Power Platform App in a Day

Crisis Response Module 3: Crisis Communication Bot

Hands-on Lab Step-by-Step

May 2020

Contents

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.
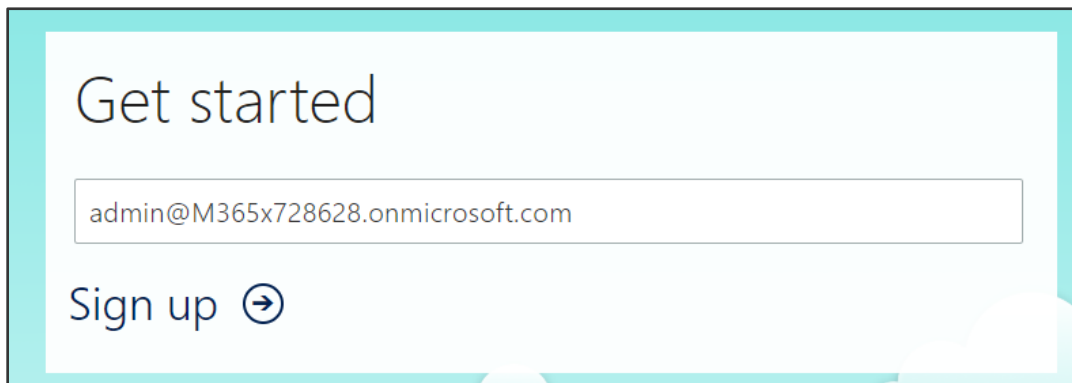
Task 1: Sign up for PVA

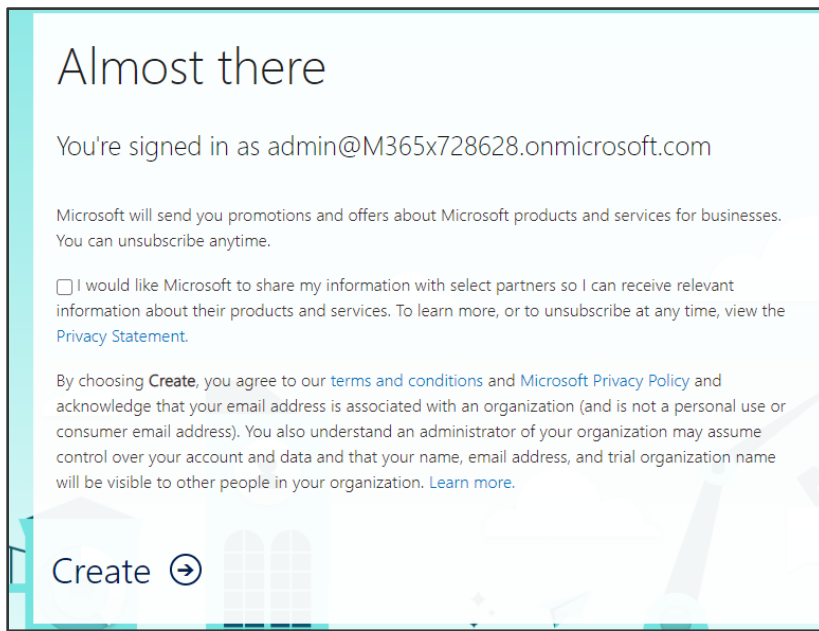In this task, you will sign up for Power Virtual Agents trial.

1. Navigate to Power Virtual Agents
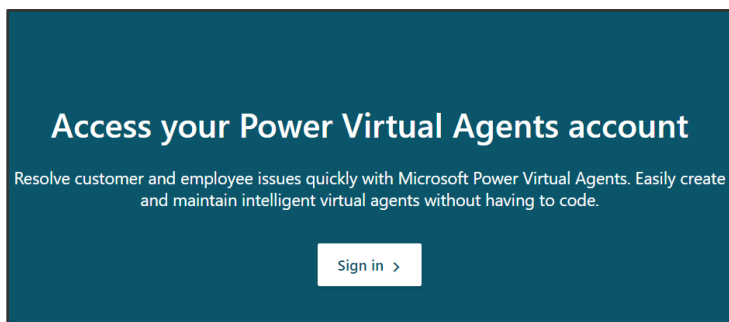2. Scroll down and click **Sign up**.
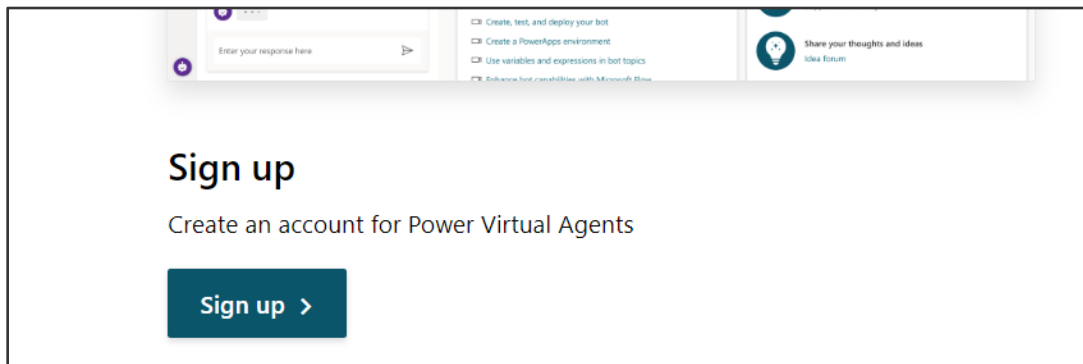
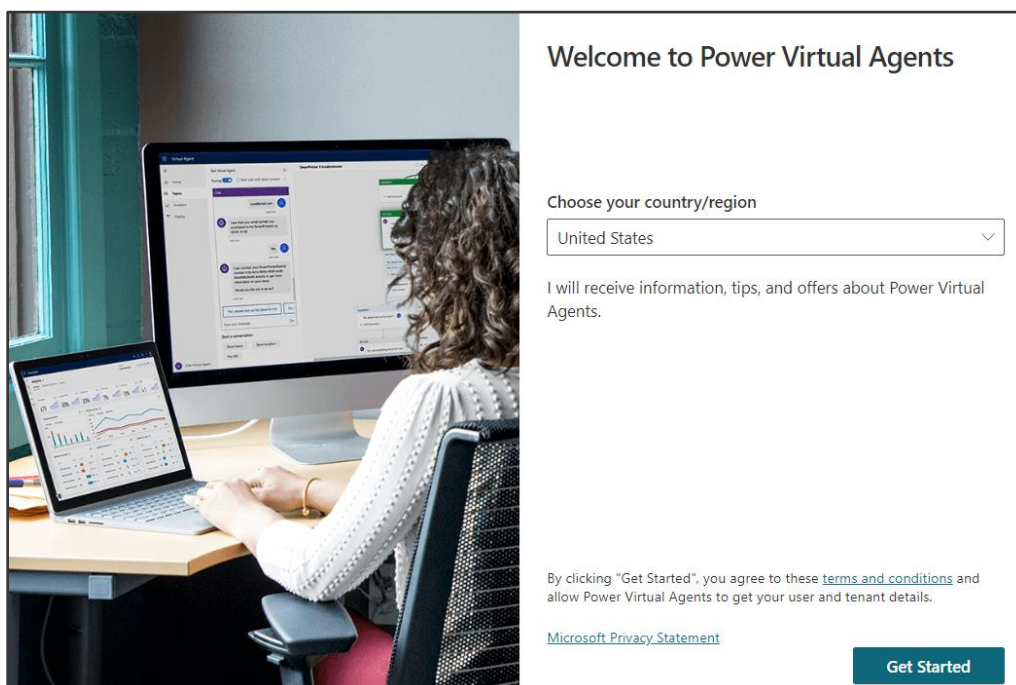3. Provide your admin email address and click **Sign up**.

