

Demo 8*

Power Virtual Agents - Jarvis



cdx.transform.microsoft.com/experiences (Req. MPN Membership)

github.com/microsoft/PowerVirtualAgentsSamples

docs.microsoft.com/power-virtual-agents/advanced-create-topics-from-web

Disclosure: Demo(s) are pre-recorded screenshots - a simulation.

Power Virtual Agents - Home

https://web.powerva.microsoft.com

Microsoft Power Virtual Agents | Contoso Bot

Home Topics Entities Analytics Publish Manage

Test bot Chat

Type your message ➤

Hide bot

Create a new bot

Name*

Language*

Environment*

Signed in as hiramfleitas@microsoft.com [Sign out](#) [Create](#)



bot
to fit your business. Test the bot to
in action.

Power Virtual Agents - Home +

https://web.powerva.microsoft.com

Microsoft Power Virtual Agents | Contoso Bot

Home Topics Entities Analytics Publish Manage

Test bot Chat

Creating your bot

Working on it ...

Type your message ➤

Hide bot

HF

Power Virtual Agents - Home

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928

Microsoft Power Virtual Agents | Jarvis

Test bot

Track between topics

Chat

Start exploring Power Virtual Agents

We're still building your bot (it could take up to 5 minutes to get everything ready). While we work, feel free to:

- Chat with the Test bot.
- Trace your conversation.
- Check out conversation topics.

Explore bot

Explore docs

Type your message

Start a conversation

Store hours

Check store location

Hide bot

Jarvis

Edit and test your bot

Customize topics to fit your business. Test the bot to see the conversation in action.

Test bot

A large green arrow points from the top right towards the close button of the modal window.

Power Virtual Agents - Home

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928

Microsoft Power Virtual Agents | Jarvis

Test bot

Track between topics

Chat

Type your message

Start a conversation

Store hours

Check store location

Hide bot

Creating your bot When it's ready, you can save your work, see analytics, and deploy your bot.

Jarvis

Quickstart with topic suggestions

Use AI to find question and answer pairs in your organization's documentation or support assets.

Suggest topics

Edit and test your bot

Customize topics to fit your business. Test the bot to see the conversation in action.

Test bot

- ✓ Created Bot
- ✗ Imported Flows
- ✗ Added 5 topics with triggers
- ✗ Fixed errors
- ✗ SmartPrinter X troubleshooter
- ✗ Main Troubleshooter & Tested bot
- ✗ Fixed “Printer not working” & Tested again
- ✗ Published bot 

Power Virtual Agents - Home

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/

Office 365 → Agents | Jarvis

Apps

- Outlook
- OneDrive
- Word
- Excel
- PowerPoint
- OneNote
- SharePoint
- Teams
- Yammer
- Power Au... 

All apps →

Documents

We can't show your recent docs right now.

More docs →

Meet people where they are

Publish the bot and expand your reach by integrating it with products and services you use every day.

 Publish bot

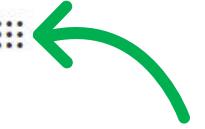
Learn more

[Power Virtual Agents documentation](#)

Product videos

-  [Create topics and test your bot](#)
-  [Use slot filling and built-in entities to save authoring time](#)

https://flow.microsoft.com/manage?auth_upn=hiramfleitas@microsoft.com&utm_source=office&utm_medium=app_launcher&utm_campaign=office_referrals [your bot](#)



https://flow.microsoft.com/en-us X +

https://flow.microsoft.com/en-us/consent/?auth_upn=hiramfleitas%40microsoft.com&utm_source=office&utm_medium=app_launcher&utm_campaign=office_re...

