

# Kembali Ke Sekolah dengan Microsoft 365



Oleh:  
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## Agus Suparno, MVP

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# Membuat PSB Bot dengan Power Virtual Agent

Agus Suparno, Microsoft MVP

# Agenda

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What is Power Virtual Agents

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Create Topics

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Edit Topic

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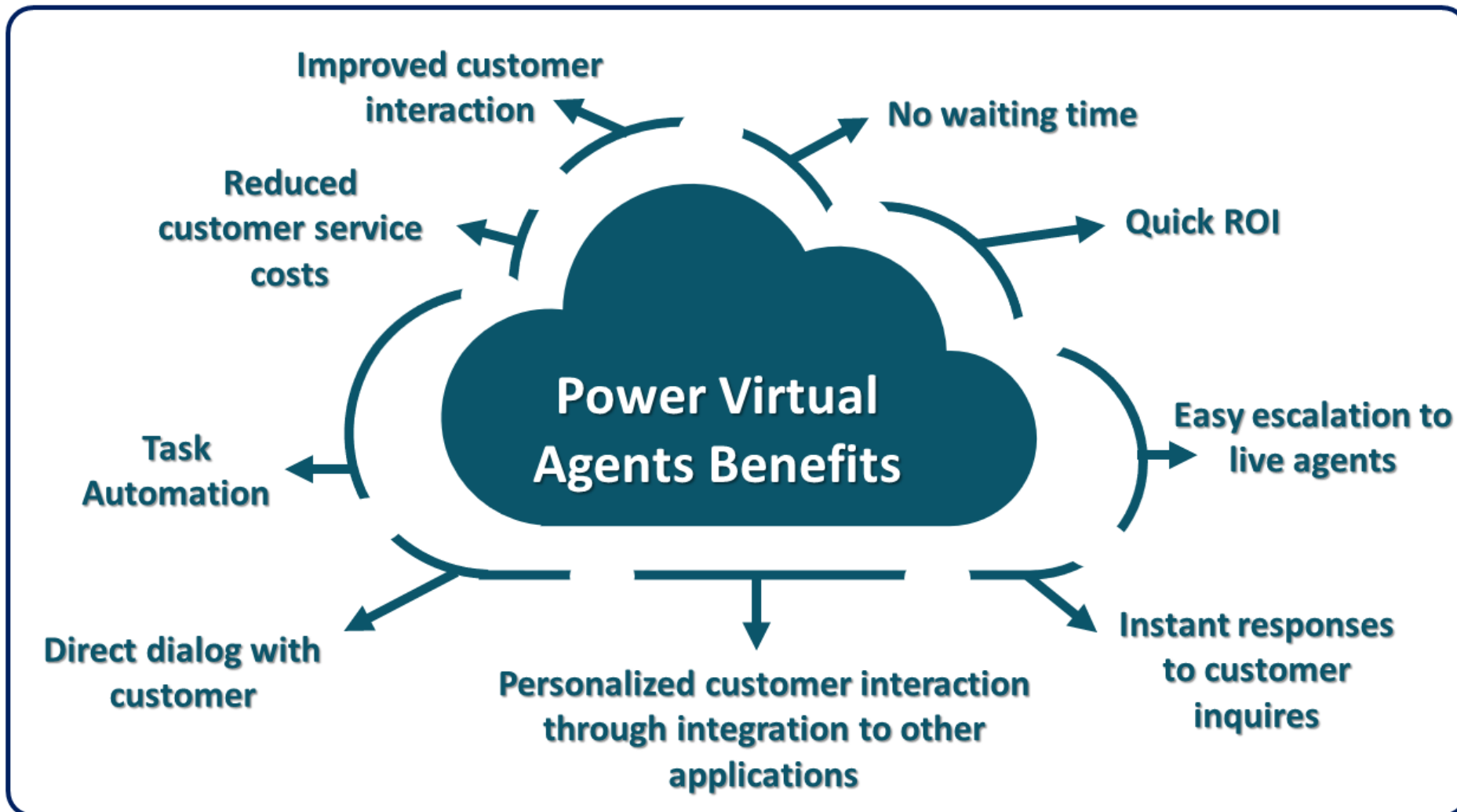
Publish Bot