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.
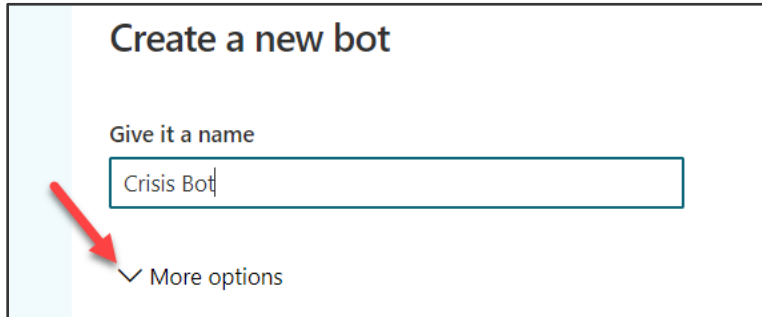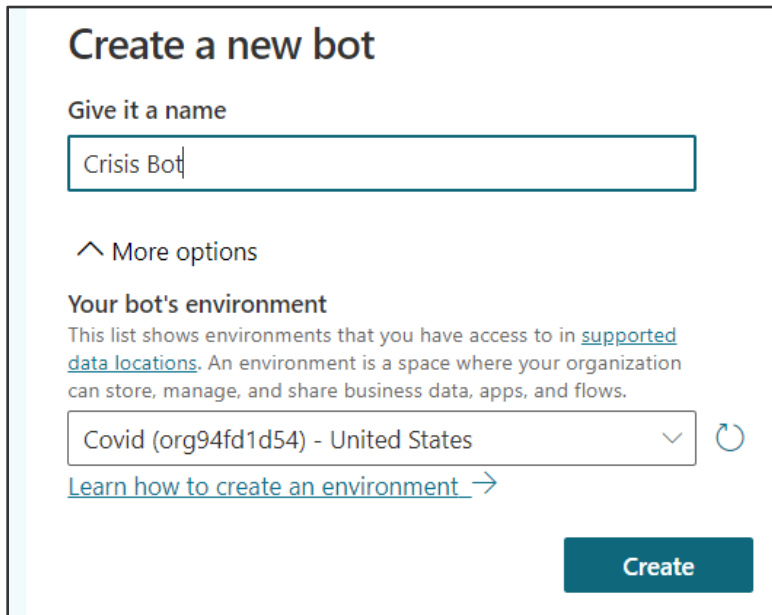
7. Click **Sign in**.

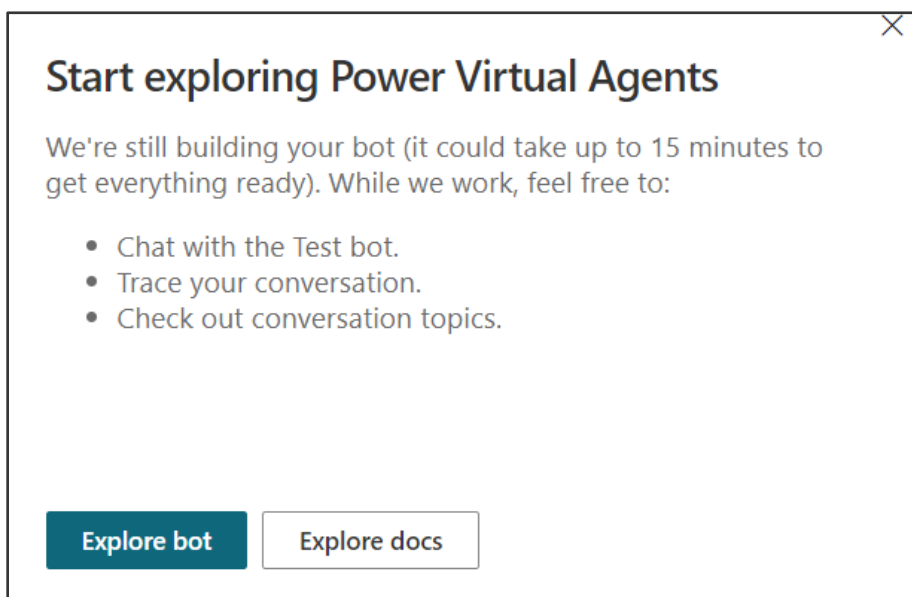8. Select your country/region and click **Get Started**.

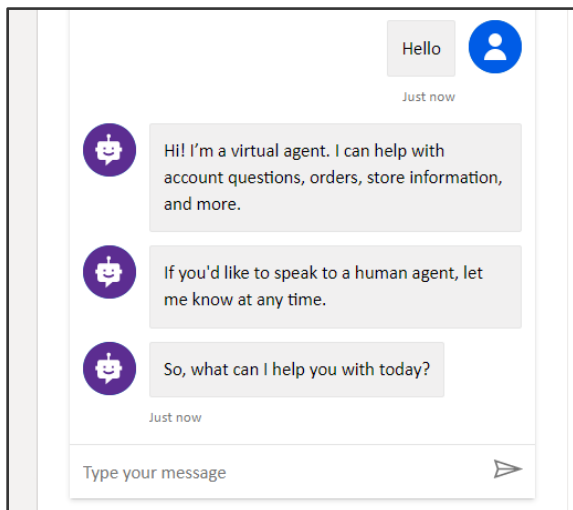9. Enter **Crisis Bot** for name and click expand **More options**.

