



# Power Platform App in a Day

Crisis Response Module 3: Crisis Communication Bot  
Hands-on Lab Step-by-Step

May 2020

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## Lab Prerequisites

Power Apps license and an environment.

# Crisis Communication Bot

The module will help you quickly build a bot using Power Virtual Agents to manage crisis response FAQ's and get information out quickly in a chat interface that can be embedded in any website.

- Sign up for trial Power Virtual Agents.
- Build a bot using FAQ's
- Test the bot
- Change the default greeting
- Publish the bot

Estimated time to complete these steps: **15–20 minutes**.

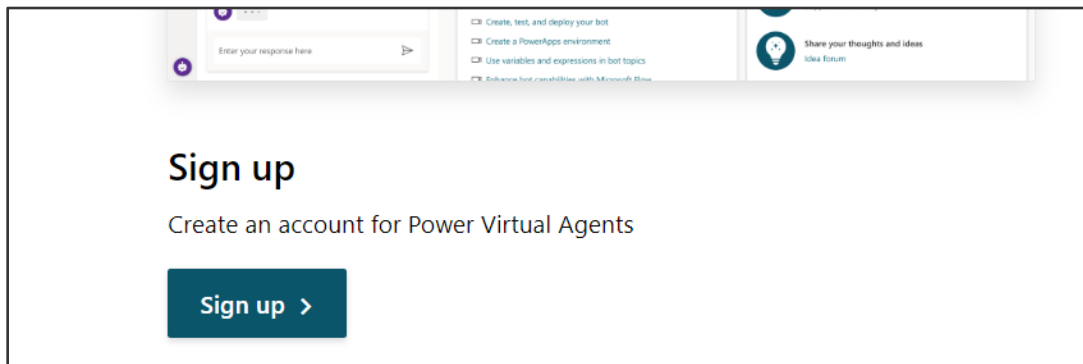
# Exercise 1: Sign up for PVA and build the bot

In this exercise, you will sign up for Power Virtual Agents trial, create a bot, build topics from the CDC FAQ site, and test the bot.

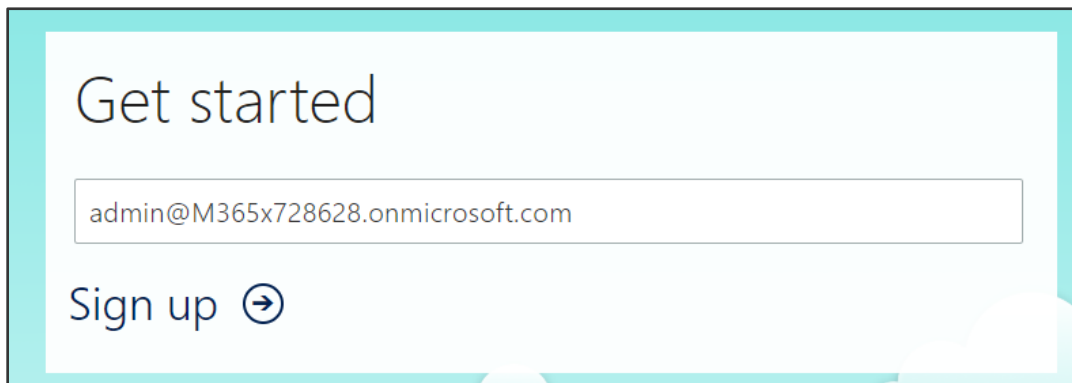
## Task 1: Sign up for PVA

In this task, you will sign up for Power Virtual Agents trial.

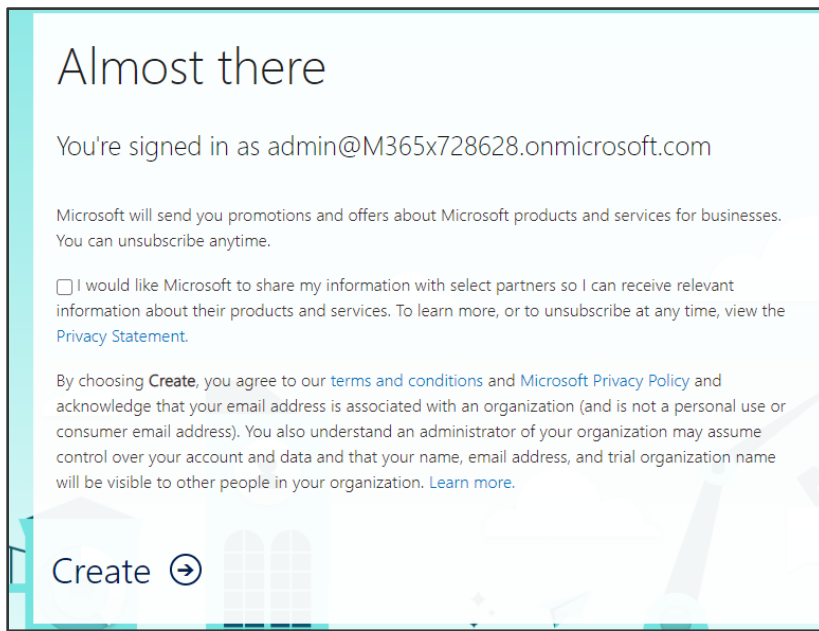
1. Navigate to [Power Virtual Agents](#)
2. Scroll down and click **Sign up**.



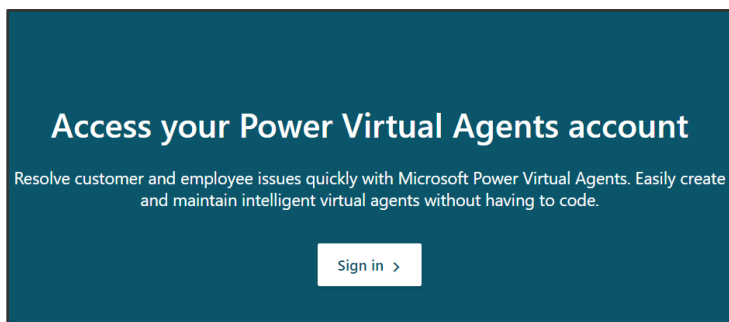
3. Provide your admin email address and click **Sign up**.



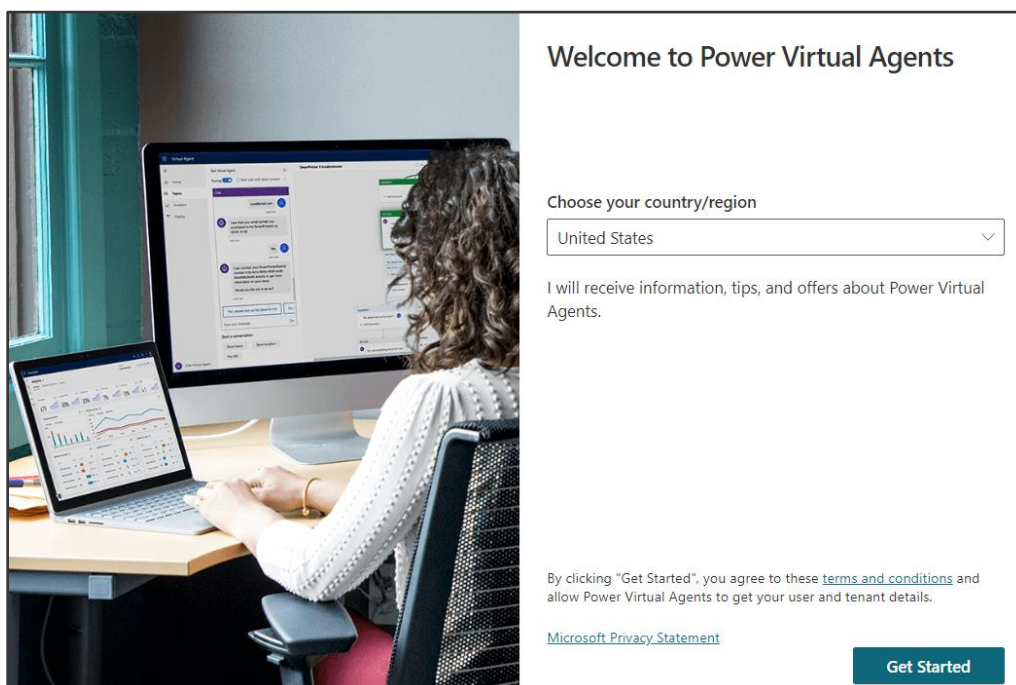
4. Click **Sign in**.
5. Provide your password and click **Sign in** again.
6. Click **Create** and wait until you see the sign in button.