Microsoft Power Automate

Search for helpful resources

Home

Action items

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Connectors

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Monitor

AI Builder

Process advisor

Solutions

Learn

Power Platform

Overview

Power Automate

Power Apps

Power BI

Power Virtual Agents

Learn Documentation

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Community Give Feedback

Blog

Pricing

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Welcome to Power Automate

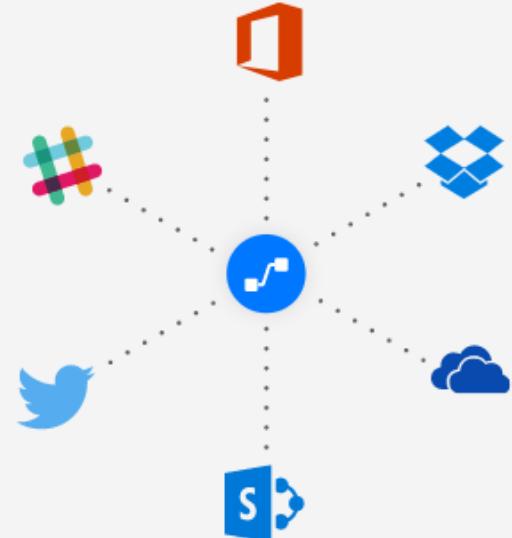
Choose your country/region

United States

Microsoft will send you promotions and offers. You can unsubscribe at any time.

Get started

By clicking "Get started", you agree to these [terms and conditions](#) and allow Power Automate to get your user and tenant details.
[Microsoft Privacy Statement](#)



Microsoft Power Automate | Mic +

https://preview.flow.microsoft.com/en-us/?showFirstRunExperience=true

Microsoft Power Automate Search for helpful resources Environments MS Personal Productivity ?

Home Action items My flows Create Templates Connectors Data Monitor AI Builder Process advisor Solutions Learn

Take care of what's important. Automate the rest.

Create automated workflows with Microsoft Power Automate.

Watch a quick video

Search for a template by app, task, or industry

Start from a template ⓘ

Top picks Remote work Email Notifications Save to cloud Approval

Search all templates

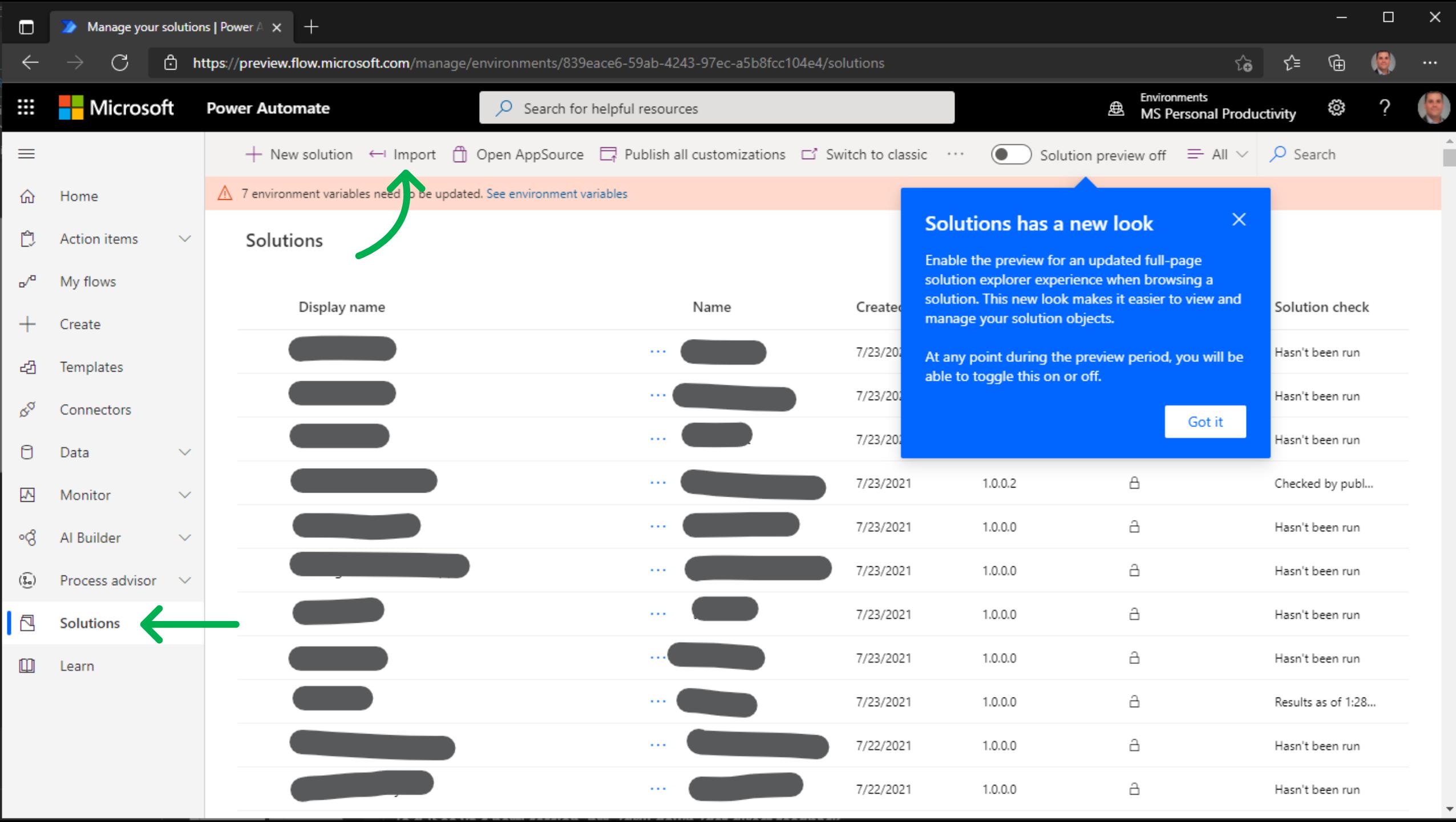
Create a task from a message By Microsoft Instant 17350