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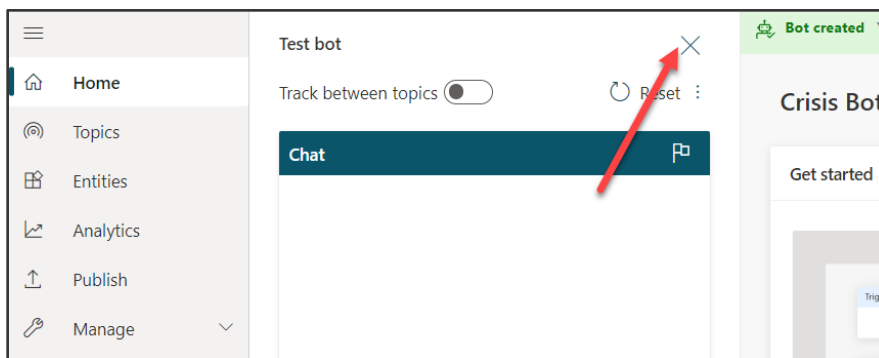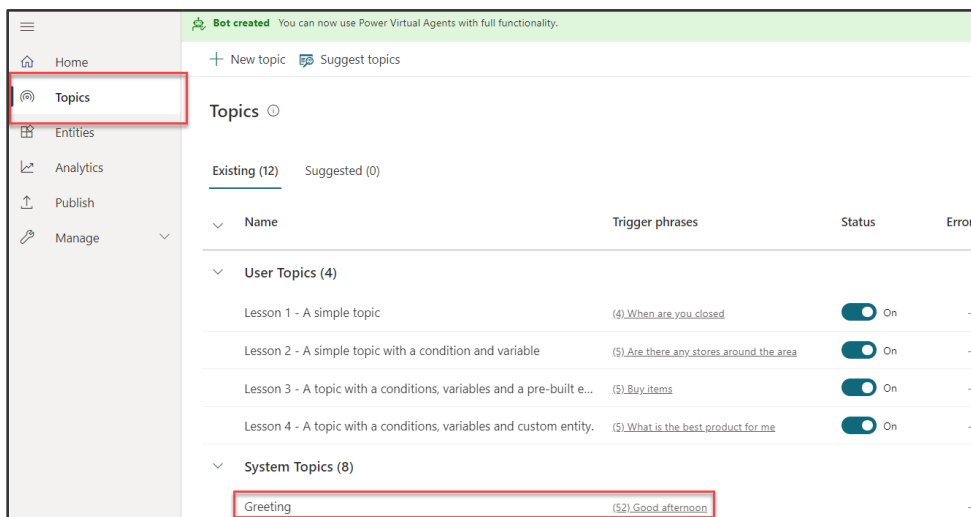

11. Click **Explore bot**.

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.
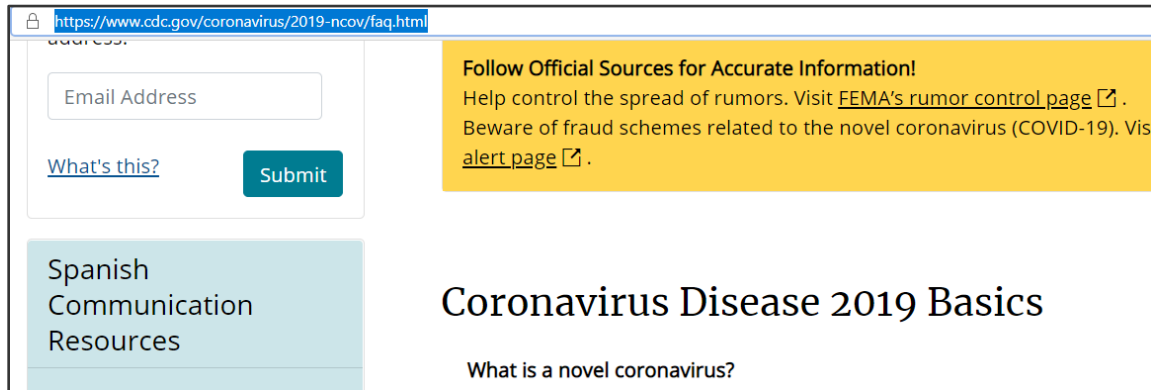

15. In the next task, you will generate your own topics from the CDC FAQ site. Do not navigate away from this browser window.
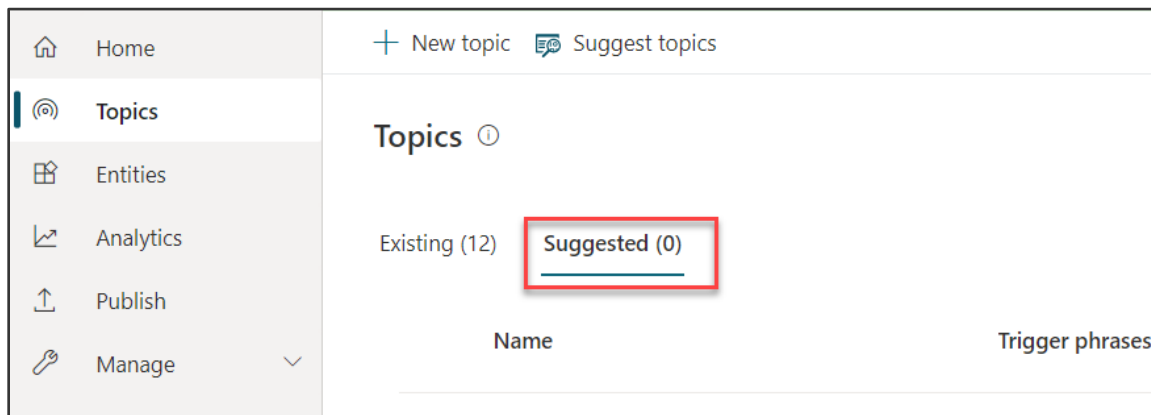
Task 2: Create topics

