder sentiment analysis
  - <http://bit.ly/AIBuilderBot>
- Social media and content
  - <https://www.linkedin.com/in/zepowerdiver/>
  - <https://twitter.com/ZePowerDiver>
  - <https://www.facebook.com/ZePowerDiver/>
  - <https://www.youtube.com/c/ZePowerDiver>
  - <http://www.zepowerdiver.com/>
  - <https://www.instagram.com/zepowerdiver/>
  - <https://github.com/ZePowerdiver>

## Microsoft's stuff

- Power Virtual Agents
  - <https://powervirtualagents.microsoft.com/>
- Power Apps
  - <https://powerapps.microsoft.com/>
- Power Automate
  - <http://powerautomate.microsoft.com/>
- Power BI
  - <https://powerbi.microsoft.com/>
- AI Builder
  - <https://docs.microsoft.com/en-ca/ai-builder/overview>



THANK YOU!



Solgari

eXalents





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