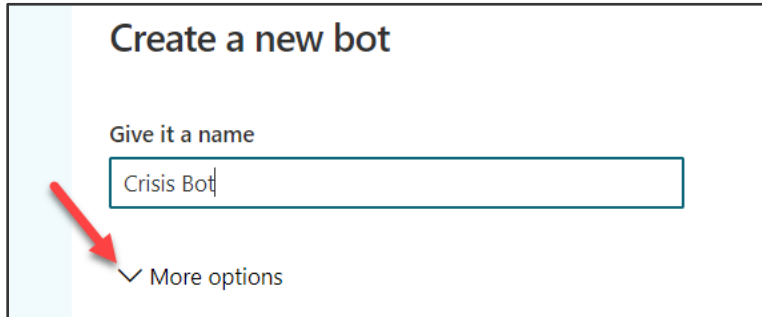
7. Click **Sign in**.



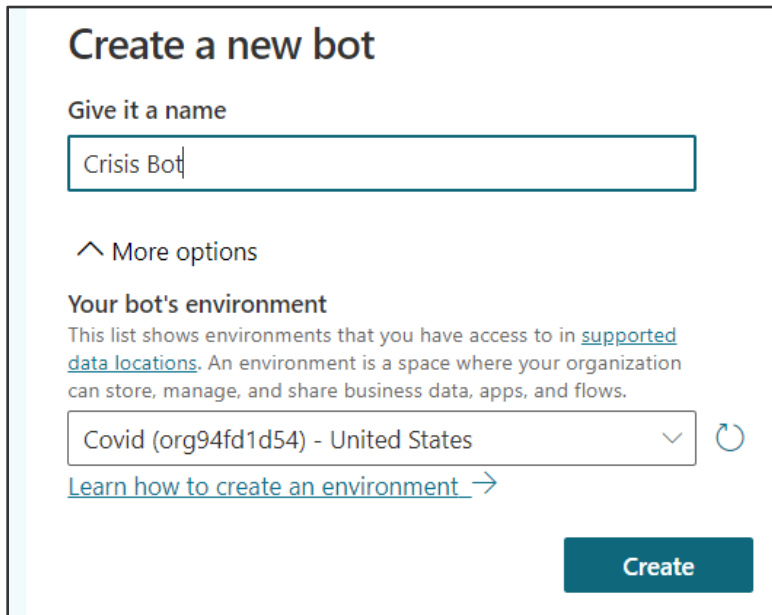
8. Select your country/region and click **Get Started**.



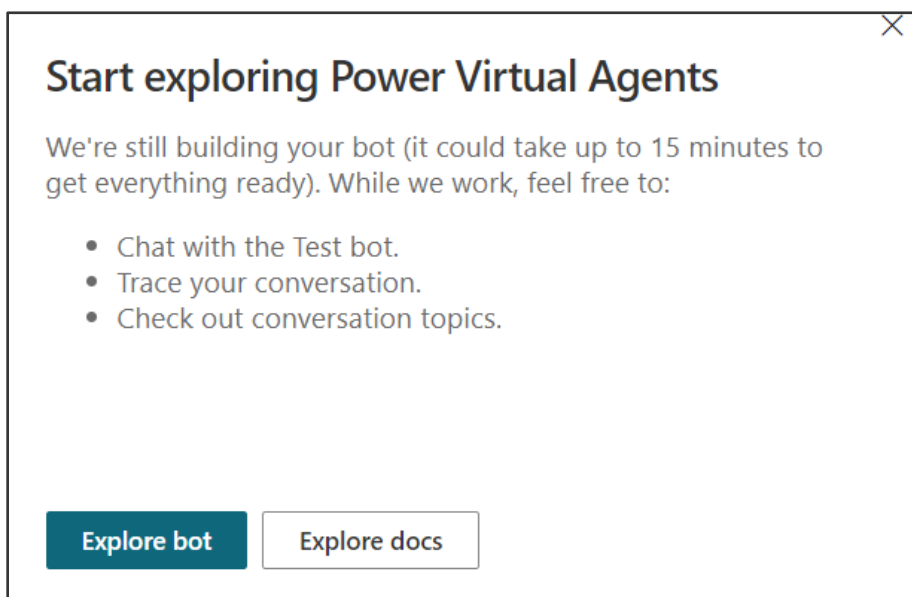
9. Enter **Crisis Bot** for name and click expand **More options**.



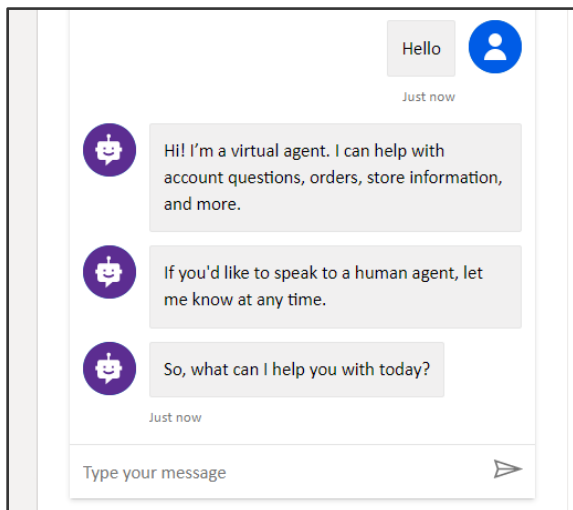
10. Select the environment you want to create the bot in and click **Create**. Wait for the bot to be created.



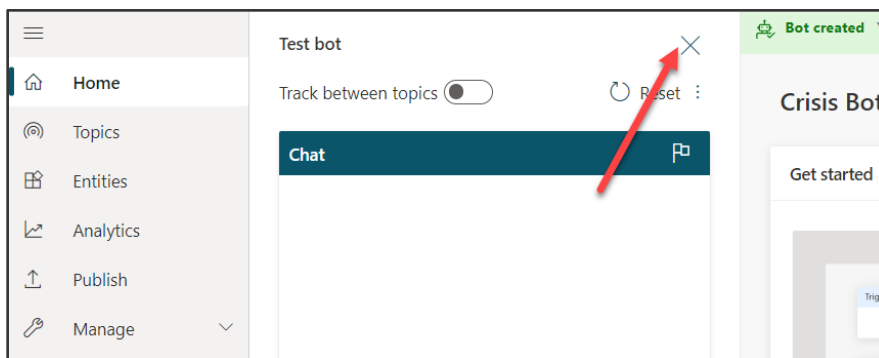
11. Click **Explore bot**.