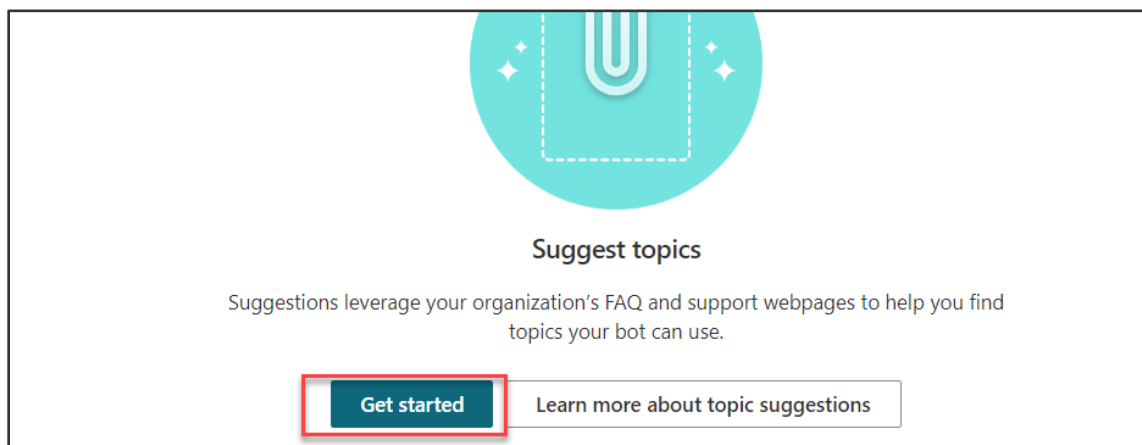In this task, you will generate topics from the CDC FAQ site.

1. Navigate to CDC FAQ 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.
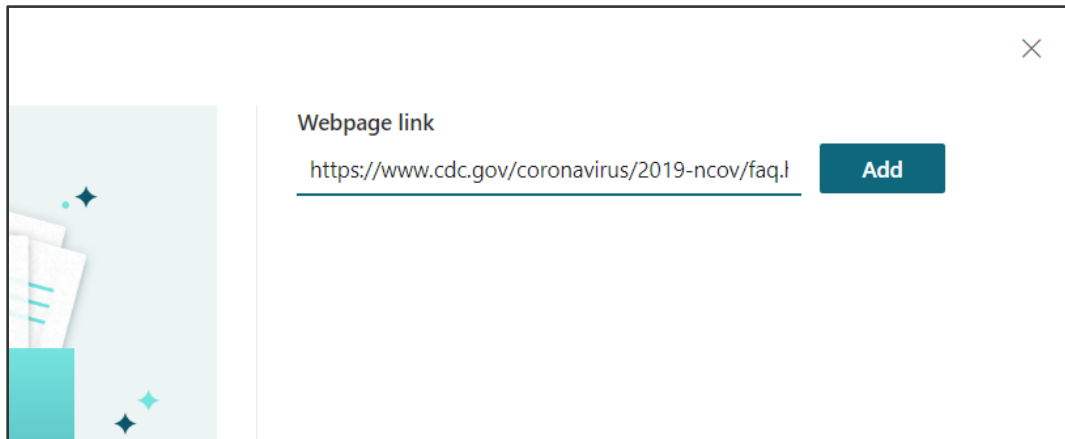4. Select the **Suggested** tab.

5. Click **Get started.**

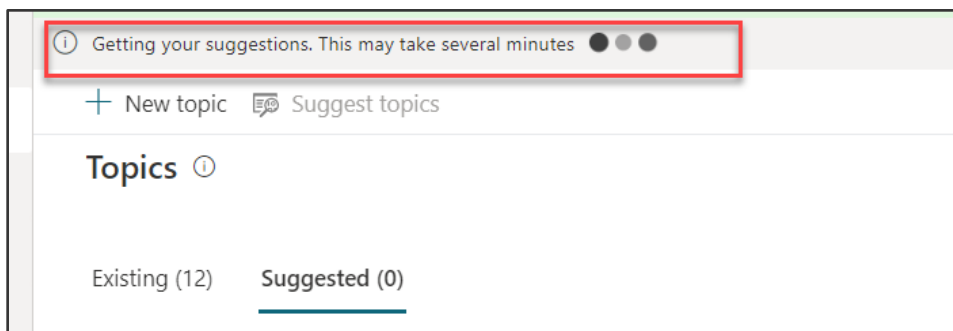6. Paste the URL you copied in the **Web link** textbox and click Add.

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

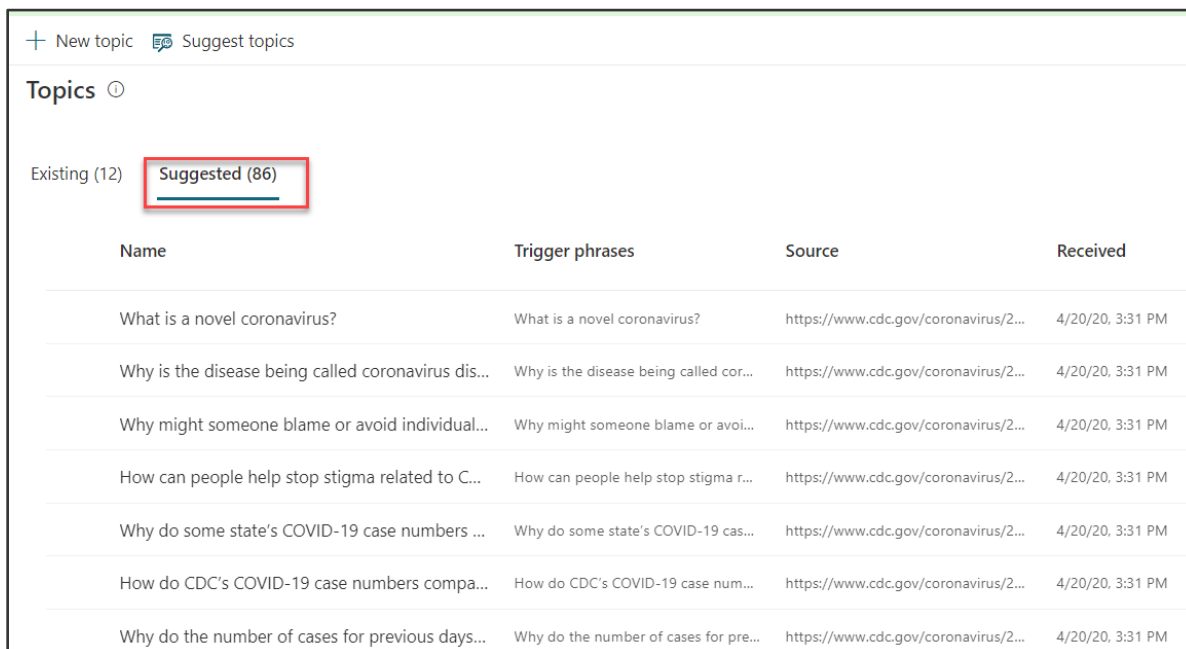8. You should get some suggested topics created for you.

