

It's time to create your first Chatbot



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Power Platform

Dynamics 365

Azure

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Goal

You will be able to create a chatbot right after this session.

Untrained resources

Inconsistent service

Not efficient

Available on Phone

Traditional Customer Service

Resource limitation

Unavailability

Slow

Infrastructure
limitations

Next Generation Customer Service



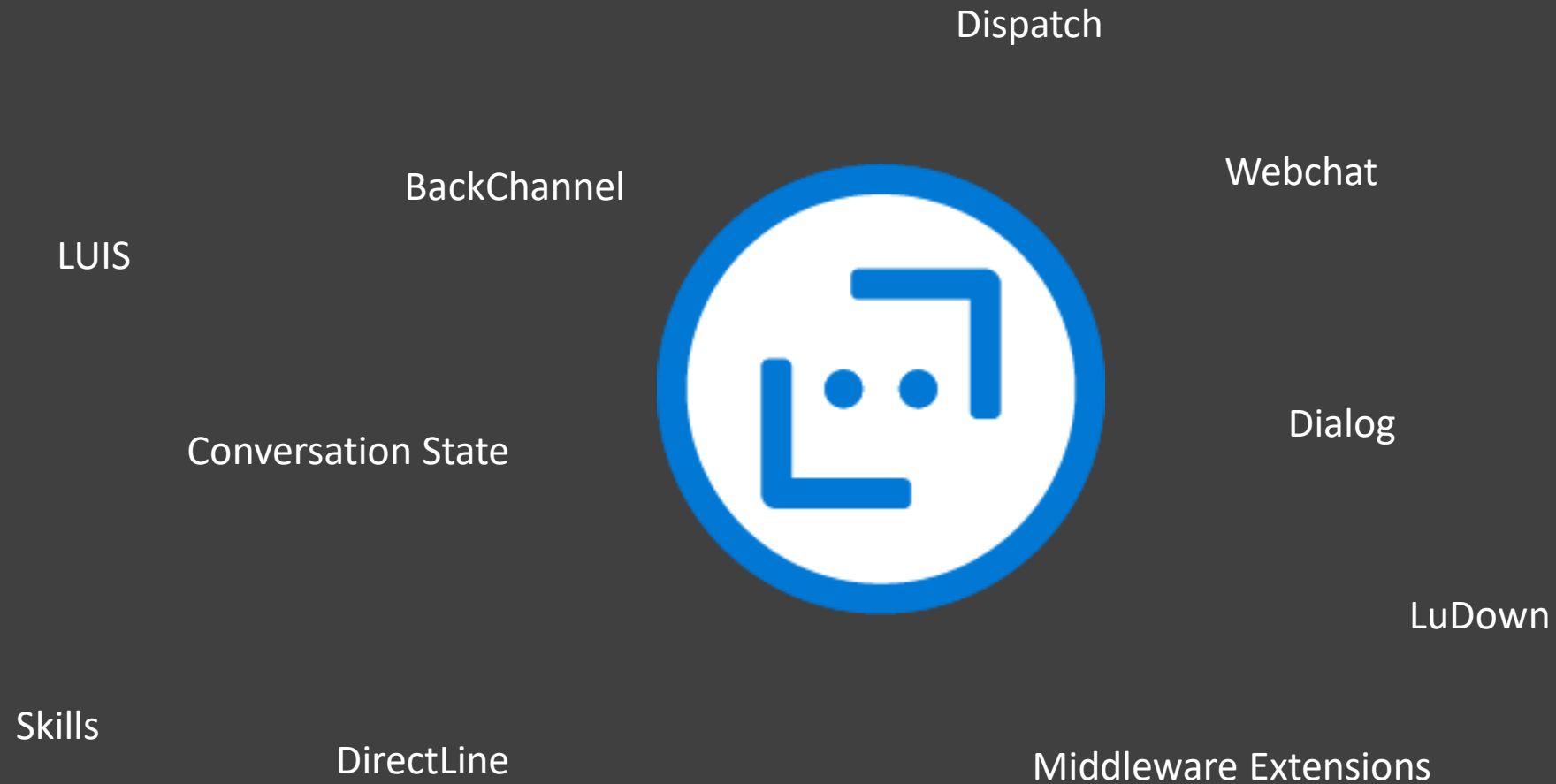
CXO

- 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

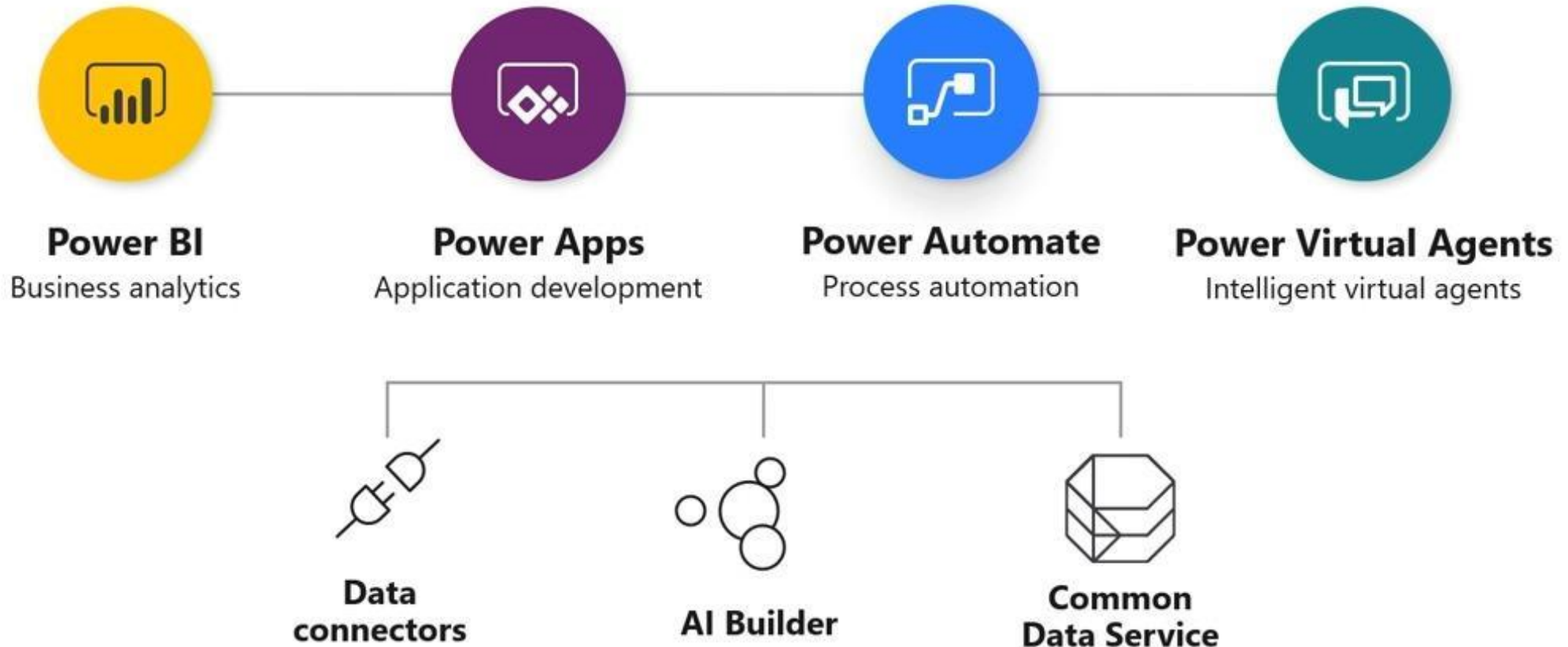
- Requires a Pro Developer
- More time and cost
- Longer Time-to-Market
- IT for Deployment and Maintenance
- Deep understanding of the azure services