Notify a channel when the status of a task in Planner updates By Microsoft Automated 16517

Save a message to OneNote By Microsoft Instant 13932

Start an approval in Teams when a file is added to a SharePoint folder By Microsoft Automated 13499

All templates →



Manage your solutions | Power A X +

https://preview.flow.microsoft.com/manage/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/solutions

Microsoft Power Automate Search for helpful resources Environments MS Personal Productivity

New solution Import Open AppSource Publish all customizations

Home 7 environment variables need to be updated. See environment variables

Import a solution Environment

Open Windows (C:) << hiram-msft > ws-custom-PowerPlatform > 3PowerVirtualAgents

Organize New folder

Name Date modified Type Size

Name	Date modified	Type	Size
Power Virtual Agents Printer Troubleshooter Bot Demo Assets	7/25/2021 10:43 PM	File folder	
Power Virtual Agents Printer Troubleshooter Bot Demo Assets.zip	7/25/2021 10:41 PM	Compressed (zipp...)	7 KB
PVA FAQ English.zip	7/25/2021 9:58 PM	Compressed (zipp...)	260 KB
RPAinADay - Student.zip	7/22/2021 8:31 PM	Compressed (zipp...)	30,502 KB

File name: Power Virtual Agents Printer Troubleshooter Bot Demo Assets.zip Custom files (*.zip;*.cab) Open Cancel

benbro-export-jul22 ... benbroexportjul22 Next Cancel

The screenshot captures a Microsoft Power Automate interface for managing solutions. At the top, a browser-like header shows the URL https://preview.flow.microsoft.com/manage/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/solutions. Below the header, the Microsoft logo and 'Power Automate' title are visible, along with a search bar and navigation links for environments and settings. A prominent red arrow points upwards from the bottom of the file selection dialog towards a warning message in the main content area: '7 environment variables need to be updated. See environment variables'. The main content area displays an 'Import a solution' dialog with tabs for 'Environment' and 'Customization'. A file selection dialog is open, showing a directory structure under 'Windows (C:)'. The file 'Power Virtual Agents Printer Troubleshooter Bot Demo Assets.zip' is selected. The file list includes several other items: 'Power Virtual Agents Printer Troubleshooter Bot Demo Assets' (a folder), 'PVA FAQ English.zip', and 'RPAinADay - Student.zip'. At the bottom of the file selection dialog, there are fields for 'File name:' and 'Custom files (*.zip;*.cab)', along with 'Open' and 'Cancel' buttons. The bottom navigation bar of the Power Automate interface shows 'benbro-export-jul22' and 'benbroexportjul22'.

Manage your solutions | Power A X +

https://preview.flow.microsoft.com/manage/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/solutions

Microsoft Power Automate

Search for helpful resources

Environments MS Personal Productivity

New solution Import Open AppSource Publish all customizations

7 environment variables need to be updated. See environment variables

Solutions

Display name	Name
DART2D2	DART2D2
Dependencies	Dependencies
Harysh-Test	HaryshTest
env variable test sol	envvariabletestsol
Finance approval	Financeapproval
Testing CD for PowerApps	TestingCDforPower...
test check2	testcheck2
test check1	testcheck1
test check	testcheck
Training Solution (sshch)	sshch_training_solut.
benbro-export-jul22	benbroexportjul22