Name	Trigger phrases	Source	Received
What is a novel coronavirus?	What is a novel coronavirus?	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
Why is the disease being called coronavirus dis...	Why is the disease being called cor...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
Why might someone blame or avoid individual...	Why might someone blame or avoi...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
How can people help stop stigma related to C...	How can people help stop stigma r...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
Why do some state's COVID-19 case numbers ...	Why do some state's COVID-19 cas...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
How do CDC's COVID-19 case numbers compa...	How do CDC's COVID-19 case num...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
Why do the number of cases for previous days...	Why do the number of cases for pre...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM

9. Click to open one of the suggested topics.

10. You should see the trigger phrase and what the bot reply will be. **Click Add to topics.**
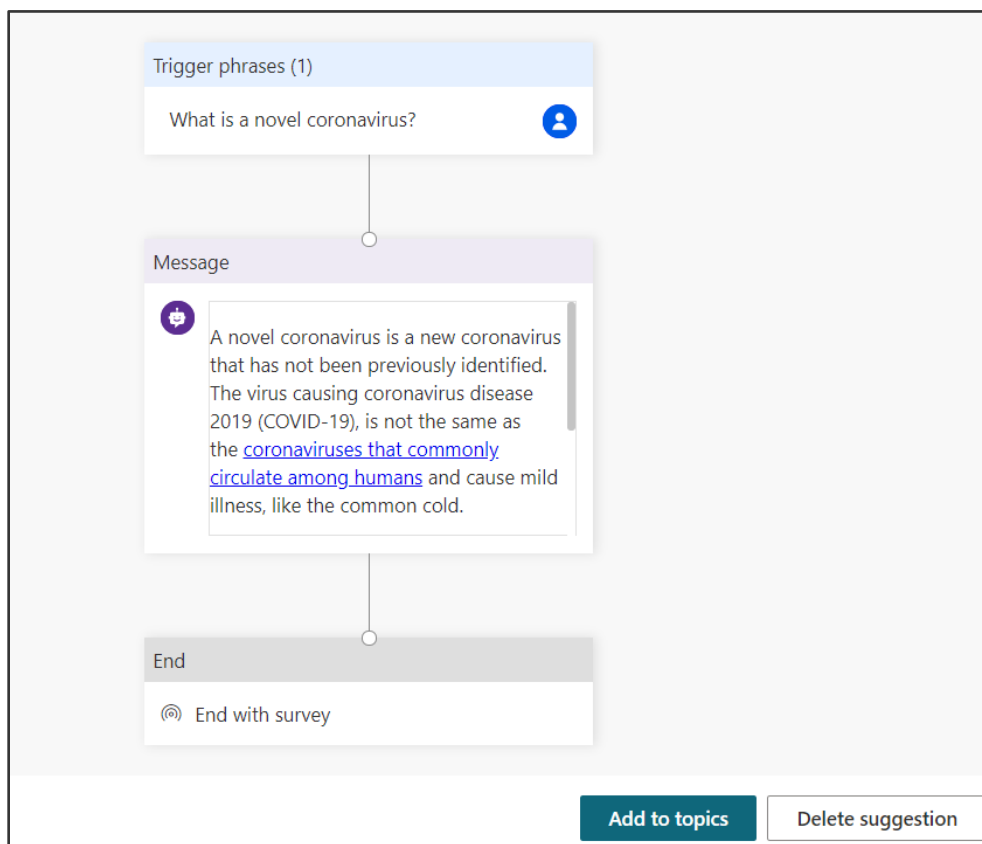
11. The suggested topic should be added to your topics. Select all the suggested topics and click Add to topics.