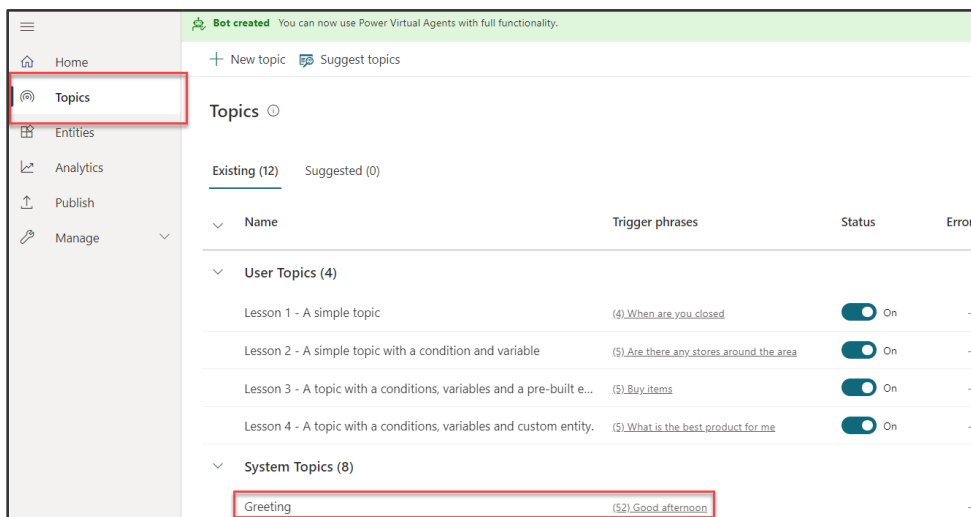
12. Test the Bot. Type Hello in the message box and click Send. The Bot should greet you and tell you what it can do.



13. Close the **Chat**.



14. Select Topics. The bot comes with some sample user topics and some system topics. The default greeting came from the system topics.

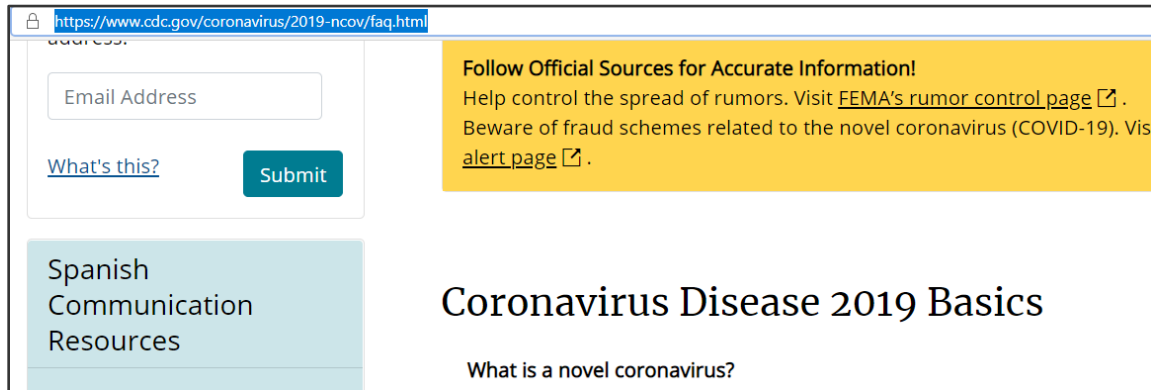


15. In the next task, you will generate your own topics from the CDC FAQ site. Do not navigate away from this browser window.

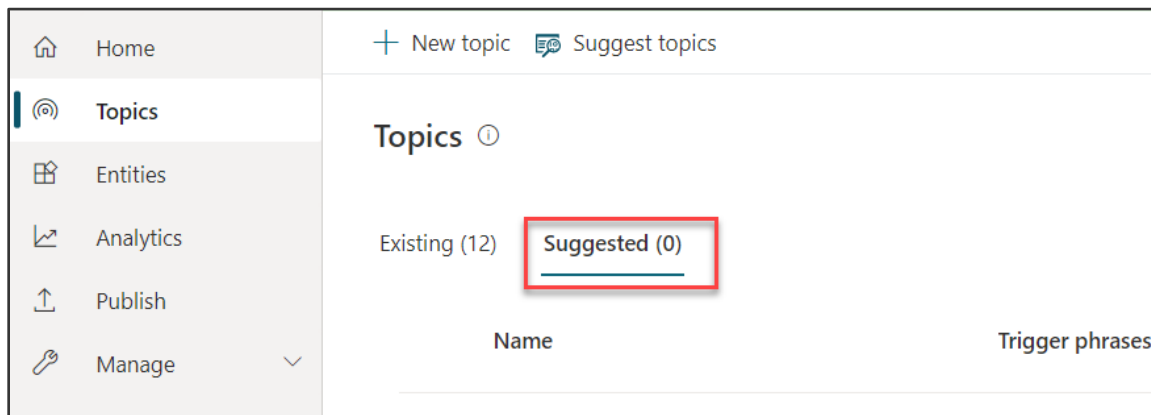
## Task 2: Create topics

In this task, you will generate topics from the CDC FAQ site.

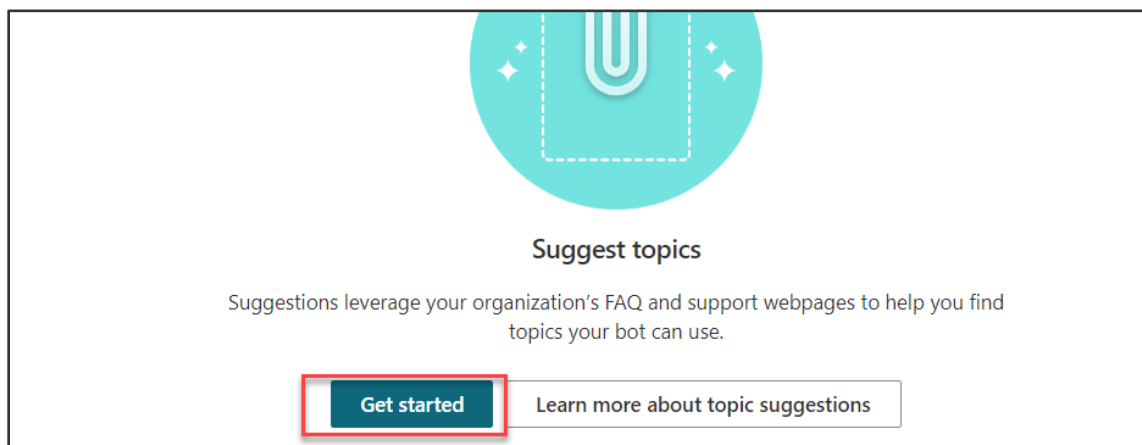
1. Navigate to [CDC FAQ](https://www.cdc.gov/coronavirus/2019-ncov/faq.html) site and examine what is on the site. You will generate your topics from these FAQs
2. Copy the URL.