Import a solution

Environment
MS Personal Productivity (msdefault)

Select a file

Browse Power Virtual Agents Printer Troubleshooter Bot Demo Assets.zip

Next Cancel



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https://preview.flow.microsoft.com/manage/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/solutions

Microsoft Power Automate

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Environments MS Personal Productivity

New solution Import Open AppSource Publish all customizations

7 environment variables need to be updated. See environment variables

Solutions

Display name	Name
DART2D2	DART2D2
Dependencies	Dependencies
Harysh-Test	HaryshTest
env variable test sol	envvariabletestsol
Finance approval	Financeapproval
Testing CD for PowerApps	TestingCDforPower...
test check2	testcheck2
test check1	testcheck1
test check	testcheck
Training Solution (sshch)	sshch_training_solut.
benbro-export-jul22	benbroexportjul22

Import a solution

Environment
MS Personal Productivity (msdefault)

Details

Name
BizFwd_Demo

Type
Unmanaged

Publisher
CDS Default Publisher

Version
1.0.0

Patch
No

Advanced settings ^

Enable Plugin steps and flows included in the solution

Import Cancel



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https://preview.flow.microsoft.com/manage/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/solutions

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Environments MS Personal Productivity

New solution Import Open AppSource Publish all customizations Switch to classic See history Solution preview off All Search

7 environment variables need to be updated. See environment variables

Currently importing solution "Printer Demo".

Solutions

Display name	Name	Created ↓	Version	Managed externally?	Solution check
DART2D2	DART2D2	7/23/2021	1.0.0.2	🔓	Hasn't been run
Dependencies	Dependencies	7/23/2021	1.0.0.0	🔓	Hasn't been run
Harysh-Test	HaryshTest	7/23/2021	1.0.0.0	🔓	Hasn't been run
env variable test sol	envvariabletestsol	7/23/2021	1.0.0.2	🔓	Checked by publisher
Finance approval	Financeapproval	7/23/2021	1.0.0.0	🔓	Hasn't been run
Testing CD for PowerApps	TestingCDforPowerA...	7/23/2021	1.0.0.0	🔓	Hasn't been run
test check2	testcheck2	7/23/2021	1.0.0.0	🔓	Hasn't been run
test check1	testcheck1	7/23/2021	1.0.0.0	🔓	Hasn't been run
test check	testcheck	7/23/2021	1.0.0.0	🔓	Results as of 1:28 AM, ...
Training Solution (sshch)	sshch_training_soluti...	7/22/2021	1.0.0.0	🔓	Hasn't been run

A green arrow points from the status bar at the bottom left towards the notification bar at the top.

Power Virtual Agents - Home X Manage your solutions | Power A +

https://us.flow.microsoft.com/manage/environments/5dceb218-1634-4296-bdc3-8614602f009c/solutions

Power Automate

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Environments
aiaday

New solution Import Open AppSource Publish all customizations Switch to classic See history

All Search

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Solutions

Common Data Services Default Solution

Asset Checkout

Innovation Challenge

Fundraiser

Common Data Services Default Solution

msdyn_ContextualH...
msdyn_ContextualH...
msdyn_PowerAppsC...
msdyn_FlowApprov...
msdyn_FlowApprov...
Cr88fbC
AssetCheckout
InnovationHub
msdyn_SampleApp
Crd645d

Created ↓

Version

Managed externa...

Solution check

11/9/2019
11/9/2019
9/14/2019
9/9/2019
9/9/2019
9/9/2019
9/7/2019
9/7/2019
9/7/2019
9/7/2019

1.0.0.22
1.0.0.22
1.2.0.114
2.0.1.1
2.0.1.1
1.0.0.0
0.0.0.1
0.0.0.1
1.0.0.2
1.0.0.0

Checked by Micr...
Hasn't been run
Checked by Micr...
Checked by Micr...
Checked by Micr...
Hasn't been run

Currently importing solution "Printer Demo".

+ New solution Import Open AppSource Publish all customizations Switch to classic See history

All Search

Display name

Name

Created ↓

Version

Managed externa...

Solution check

Contextual Help Base

msdyn_ContextualH...

11/9/2019

1.0.0.22

Locked

Checked by Micr...

Contextual Help

msdyn_ContextualH...

11/9/2019

1.0.0.22

Locked

Checked by Micr...

Power Apps Checker Base

msdyn_PowerAppsC...