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

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

14. Do not navigate away from this browser window.
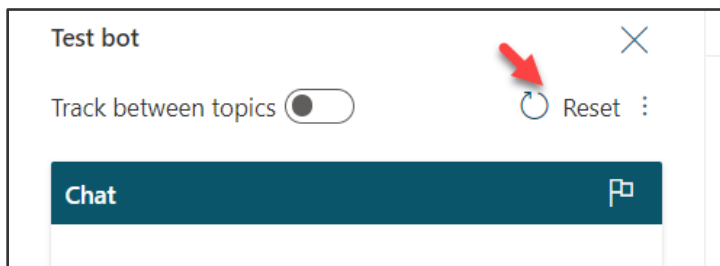
Task 3: Test topics

In this task, you will test the topics you added.
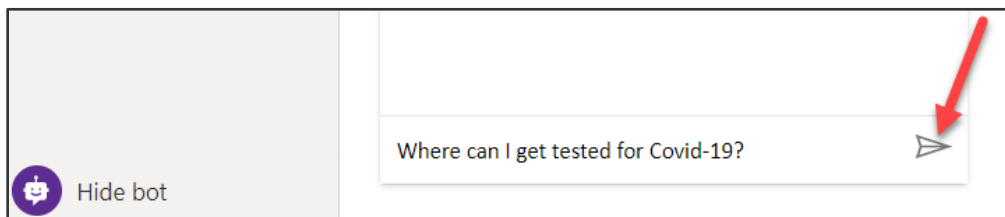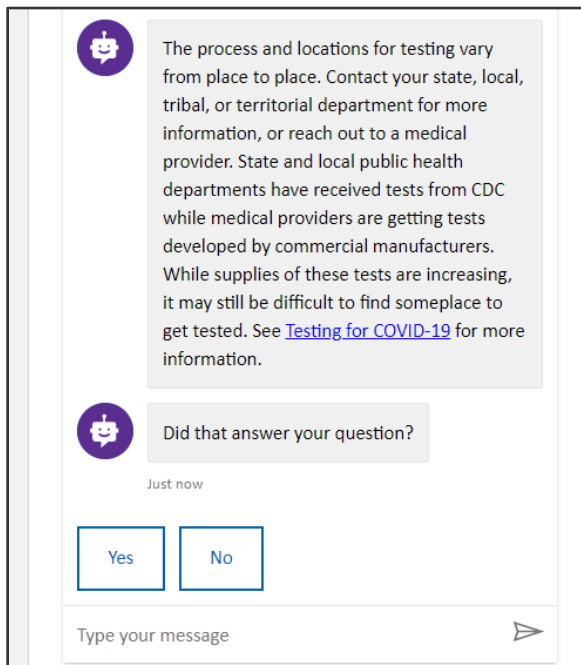
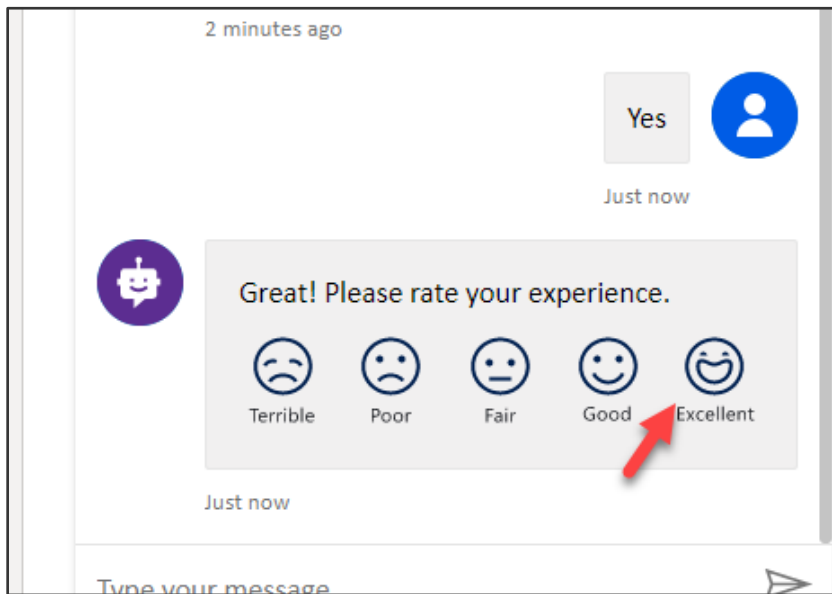1. Click **Test your bot.**
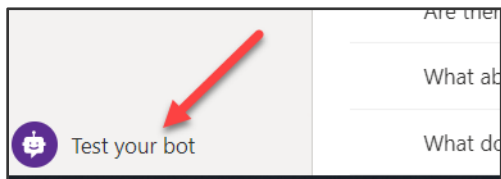
2. Click **Reset**.

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 process and locations for testing vary from place to place. Contact your state, local, tribal, or territorial department for more information, or reach out to a medical provider. State and local public health departments have received tests from CDC while medical providers are getting tests developed by commercial manufacturers. While supplies of these tests are increasing, it may still be difficult to find someplace to get tested. See Testing for COVID-19 for more information.

Did that answer your question?

Just now

Yes   No

Type your message

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

6. The bot should ask if it can help you with anything else. Click **No, Thanks**.
7. The bot should conclude the chat session.
8. Type **hello** and click **Send**.
9. 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.

1. Make sure you have **Topics** selected and select the **Existing** tab.
2. Collapse the **User Topics** section.
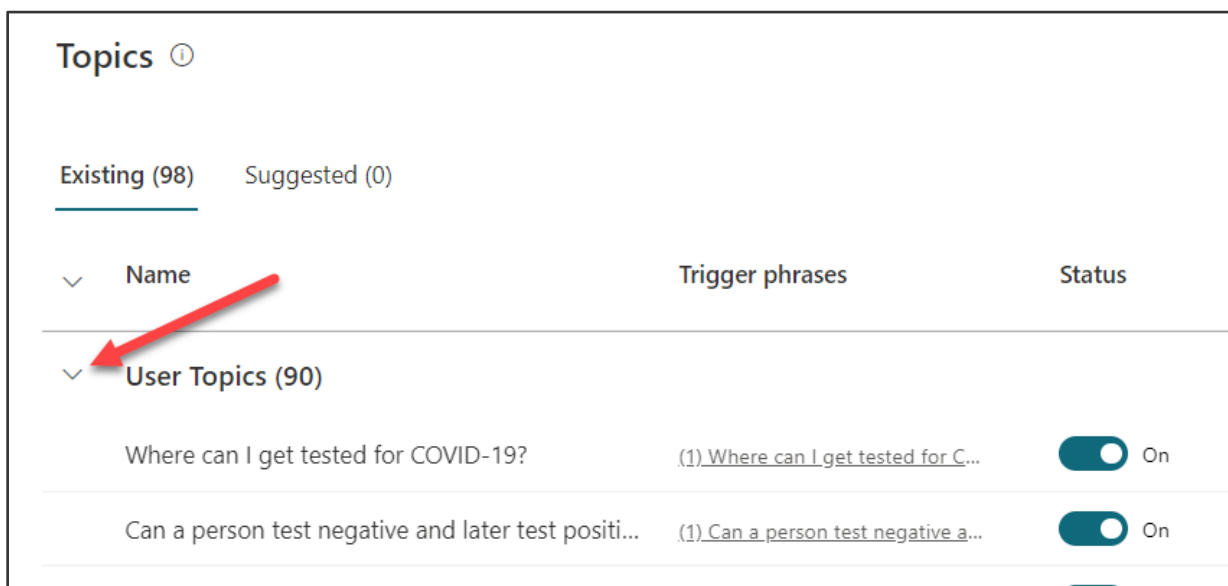
3. Click to open the **Greeting** topic of the System Topics.