3. Go back to Power Virtual Agents and make sure you still have **Topics** selected.
4. Select the **Suggested** tab.

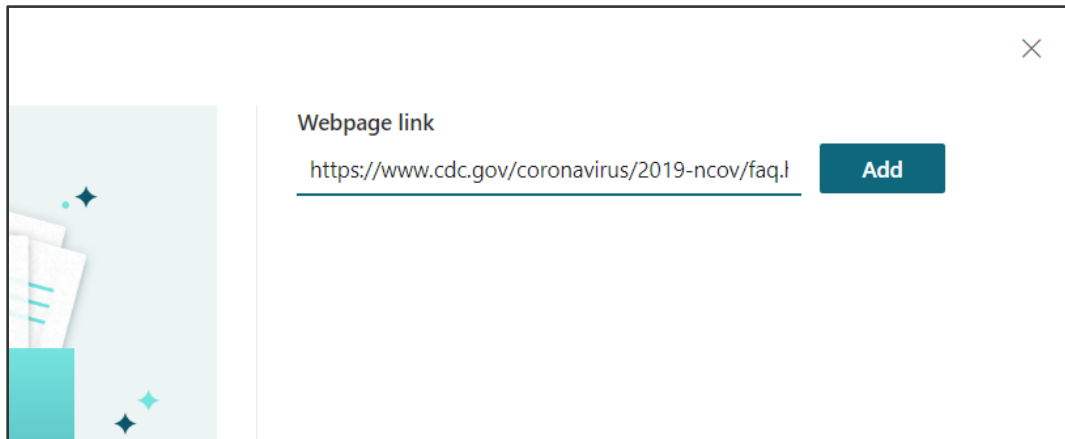


5. Click **Get started**.



6. Paste the URL you copied in the **Web link** textbox and click Add.



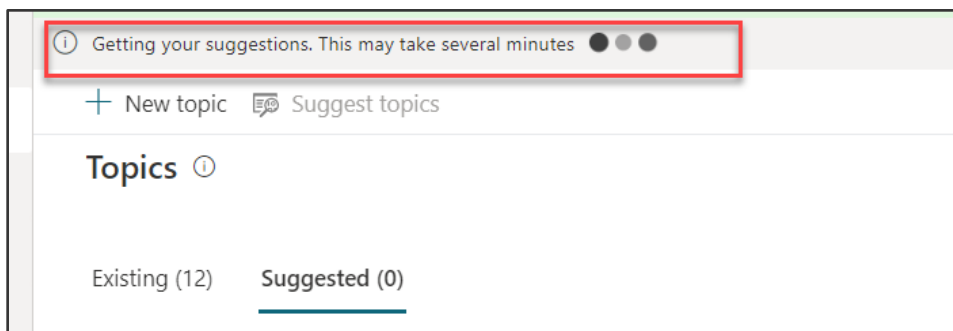


Webpage link

<https://www.cdc.gov/coronavirus/2019-ncov/faq.>

Add

7. Click **Start** and wait. This can take few minutes.



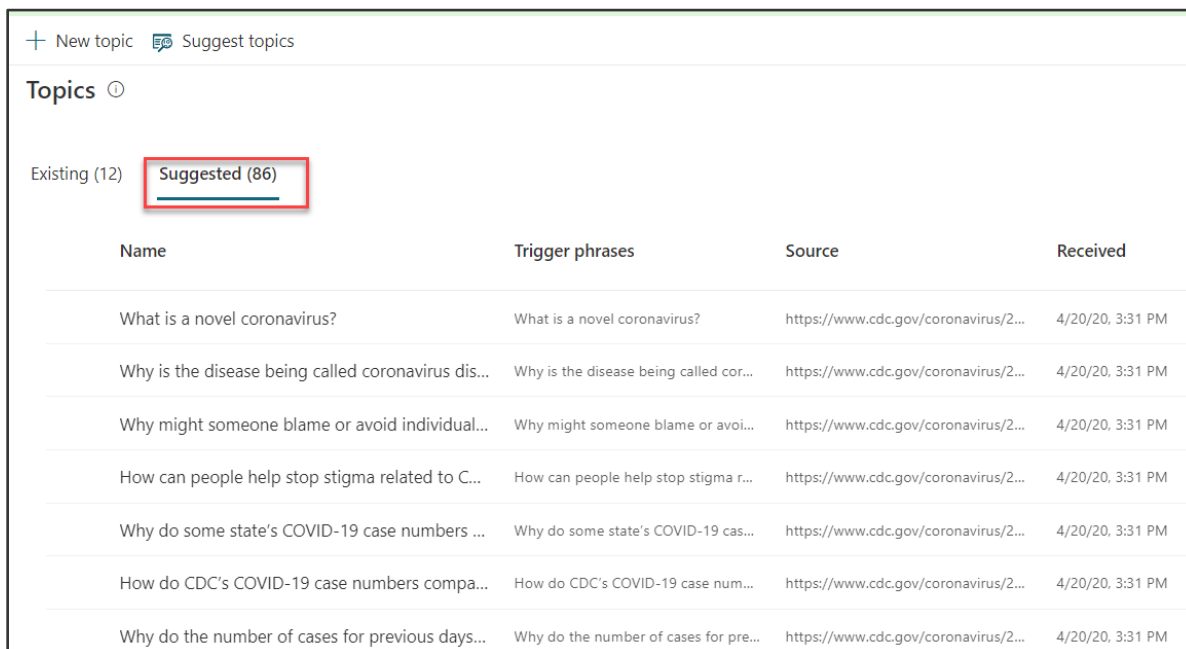
Getting your suggestions. This may take several minutes

+ New topic Suggest topics

Topics ⓘ

Existing (12) Suggested (0)

8. You should get some suggested topics created for you.



+ New topic Suggest topics

Topics ⓘ

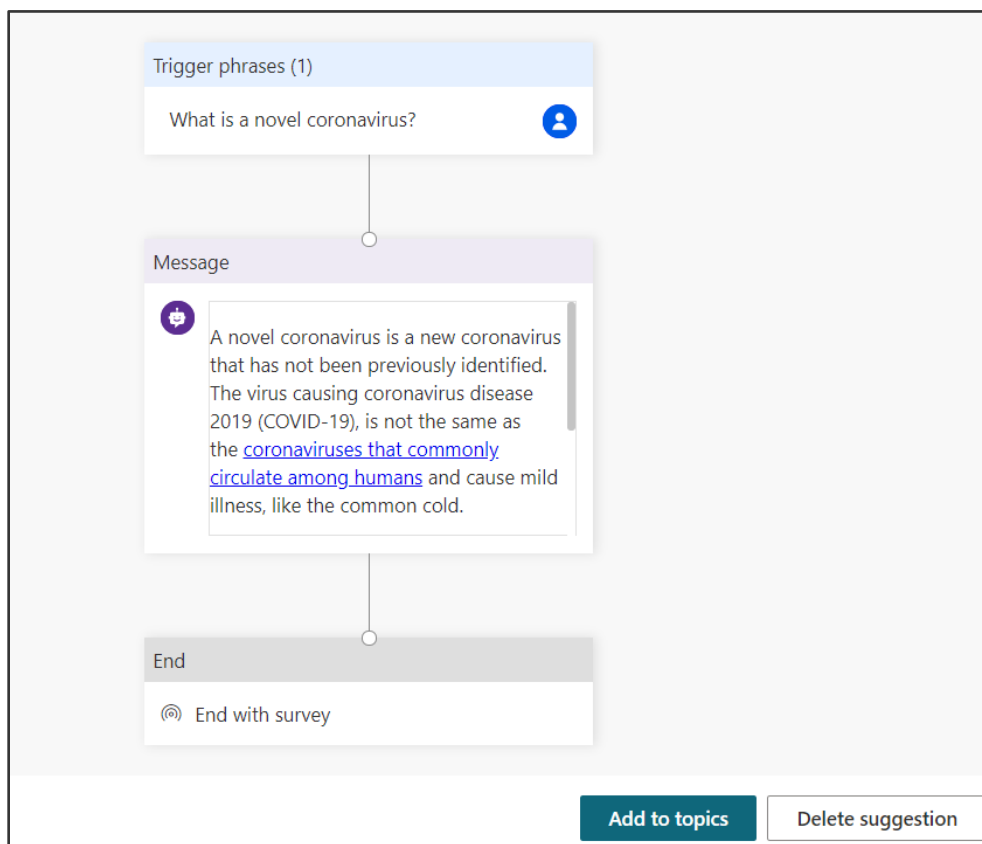
Existing (12) Suggested (86)