Power Virtual Agents

Microsoft Power Platform

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



Apply for Credit Card

Replace membership Card

Store hours

Pay Bill

Create a Case

Shipping Policy

Topics

Reminders

Follow up a Case

Store Location

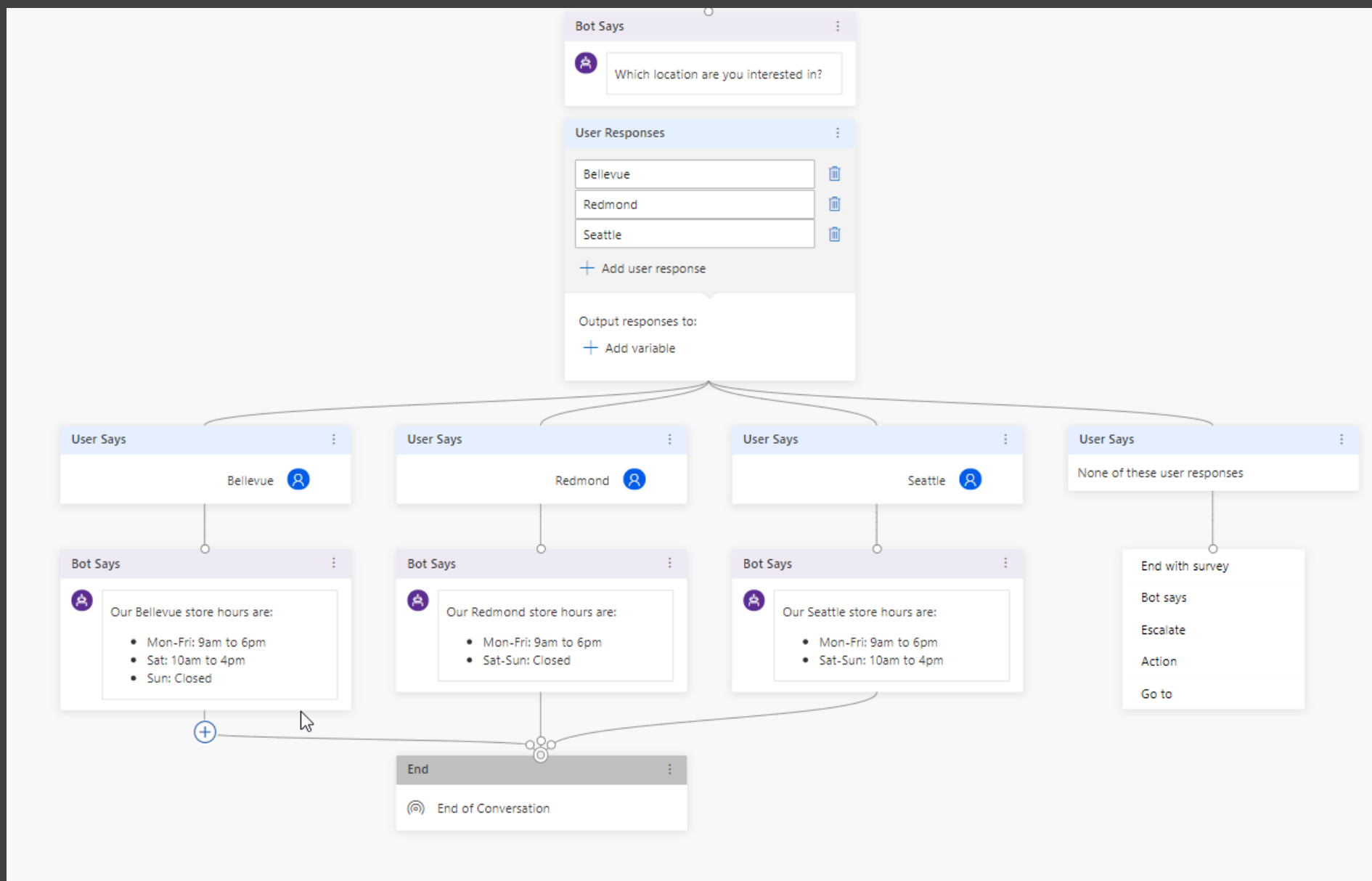
Check Balance

Redeem Gift Card

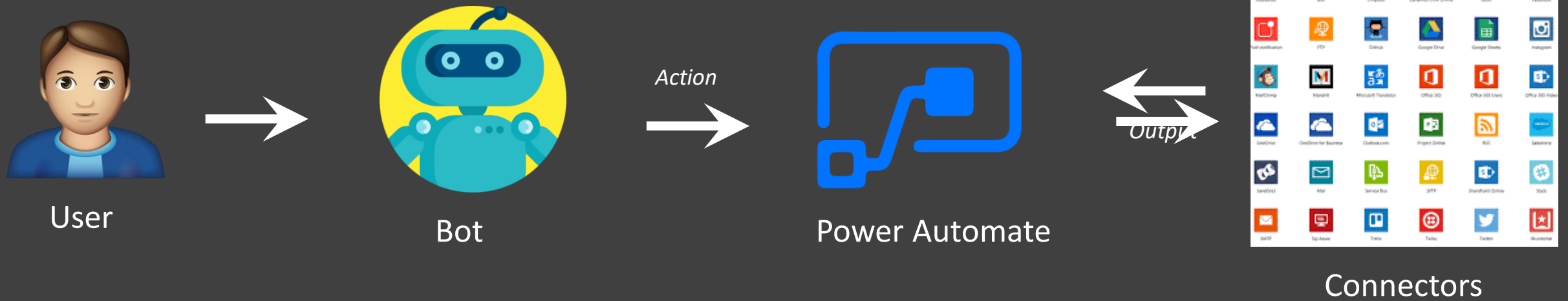
Cancel Order

Coupons and Promotions

Topic



Power Automate Integration



Demo

Multiple Channel
Support

Simple Topic Authoring

Topic
Suggestions

Analytics

Fallback Topic

Bot Framework
Skills Integration

Native Power
Automate Integration

Omnichannel Hub
Handoff

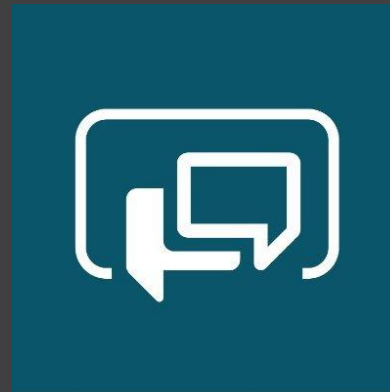
Customer
Insight
Integration

Bot Service
Channels

Authentication
Support

Slot Filling

Entities



What's coming

- Multiple Language Support
- Multiple users topic authoring
- Add Images and Videos
- Export and Import Bot
- Power Virtual Agents Bot in Canvas App

Best Practices



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?