Name	Trigger phrases
∨	
› User Topics (90)	
∨ System Topics (8)	
Greeting	(52) Good afternoon
Escalate	(65) Talk to agent

4. 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
-

5. 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 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
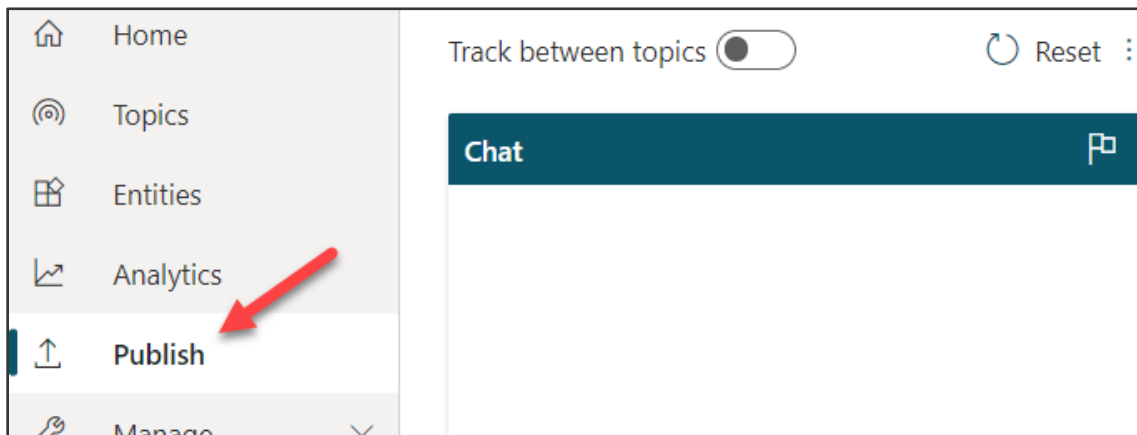
6. Click **Save**.
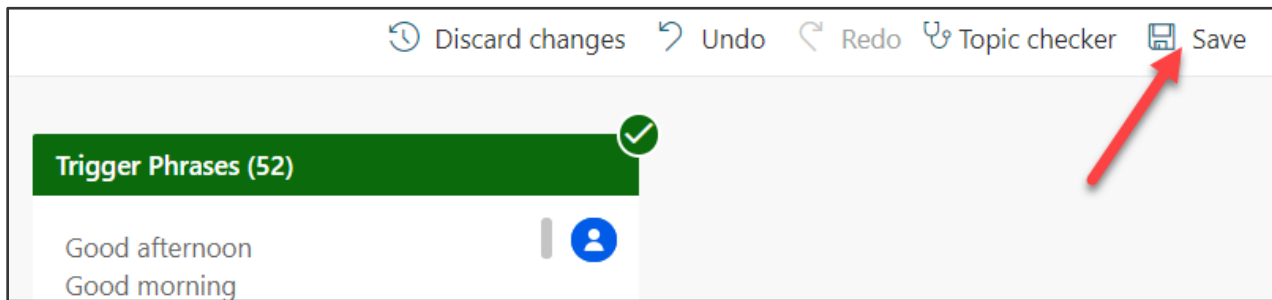
7. Click Reset to reset the chat.
8. Type hello and click **Send**.
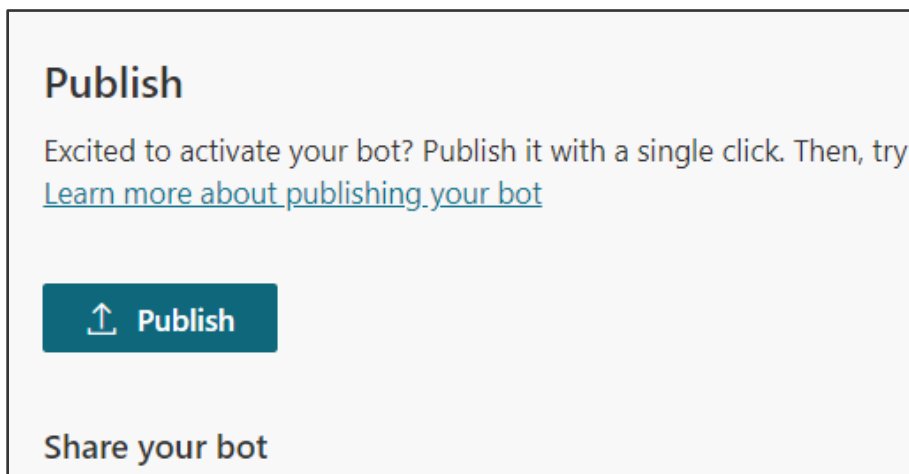9. The bot should now reply with correct information.
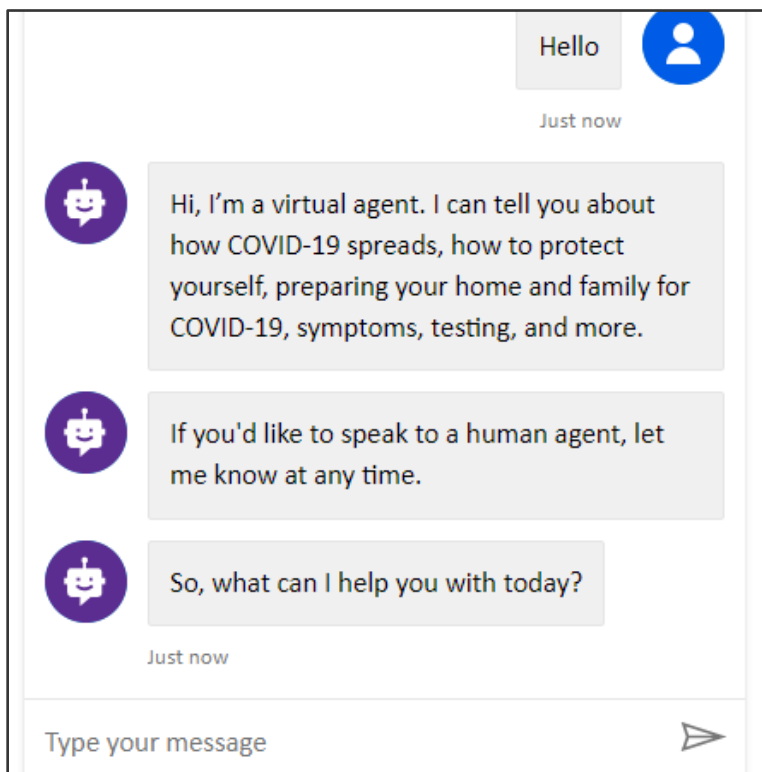
Task 4: Publish the bot
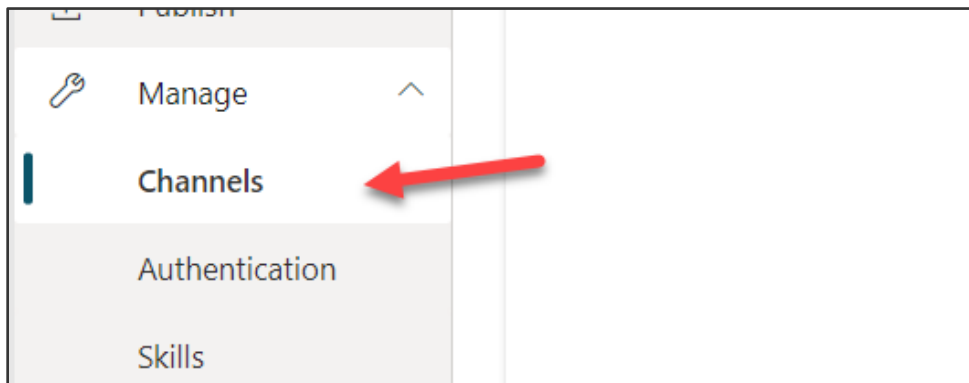
In this task, you will publish the bot.