Name	Trigger phrases	Source	Received
What is a novel coronavirus?	What is a novel coronavirus?	<a href="https://www.cdc.gov/coronavirus/2019-ncov/faq/">https://www.cdc.gov/coronavirus/2019-ncov/faq.</a>	4/20/20, 3:31 PM
Why is the disease being called coronavirus dis...	Why is the disease being called cor...	<a href="https://www.cdc.gov/coronavirus/2019-ncov/faq/">https://www.cdc.gov/coronavirus/2019-ncov/faq.</a>	4/20/20, 3:31 PM
Why might someone blame or avoid individual...	Why might someone blame or avoi...	<a href="https://www.cdc.gov/coronavirus/2019-ncov/faq/">https://www.cdc.gov/coronavirus/2019-ncov/faq.</a>	4/20/20, 3:31 PM
How can people help stop stigma related to C...	How can people help stop stigma r...	<a href="https://www.cdc.gov/coronavirus/2019-ncov/faq/">https://www.cdc.gov/coronavirus/2019-ncov/faq.</a>	4/20/20, 3:31 PM
Why do some state's COVID-19 case numbers ...	Why do some state's COVID-19 cas...	<a href="https://www.cdc.gov/coronavirus/2019-ncov/faq/">https://www.cdc.gov/coronavirus/2019-ncov/faq.</a>	4/20/20, 3:31 PM
How do CDC's COVID-19 case numbers compa...	How do CDC's COVID-19 case num...	<a href="https://www.cdc.gov/coronavirus/2019-ncov/faq/">https://www.cdc.gov/coronavirus/2019-ncov/faq.</a>	4/20/20, 3:31 PM
Why do the number of cases for previous days...	Why do the number of cases for pre...	<a href="https://www.cdc.gov/coronavirus/2019-ncov/faq/">https://www.cdc.gov/coronavirus/2019-ncov/faq.</a>	4/20/20, 3:31 PM

9. Click to open one of the suggested topics.

Topics ⓘ		
Existing (12)	<u>Suggested (86)</u>	
Name	Trigger phrases	Source
What is a novel coronavirus?	What is a novel coronavirus?	http
Why is the disease being called coronavirus dis...	Why is the disease being called cor...	http

10. You should see the trigger phrase and what the bot reply will be. **Click Add to topics.**



11. The suggested topic should be added to your topics. Select all the suggested topics and click Add to topics.

<a href="#">+ New topic</a> <a href="#">Suggest topics</a> <a href="#">Add to topics</a> <a href="#">Delete</a>				
Topics ⓘ				
Existing (13) <u>Suggested (85)</u>				
<input checked="" type="checkbox"/>	Name	Trigger phrases	Source	Received
<input checked="" type="checkbox"/>	Why is the disease being called coro...	Why is the disease being called cor...	https://www.cdc.gov/coronavirus/2...	4/20/20...
<input checked="" type="checkbox"/>	Why might someone blame or avoid ...	Why might someone blame or avoi...	https://www.cdc.gov/coronavirus/2...	4/20/20...
<input checked="" type="checkbox"/>	How can people help stop stigma rel...	How can people help stop stigma r...	https://www.cdc.gov/coronavirus/2...	4/20/20...
<input checked="" type="checkbox"/>	Why do some state's COVID-19 case ...	Why do some state's COVID-19 cas...	https://www.cdc.gov/coronavirus/2...	4/20/20...
<input checked="" type="checkbox"/>	How do CDC's COVID-19 case numb...	How do CDC's COVID-19 case num...	https://www.cdc.gov/coronavirus/2...	4/20/20...

12. Select the Topics tab. You should see the new topics with their status set to Off.

<a href="#">+ New topic</a> <a href="#">Suggest topics</a>				
Existing (98) <u>Suggested (0)</u>				
Search existing topics				
✓	Name	Trigger phrases	Status	Errors
User Topics (90)				
	Where can I get tested for COVID-19?	(1) Where can I get tested for COVID-19?	<input type="checkbox"/> Off	-
	Can a person test negative and later test positive for COVID-19?	(1) Can a person test negative and later...	<input type="checkbox"/> Off	-
	What kind of test is being used to diagnose if I have COVID-19?	(1) What kind of test is being used to di...	<input type="checkbox"/> Off	-
	What is serology testing? And can I be tested using this metho...	(1) What is serology testing? And can I...	<input type="checkbox"/> Off	-

13. Click on the toggle button of the status column to them all on.

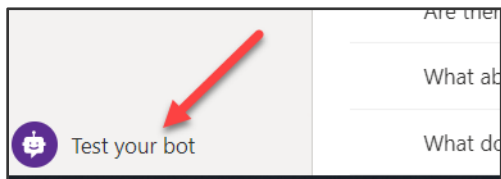
Existing (98) <u>Suggested (0)</u>				
✓	Name	Trigger phrases	Status	Errors
User Topics (90)				
	Where can I get tested for COVID-19?	(1) Where can I get tested for COVID-19?	<input checked="" type="checkbox"/> On	-
	Can a person test negative and later test positive for COVID-19?	(1) Can a person test negative and later...	<input checked="" type="checkbox"/> On	-
	What kind of test is being used to diagnose if I have COVID-19?	(1) What kind of test is being used to di...	<input checked="" type="checkbox"/> On	-
	What is serology testing? And can I be tested using this metho...	(1) What is serology testing? And can I...	<input checked="" type="checkbox"/> On	-
	If I have recovered from COVID-19, will I be imm...	(1) If I have recovered from COVID-19,...	<input checked="" type="checkbox"/> On	-
	Who is at higher risk for serious illness from COVID-19?	(1) Who is at higher risk for serious illne...	<input checked="" type="checkbox"/> On	-

14. Do not navigate away from this browser window.

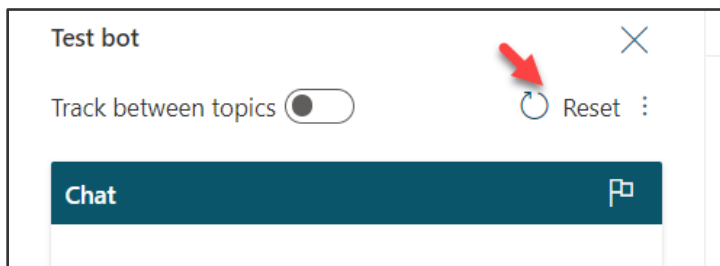
## Task 3: Test topics

In this task, you will test the topics you added.