9/14/2019

1.2.0.114

Locked

Checked by Micr...

Power Apps Checker

msdyn_Publishing all customizations.19

9/14/2019

1.2.0.114

Locked

Checked by Micr...

Microsoft Flow Approvals

msdyn_FlowApprov...

9/9/2019

2.0.1.1

Locked

Checked by Micr...

Microsoft Flow Approvals Core Solution

msdyn_FlowApprov...

9/9/2019

2.0.1.1

Locked

Checked by Micr...

Common Data Services Default Solution

Cr88fbC

9/9/2019

1.0.0.0

Locked

Hasn't been run

Asset Checkout

AssetCheckout

9/7/2019

0.0.0.1

Locked

Checked by Micr...

Innovation Challenge

InnovationHub

9/7/2019

0.0.0.1

Locked

Checked by Micr...

Fundraiser

msdyn_SampleApp

9/7/2019

1.0.0.2

Locked

Checked by Micr...

Common Data Services Default Solution

Crd645d

9/7/2019

1.0.0.0

Locked

Hasn't been run

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https://us.flow.microsoft.com/manage/environments/5dceb218-1634-4296-bdc3-8614602f009c/solutions

Power Automate

Search for helpful resources

Environments aiaday

New solution Import Open AppSource Publish all customizations Switch to classic See history All Search

Published all customizations successfully.

Solution "Printer Demo" failed to import: Cannot start the requested operation [Import] because there is another [PublishAll] running at this moment. Use Solution History for more details. -- The solution installation or removal failed due to the installation or removal of another solution at the same time. Please try again later. Download log

Solutions

Display name	Name	Created	Version	Managed externally	Solution check
Contextual Help Base	msdyn_ContextualH...	11/9/2019	1.0.0.22	🔒	Checked by Mic...
Contextual Help	msdyn_ContextualH...	11/9/2019	1.0.0.22	🔒	Checked by Mic...
Power Apps Checker Base	msdyn_PowerAppsC...	9/14/2019	1.2.0.114	🔒	Checked by Mic...
Power Apps Checker	msdyn_PowerAppsC...	9/14/2019	1.2.0.114	🔒	Checked by Mic...
Microsoft Flow Approvals	msdyn_FlowApprov...	9/9/2019	2.0.1.1	🔒	Checked by Mic...
Microsoft Flow Approvals Core Solution	msdyn_FlowApprov...	9/9/2019	2.0.1.1	🔒	Checked by Mic...
Common Data Services Default Solution	Cr88fbfc	9/9/2019	1.0.0.0	🔒	Hasn't been run
Asset Checkout	AssetCheckout	9/7/2019	0.0.0.1	🔒	Checked by Mic...
Innovation Challenge	InnovationHub	9/7/2019	0.0.0.1	🔒	Checked by Mic...
Fundraiser	msdyn_SampleApp	9/7/2019	1.0.0.2	🔒	Checked by Mic...

Power Virtual Agents - Home X Manage your solutions | Power A +

https://us.flow.microsoft.com/manage/environments/5dceb218-1634-4296-bdc3-8614602f009c/solutions

Power Automate Search for helpful resources Environments aiaday ?

Solutions > History All Search

Name	Start time	End time	Version	Publisher	Oper...	Subo...	Result	Error...
BizFwd_Demo	7/26/2021, 12:01 AM	7/26/2021, 12:01 AM	1.0.0	Cr16d15	Import	None	Success	-
BizFwd_Demo	7/25/2021, 11:58 PM	7/25/2021, 11:58 PM	1.0.0	Cr16d15	Import	None	Failure	80071151
PublishAll	7/25/2021, 11:57 PM	7/25/2021, 11:58 PM	0.0.0.0	MicrosoftC...		None	Success	-
msdynce_EnableUCIByDefault	7/25/2021, 02:21 AM	7/25/2021, 02:22 AM	9.0.21063.21...	MicrosoftC...	Import	None	Success	-
msdynce_ActivitiesPatch	7/25/2021, 02:20 AM	7/25/2021, 02:21 AM	9.0.21063.21...	MicrosoftC...	Import	None	Success	-
msdynce_ClientUtilityPatch	7/25/2021, 02:20 AM	7/25/2021, 02:20 AM	9.0.21055.10...	MicrosoftC...	Import	None	Success	-
AuthorizationCore	7/25/2021, 02:19 AM	7/25/2021, 02:19 AM	1.51.0.0	MicrosoftC...	Import	None	Success	-
MetadataExtension	7/25/2021, 02:18 AM	7/25/2021, 02:19 AM	1.0.1.5	MicrosoftC...	Import	None	Success	-
CRMSettingsAPIs	7/25/2021, 02:17 AM	7/25/2021, 02:17 AM	10.0.0.221	microsoftd...	Import	None	Success	-
msdynce_SolutionsFrameworkMetada	7/25/2021, 02:17 AM	7/25/2021, 02:17 AM	9.1.40.0	MicrosoftC...	Import	None	Success	-
SolutionComponentConfigurationCor	7/25/2021, 02:16 AM	7/25/2021, 02:17 AM	9.1.2.0	microsoftfi...	Import	None	Success	-
SolutionComponentConfiguration	7/25/2021, 02:15 AM	7/25/2021, 02:16 AM	9.1.0.80	microsoftfi...	Import	None	Success	-