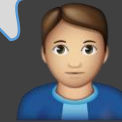
Sorry, I can't help with that.



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.



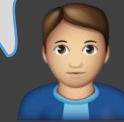
Awesome. Thanks!





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 😊

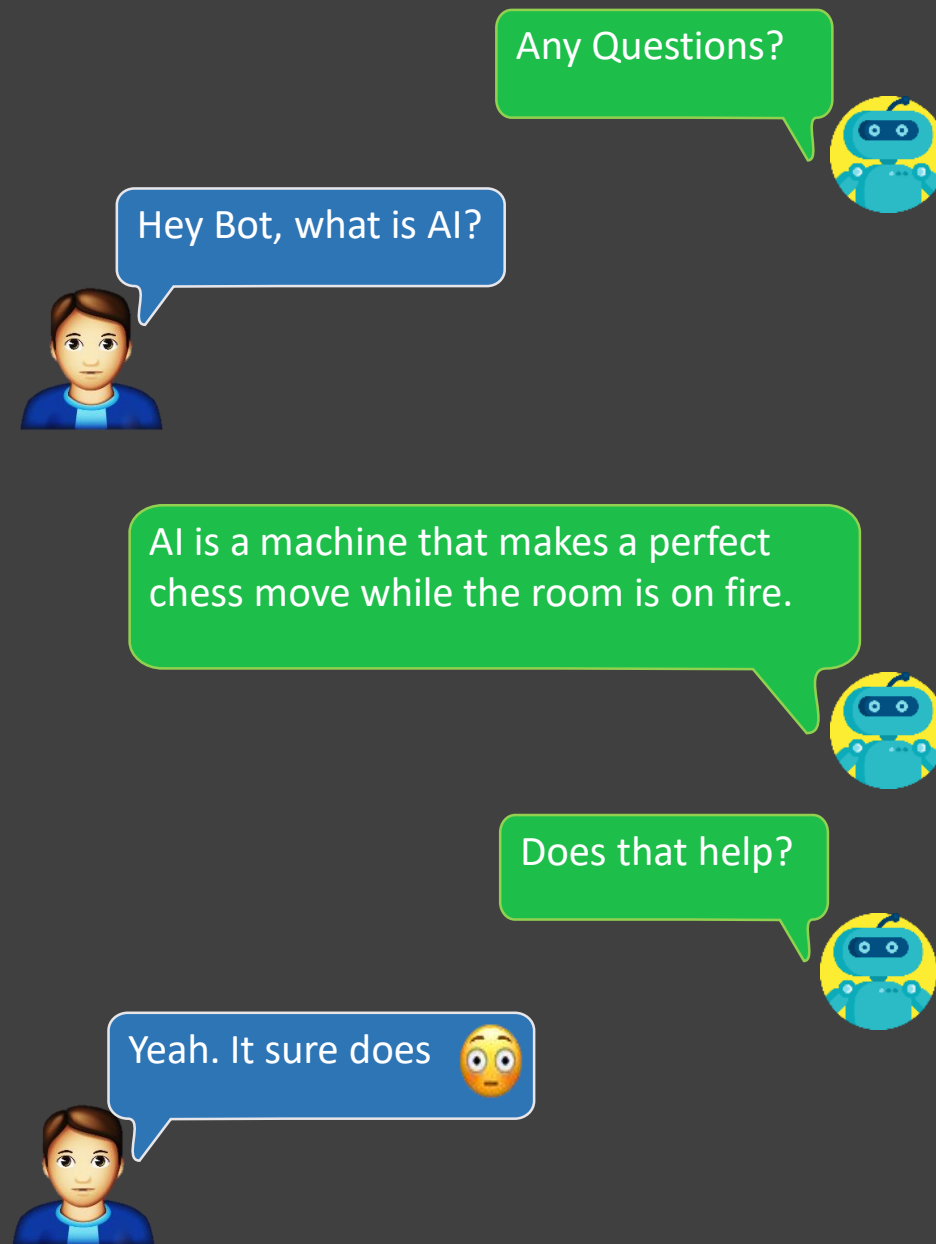
Take Aways

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



Questions?

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Please fill out the survey!



#MorePowerLessTrouble

#EmPowerYourCareer



EmPower Your Career

Conference

April 3rd to 5th

365
SATURDAY

Thank You for Attending