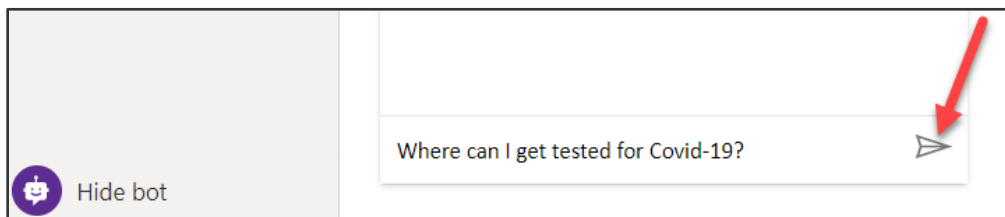
1. Click **Test your bot**.



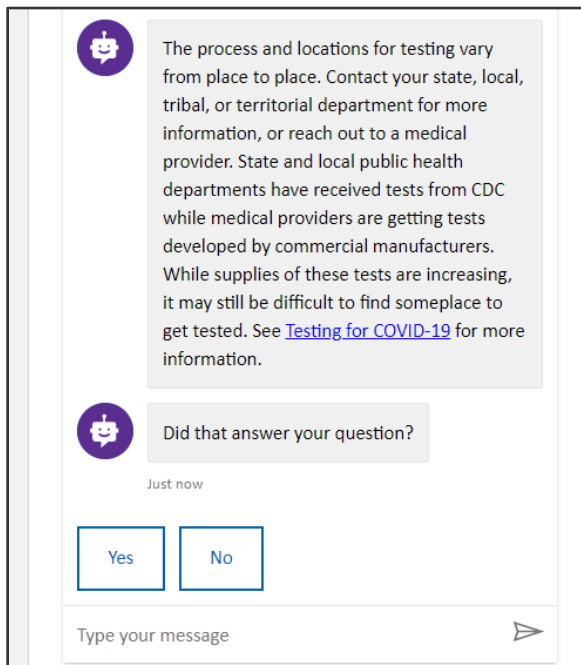
2. Click **Reset**.



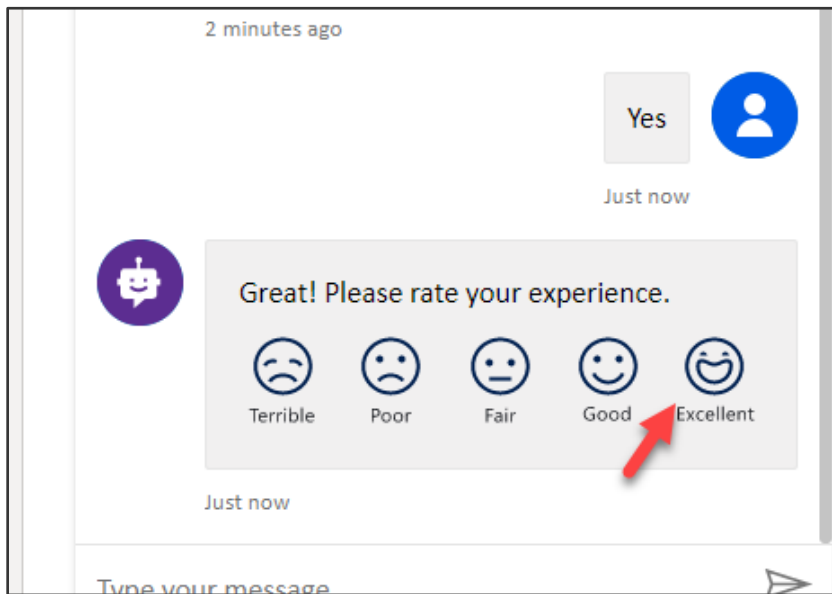
3. Type **Where can I get tested for Covid-19?** And click Send.



4. The bot should give you the correct information and ask if it answered your question. Click Yes.



- The bot should ask you the rate how it did. Give it an excellent rating.

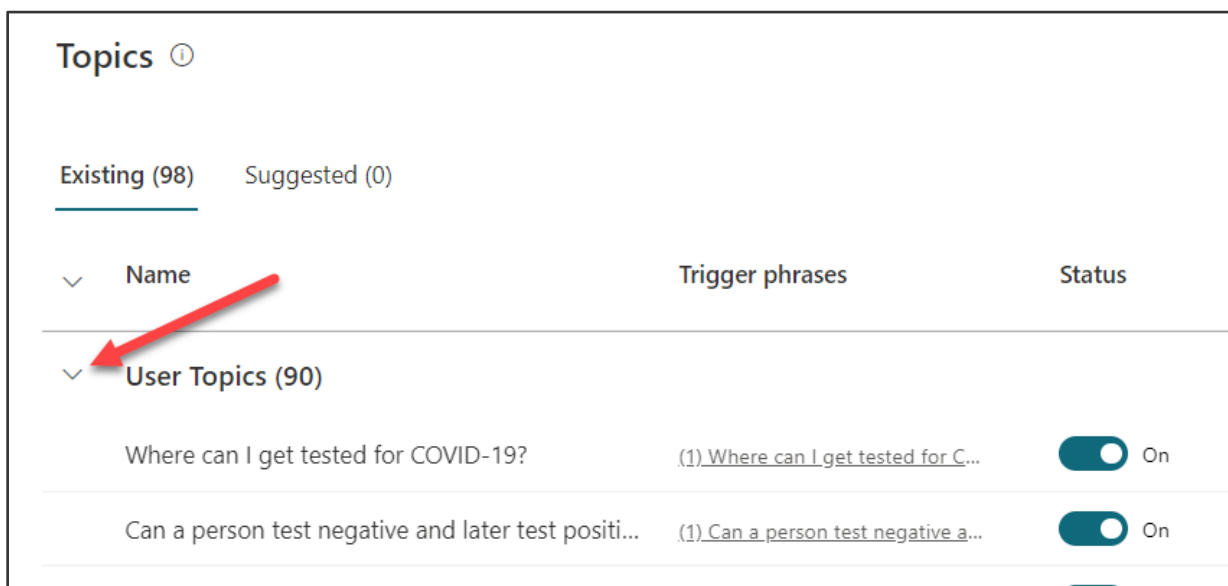


- The bot should ask if it can help you with anything else. Click **No, Thanks**.
- The bot should conclude the chat session.
- Type **hello** and click **Send**.
- The bot should greet you and tell you what it can do. Your bot can now help users with Covid-19 FAQs, you will change the greeting message in the next task. Do not navigate away from this browser window.

## Task 4: Change the greeting

In this task, you will change the greeting to Covid-19 specific.

- Make sure you have **Topics** selected and select the **Existing** tab.
- Collapse the **User Topics** section.



- Click to open the **Greeting** topic of the System Topics.

✓ Name	Trigger phrases
> User Topics (90)	
✓ System Topics (8)	
Greeting	(52) <a href="#">Good afternoon</a>
Escalate	(65) <a href="#">Talk to agent</a>

- The greeting topic has 52 trigger phrases, click **Go to authoring canvas**.

Trigger phrases (52) ⓘ  
For system topics, trigger phrases can't be edited.