Manage your solutions | Power A X +

https://preview.flow.microsoft.com/manage/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/solutions

Microsoft Power Automate

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Environments MS Personal Productivity

Solution preview off All Search

New solution Import Open AppSource Publish all customizations Switch to classic ...

Home Action items My flows Create Templates Connectors Data Monitor AI Builder Process advisor Solutions Learn

7 environment variables need to be updated. See environment variables

Publishing all customizations failed. SecLib::CheckPrivilege failed. User: f452f8d2-56b8-eb11-8238-000d3a15572b, PrivilegeName: prvWriteEntity, PrivilegeId: 2a4e96d7-7bf9-4578-9d4e-1e494c33c1bf, Required Dept...

See history

Solutions

Display name	Name	Created ↓	Version	Managed externa...	Solution check
DART2D2	DART2D2	7/23/2021	1.0.0.2	🔓	Hasn't been run
Dependencies	Dependencies	7/23/2021	1.0.0.0	🔓	Hasn't been run
Harysh-Test	HaryshTest	7/23/2021	1.0.0.0	🔓	Hasn't been run
env variable test sol	envvariabletestsol	7/23/2021	1.0.0.2	🔓	Checked by publ...
Finance approval	Financeapproval	7/23/2021	1.0.0.0	🔓	Hasn't been run
Testing CD for PowerApps	TestingCDforPower...	7/23/2021	1.0.0.0	🔓	Hasn't been run
test check2	testcheck2	7/23/2021	1.0.0.0	🔓	Hasn't been run
test check1	testcheck1	7/23/2021	1.0.0.0	🔓	Hasn't been run
test check	testcheck	7/23/2021	1.0.0.0	🔓	Results as of 1:28...
Training Solution (sshch)	sshch_training_solut...	7/22/2021	1.0.0.0	🔓	Hasn't been run

A green arrow points from the "See history" button in the top right corner of the error message area to the "See history" button in the top right corner of the main content area.

Manage your solutions | Power A X +

https://preview.flow.microsoft.com/manage/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/solutions

Microsoft Power Automate Search for helpful resources Environments MS Personal Productivity ?

Solutions > History

All bizfwd_demo

Name	Start time	End time	Version	Publisher	Opera...	Subo...	Result	Error...
BizFwd_Demo	7/25/2021, 11:10 PM	7/25/2021, 11:10 PM	1.0.0	Cr16d15	Import	None	Failure	80040237
BizFwd_Demo	7/25/2021, 11:07 PM	7/25/2021, 11:07 PM	1.0.0	Cr16d15	Import	None	Failure	80040237
BizFwd_Demo	12/15/2020, 03:35 PM	12/15/2020, 03:35 PM	1.0.0	Cr16d15	Import	None	Failure	80040237
BizFwd_Demo	12/15/2020, 01:08 PM	12/15/2020, 01:08 PM	1.0.0	Cr16d15	Import	None	Failure	80040237
BizFwd_Demo	12/15/2020, 01:07 PM	12/15/2020, 01:07 PM	1.0.0	Cr16d15	Uninstall	Delete	Success	-
BizFwd_Demo	12/15/2020, 12:38 PM	12/15/2020, 12:38 PM	1.0.0	Cr16d15	Import	None	Failure	80040237
BizFwd_Demo	8/13/2020, 04:55 PM	8/13/2020, 04:55 PM	1.0.0	Cr16d15	Import	None	Success	-
BizFwd_Demo	8/13/2020, 04:41 PM	8/13/2020, 04:42 PM	1.0.0	Cr16d15	Import	None	Success	-