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Analyze Bot

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# Benefits



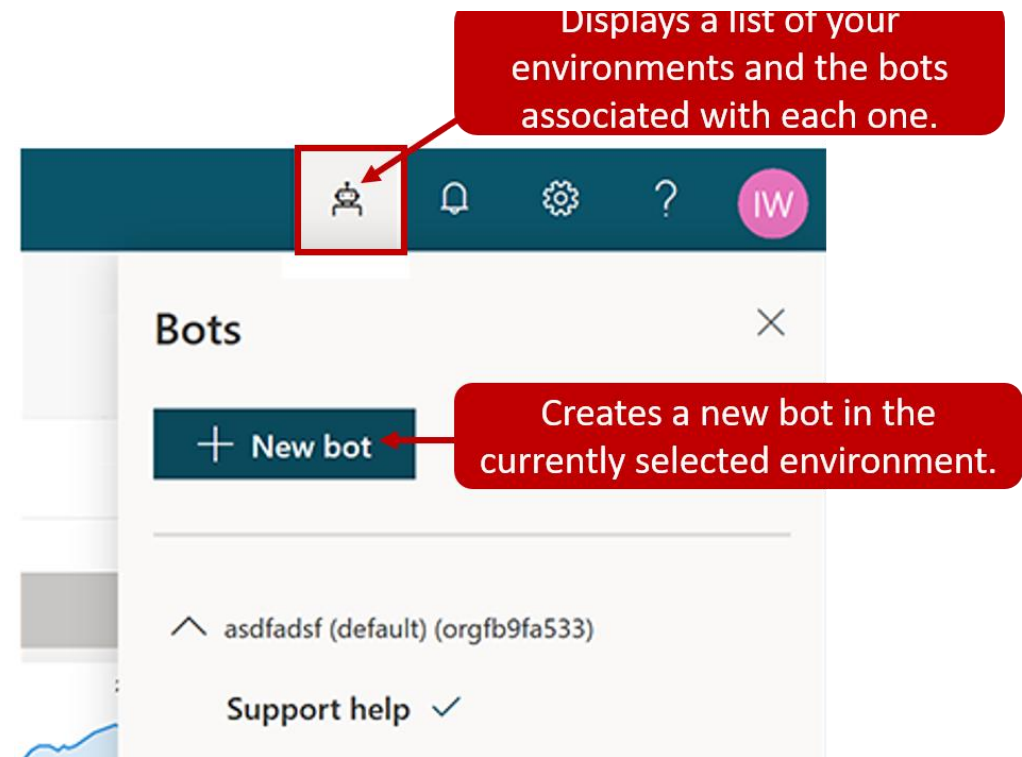


# Dengan Power Virtual Agents

- **Berdayakan tim** dengan memungkinkan mereka membuat bot sendiri dengan mudah tanpa memerlukan perantara, atau pengkodean atau keahlian AI.
- **Kurangi biaya** dengan Mengotomatisasikan pertanyaan umum dengan mudah dan membebaskan waktu agen manusia untuk menangani masalah yang lebih kompleks.
- **Tingkatkan kepuasan pelanggan** dengan memungkinkan pelanggan untuk membantu diri sendiri dan menangani masalah dengan cepat 24/7 menggunakan percakapan bot pribadi yang kaya.

# Create bots and work with the Power Virtual Agents interface

- You can create bots by selecting the bot icon in the Power Virtual Agents interface.
- Bots are created for each environment.
- By default, all bots will be created in the [default Power Apps environment for your organization or tenant](#)





## Create a new bot

Name\*

Customer Support

Language\* ⓘ

English (US)

Environment\* ⓘ

CS and FS (mslearnomnichannel) - United States

The environment can be changed if you selected the wrong one initially.

Signed in as  [Sign out](#)