Good afternoon  
Good morning  
Hello

Go to authoring canvas

Modified  
1/15/19, 12:00 AM

Status  
-

- Go to the first message and replace it with **Hi, I'm a virtual agent. I can tell you about how COVID-19 spreads, how to protect yourself, preparing your home and family for COVID-19, symptoms, testing, and more.**

Hello agent.  
Hello and good morning to you  
Hello can you help me?  
Hello can you please help me

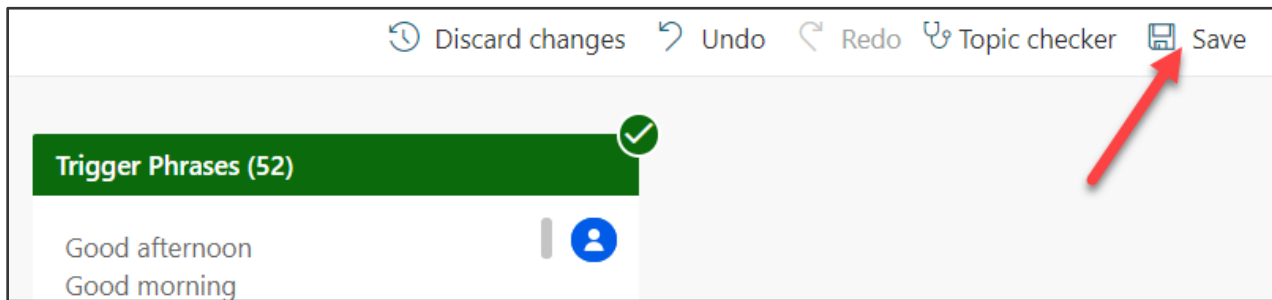
Message

Hi, I'm a virtual agent. I can tell you about how COVID-19 spreads, how to protect yourself, preparing your home and family for COVID-19, symptoms, testing, and more.

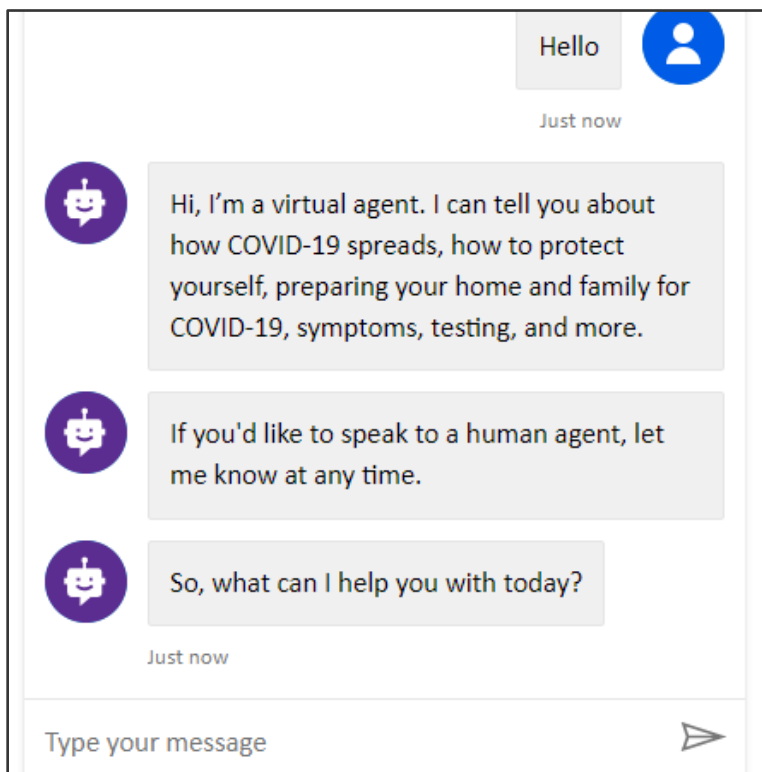
Message

If you'd like to speak to a human agent, let me know at any time.

- Click **Save**.



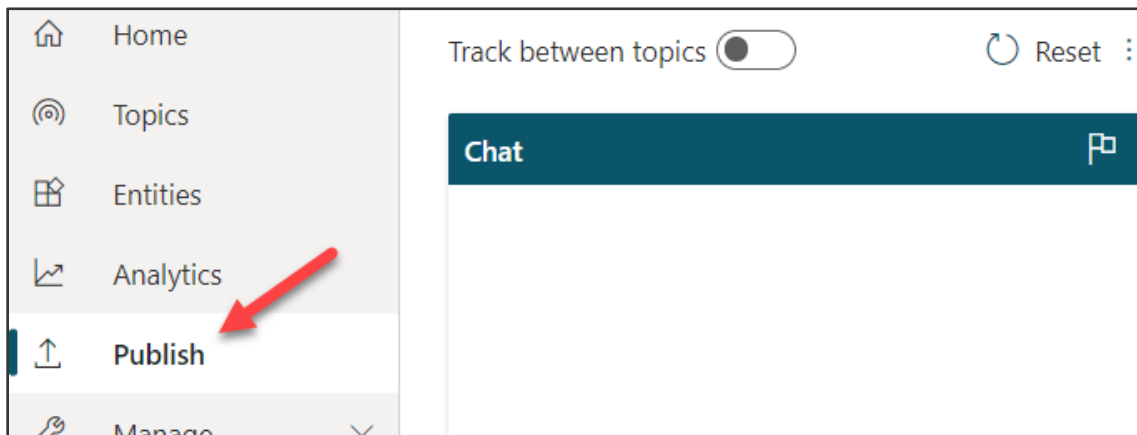
- Click Reset to reset the chat.
- Type hello and click **Send**.
- The bot should now reply with correct information.



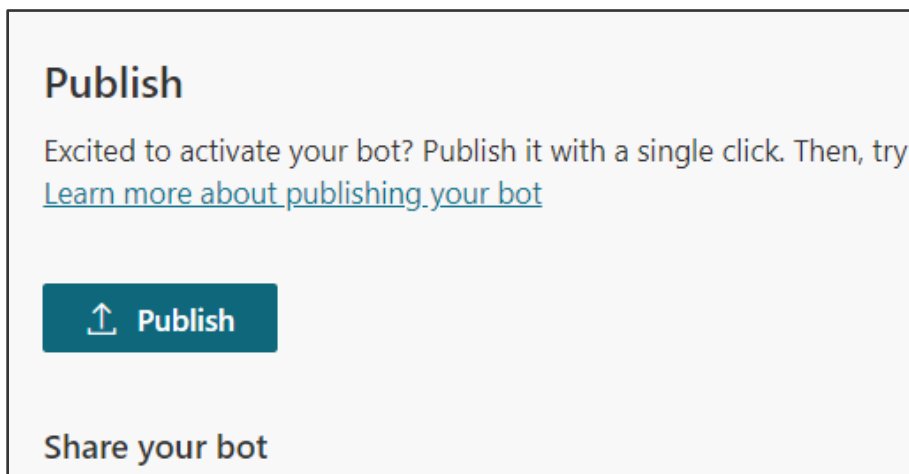
## Task 4: Publish the bot

In this task, you will publish the bot.

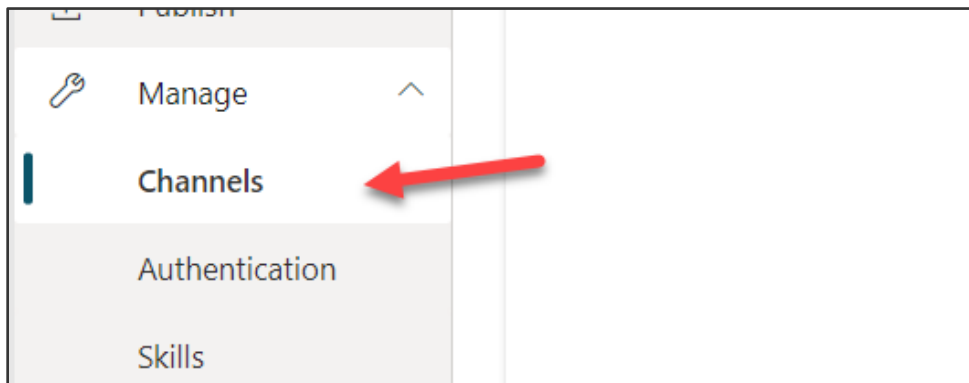
1. Select Publish.