Home Action items My flows Create Templates Connectors Data Monitor AI Builder Process advisor Solutions Learn

- ✓ Created Bot
- ✓ Imported Flows
- ✗ Added 5 topics with triggers
- ✗ Fixed errors
- ✗ SmartPrinter X troubleshooter
- ✗ Main Troubleshooter & Tested bot
- ✗ Fixed “Printer not working” & Tested again
- ✗ Published bot 

Manage your solutions | Power A X Power Virtual Agents - Topics X

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/topic

Microsoft Power Virtual Agents | Jarvis

Home Topics Entities Analytics Publish Manage

Test bot

Track between topics Chat

Type your message

Untitled

Save topic Delete

Setup Analytics

Name * (Required)

Friendly name (Optional)

Description (Optional)

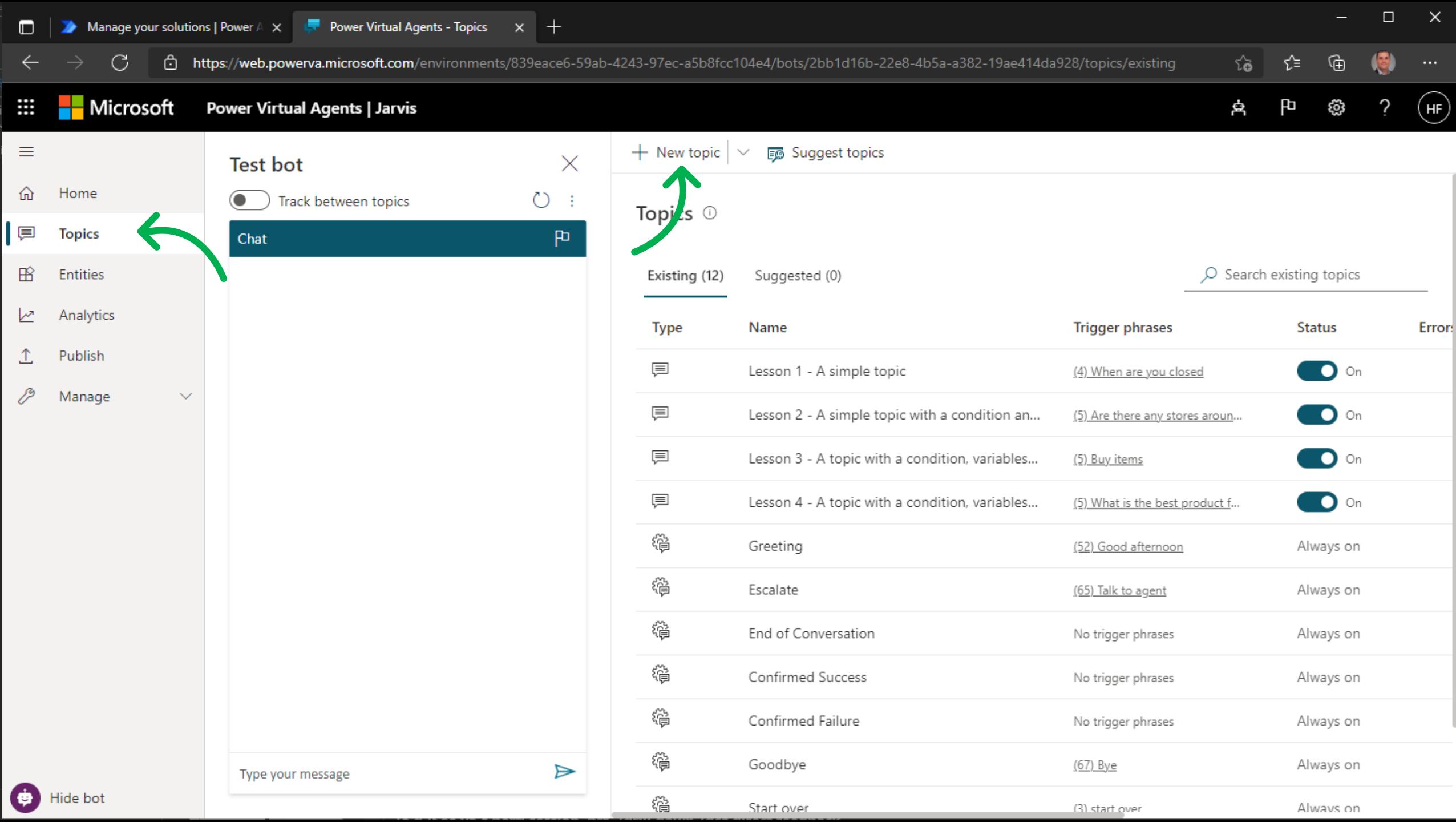
Trigger phrases (0) How might your customers ask about this topic? Try to start with 5-10 diverse phrases.