Create

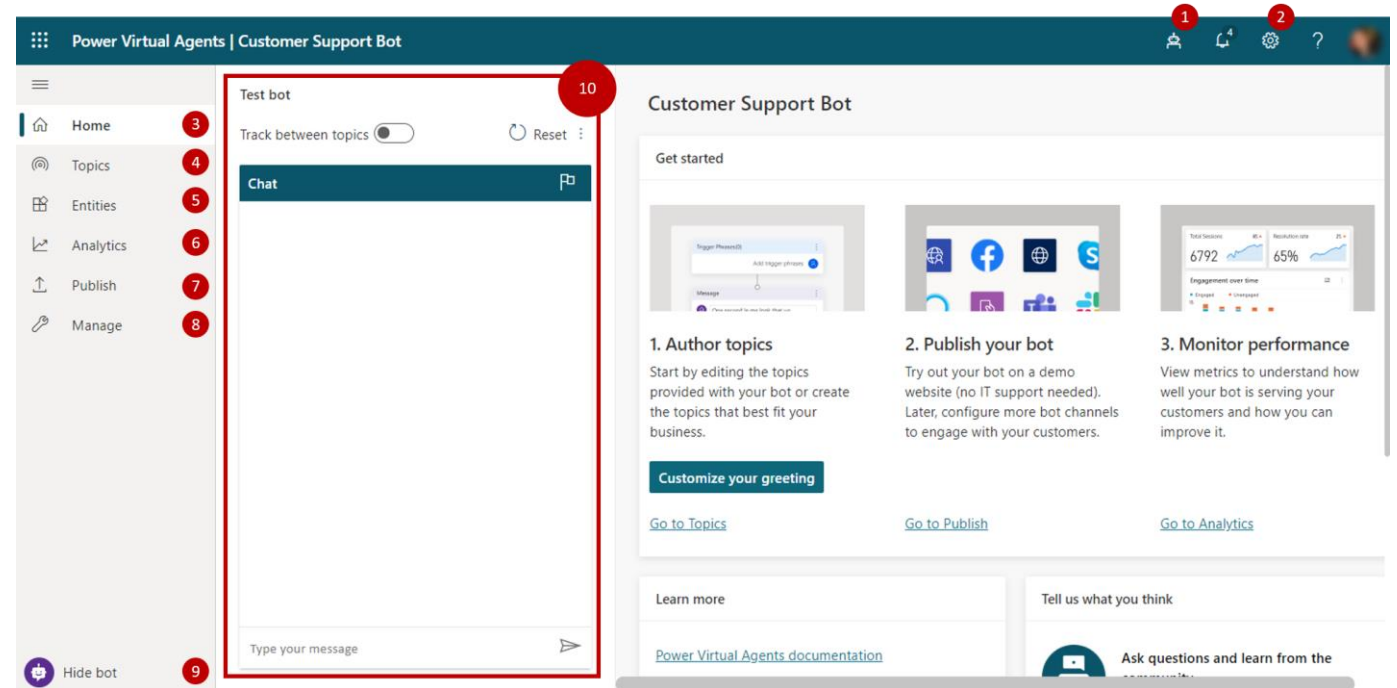
# Create Bot

- In the **Create a new bot** dialog box, enter a name for your bot.
- Select **Create** to begin the bot-building process, which can take up to 15 minutes for the first bot that you create in an environment.
- Subsequent bots take less time to create



# Work with the Power Virtual Agents user interface

- The Power Virtual Agents user interface provides you with all the tools necessary to create, test, publish, and monitor the performance of your bot. When the application is loaded after the bot has been created, you will see multiple areas that can help you throughout process of working with your bot



# Power Virtual Agents user interface features

- **Bots panel** - Used to create and open existing bots across all your environments.
- **Settings** - Provides access to different Power Virtual Agents settings, such as fallback topics and transfer to agent settings.
- **Home** - Takes you to the main page of your bot. On this page, you can find tools to assist you with creating, publishing, and monitoring performance of your bot. Learning content and training videos can also be accessed from this location.
- **Topics** - Provides access to all user and system topics that are available for the bot.
- **Entities** - Provides access to all prebuilt and custom entities that are available to be used by the bot.

- **Analytics** - Provides analytical details that are related to the performance and usage of the bot.
- **Publish** - Provides tools for publishing your bot and deploying it to different channels.
- **Manage** - Toolset that assists in management items such as which channels your bot is deployed to, bot authentication, and skills management.
- **Test/Hide bot** - Opens the Test bot dialog box, where you can engage with bot topics in real time.
- **Test bot panel** - Lets you test your bot topics to ensure that they are performing as expected.