2. Click **Publish**.

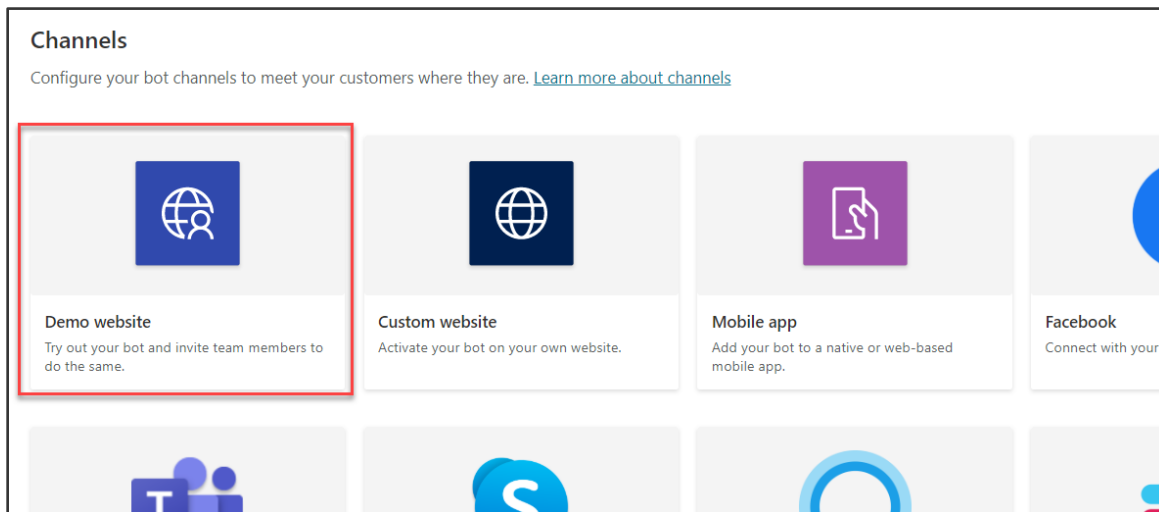


3. Click **Publish** again and wait for the publishing to complete.
4. Expand **Manage** and select **Channels**.



5. You will get list of available channels you can publish your bot to. Select **Demo website**.





- Change the welcome message to **Try my COVID-19 FAQ bot.**
- Enter "Who is at higher risk for serious illness from COVID-19", "What does more severe illness mean" and "What is CDC doing about COVID-19" for conversation starters and click **Save**.

**Demo Website**

You created a bot. Great job! Let's set up a website to share with team members so they can try your bot.

**Welcome message**  
Introduce your bot and its purpose to your team members.

Try my COVID-19 FAQ Bot

**Conversation starters**  
Provide some common trigger phrases to help your team members start a conversation with your bot.

"Who is at higher risk for serious illness from COVID-19"  
"What does more severe illness mean"  
"What is CDC doing about COVID-19"

**Share your website**  
To invite team members to see your bot in action, copy the link below.

[https://powerva.microsoft.com/canvas?cci\\_bot\\_id=de8d4099-5b2f-494c-8d78-64fc3e84ff&cci\\_tenant\\_id=f](https://powerva.microsoft.com/canvas?cci_bot_id=de8d4099-5b2f-494c-8d78-64fc3e84ff&cci_tenant_id=f) Copy

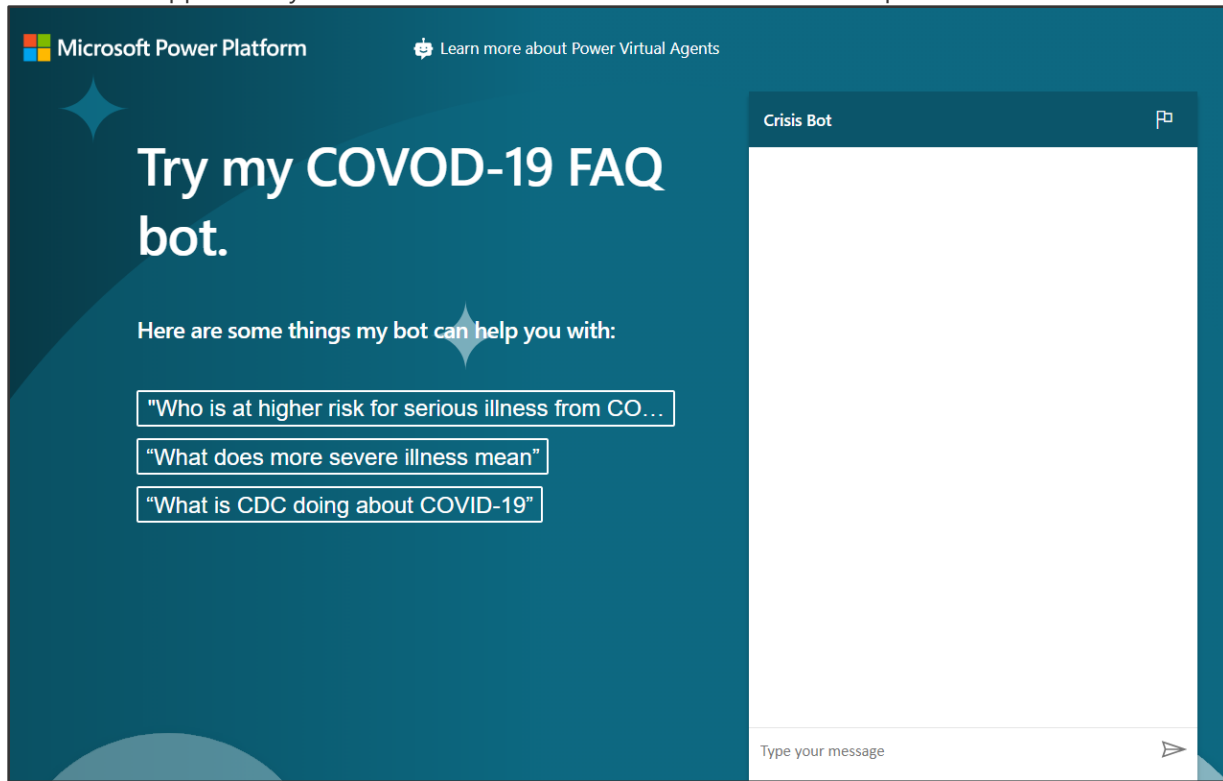
Save Cancel

- Copy the **URL**.

**Share your website**  
To invite team members to see your bot in action, copy the link below.

[https://powerva.microsoft.com/canvas?cci\\_bot\\_id=0e0a2358-fe3d-4e92-a0e3-46dbd31fa832&cci\\_tenant\\_id=f](https://powerva.microsoft.com/canvas?cci_bot_id=0e0a2358-fe3d-4e92-a0e3-46dbd31fa832&cci_tenant_id=f) Copy

- You can share the URL with your colleagues and get feedback from them. Start a new browser window or tab and navigate to the URL you copied. The demo website should look like the image below.



10. Go ahead and start chatting with the bot.

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