1. Select Publish.
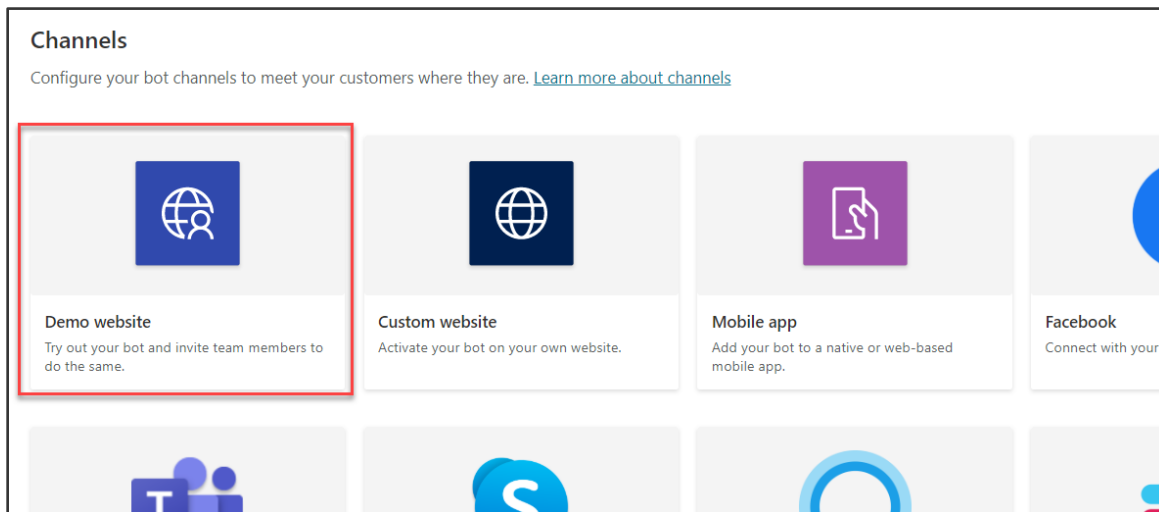

2. Click **Publish**.

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**.

6. Change the welcome message to **Try my COVID-19 FAQ bot.**
7. 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**.

8. Copy the **URL**.

9. 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 like the image below.
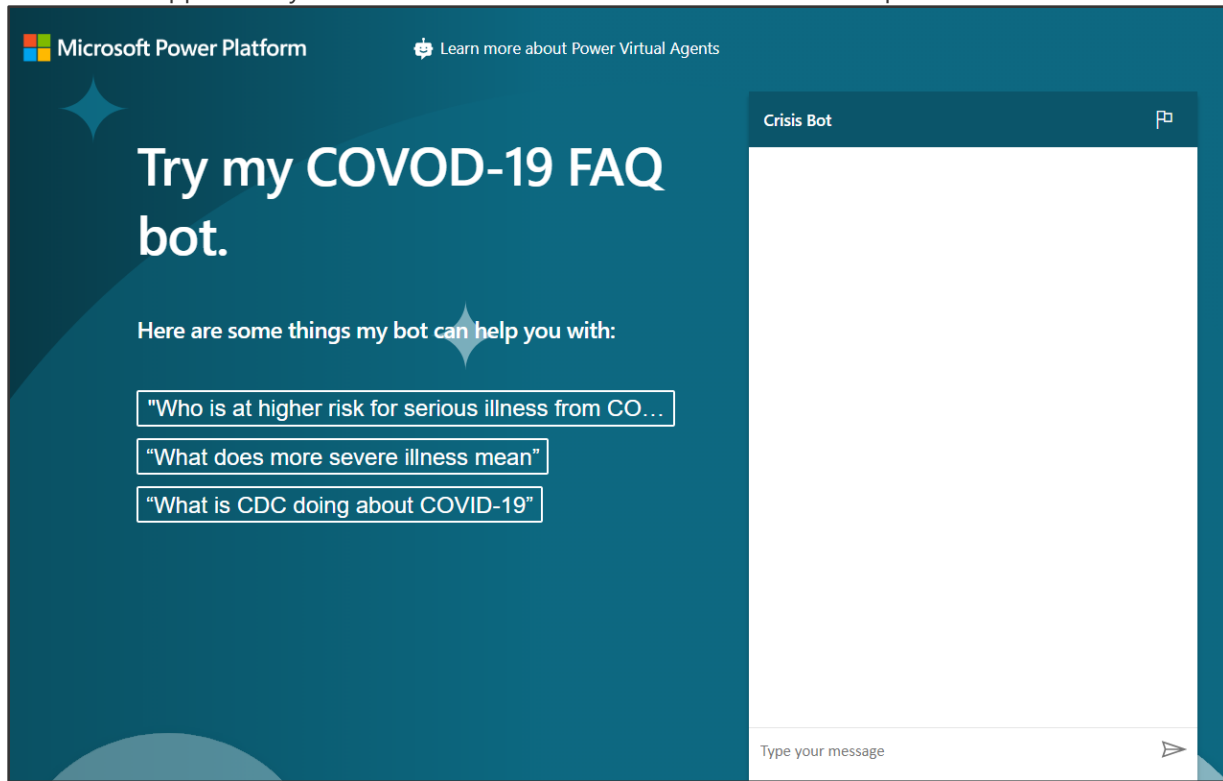
10. Go ahead and start chatting with the bot.

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DISCLAIMER

This demo/lab contains only a portion of new features and enhancements in Microsoft Power Apps. Some of the features might change in future releases of the product. In this demo/lab, you will learn about some, but not all, new features.