## Power Virtual Agents user interface features

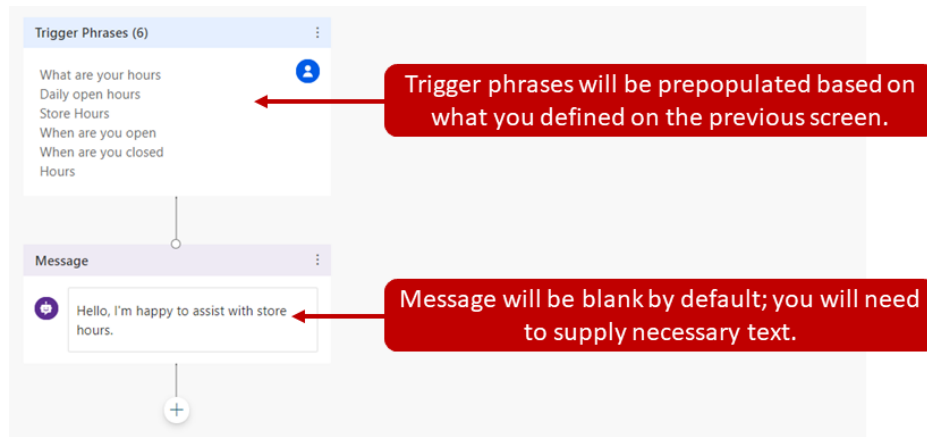
# Create Topic

Each topic consists of two primary elements:

- **Trigger phrases** - Phrases, keywords, or questions that are entered by users and relate to a specific issue.
- **Conversation nodes** - Define how a bot should respond and what it should do.

# Get started with topics

- **Lesson** - Pre-created user topics that can help you understand simple and complex ways of using nodes to create bot conversations.
- **System** - Prepopulated topics that represent common use cases that can occur during a bot conversation.
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## Work with lesson topics

Lesson 1 – A simple topic

Lesson 2 – Simple topic with condition and variable

Lesson 3 – Topic with conditions, variables, and a prebuilt entity

Lesson 4 - Topic with conditions, variables, and a custom entity



# System Topic

✓	System Topics (9)	
	Fallback	No trigger phrases
	Goodbye	<u>(67) Bye</u>
	Start over	<u>(3) start over</u>
	Thank you	<u>(4) thanks</u>
	Escalate	<u>(65) Talk to agent</u>
	End of Conversation	No trigger phrases
	Confirmed Success	No trigger phrases
	Confirmed Failure	No trigger phrases
	Greeting	<u>(52) Good afternoon</u>

# Create Topics

Store Hours

Setup Analytics

Name \*

Store Hours


Description

Enter a description

Trigger phrases (6) ⓘ

How might your customers ask about this topic? Try to start with 5-10 diverse phrases.

Enter a trigger phrase

 Add

What are your hours


Daily open hours

Store Hours

When are you open

When are you closed

Hours

 Go to authoring canvas

Modified

6/23/20, 6:22 AM

Status

-

Launches the authoring canvas where you will design the conversation flow for the topic.

Trigger phrases should be unique to the topic. Using the same trigger phrase in multiple topics can result in items not displaying correctly.

# The trigger phrases

The screenshot displays a chatbot configuration interface. It features two main sections: 'Trigger Phrases (6)' and 'Message'. The 'Trigger Phrases' section contains a list of phrases: 'What are your hours', 'Daily open hours', 'Store Hours', 'When are you open', 'When are you closed', and 'Hours'. A red arrow points from a text box to this list. The 'Message' section contains a text box with the message: 'Hello, I'm happy to assist with store hours.' A red arrow points from another text box to this message box. A plus sign icon is visible at the bottom of the interface.

Trigger Phrases (6)

- What are your hours
- Daily open hours
- Store Hours
- When are you open
- When are you closed
- Hours

Message

Hello, I'm happy to assist with store hours.

Trigger phrases will be pre-populated based on what you defined on the previous screen.

Message will be blank by default, you will need to supply necessary text.

# Work with conversation nodes

The screenshot displays a chatbot builder interface. At the top, a 'Message' node contains a bot icon and the text 'Hello, I'm happy to assist with store hours.' Below this, a 'Question' node is highlighted with a red box. A red arrow points from a text box to the 'Question' node. The 'Question' node configuration includes a title 'Ask a question', a text input field with the question 'Which store location would you like hours for?', and a section titled 'Identify' with a 'Multiple choice options' dropdown. Under 'Options for user', there are two input fields: 'Seattle' and 'Bellevue', each with a trash icon to its right. A red bracket groups these options, with a red arrow pointing to a text box. At the bottom, there is a '+ New option' button and a 'Save response as' section with a 'Var (text)' dropdown and an edit icon.

Message

Hello, I'm happy to assist with store hours.

Question

Ask a question

Which store location would you like hours for?

Identify

Multiple choice options

Options for user

Seattle

Bellevue

+ New option

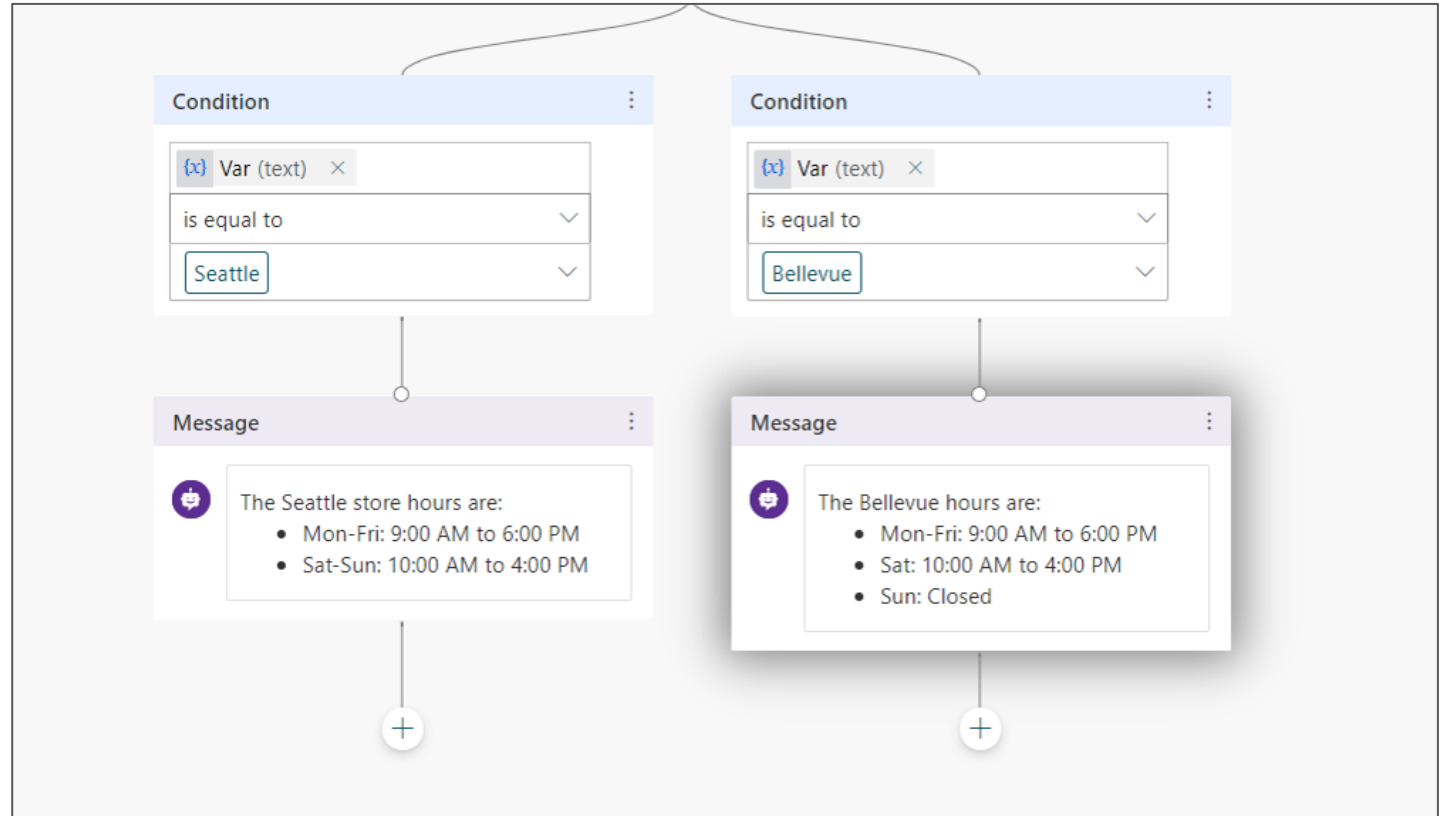
Save response as

Var (text)

Different node types can be inserted based on what you want to display or capture.

Options are presented as buttons in the chat conversation window.

# Message Node



# Demo Membuat Chatbot