Enter a trigger p... Add

Go to authoring canvas

Status

A green arrow points from the 'Topics' menu item in the left sidebar to the 'Topics' tab in the main content area.



Manage your solutions | Power A X Power Virtual Agents - Topics X

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/topic

Microsoft Power Virtual Agents | Jarvis

Test bot

Track between topics

Chat

Type your message

Hide bot

Ink to You – Agent transfer

Setup Analytics

Name * Ink to You – Agent transfer

Friendly name ⓘ (Optional)

Description (Optional)

Trigger phrases (0) ⓘ How might your customers ask about this topic? Try to start with 5-10 diverse phrases.

Ink refill Add

Save topic Delete

Go to authoring canvas

Status

Topics

Entities

Analytics

Publish

Manage

Home

Save topic

Delete

Go to authoring canvas

Status

Manage your solutions | Power A X Power Virtual Agents - Topics X

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/topic

Microsoft Power Virtual Agents | Jarvis

Test bot

Track between topics

Chat

Type your message

Save topic

Delete

Ink to You – Agent transfer

Setup Analytics

Name * Ink to You – Agent transfer

Friendly name (Optional)

Description (Optional)

Trigger phrases (1) How might your customers ask about this topic? Try to start with 5-10 diverse phrases.

Enter a trigger p... Add

Ink refill

Go to authoring canvas

Status

Hide bot

A green arrow points upwards from the "Save topic" button to the top right corner of the screen.

Manage your solutions | Power A X Power Virtual Agents - Topics X https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/topic/new_topic_84... HF

Microsoft Power Virtual Agents | Jarvis

Test bot

Track between topics

Chat

Type your message

Topic saved.

Printer – Main troubleshooter

Save topic Delete

Setup Analytics

Name * Printer – Main troubleshooter

Friendly name (Optional)

Description (Optional)

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

Enter a trigger p... Add

I need help with my printer

My printer is giving me warning lights

Trouble printing

I need to repair my printer

My printer needs to be fixed

Go to authoring canvas

Modified by Hiram Fleitas a few seconds ago

Status 1

Manage your solutions | Power A X Power Virtual Agents - Topics X https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/topics/existing HF

Microsoft Power Virtual Agents | Jarvis

Home Topics Entities Analytics Publish Manage

Test bot Track between topics Chat

Type Name Trigger phrases Status Error

Type	Name	Trigger phrases	Status	Error
Printer – Main troubleshooter	(5)_I need help with my printer	On	1	
SmartPrinter X troubleshooter	(1)_Smart_printer	On	1	
Printer is not printing	(1)_Not_printing	On	1	
WiFi troubleshooter	(1)_Printer offline	On	1	
Ink to You – Agent transfer	(1)_Ink refill	On	1	
Lesson 1 - A simple topic	(4)_When are you closed	On		
Lesson 2 - A simple topic with a condition an...	(5)_Are there any stores aroun...	On		
Lesson 3 - A topic with a condition, variables...	(5)_Buy_items	On		
Lesson 4 - A topic with a condition, variables...	(5)_What is the best product f...	On		
Greeting	(52)_Good afternoon	Always on		
Escalate	(65)_Talk to agent	Always on		

Type your message Hide bot

A green arrow points from the 'Topics' link in the left sidebar to the 'Topics' section in the main content area. Another green arrow points from the 'Hide bot' button at the bottom left to the 'Chat' tab in the top navigation bar.

Manage your solutions | Power A X Power Virtual Agents - Topics + https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/topics/existing Microsoft Power Virtual Agents | Jarvis New topic Suggest topics Topics Existing (17) Suggested (0) Search existing topics

Type	Name	Trigger phrases	Status	Errors	Editing	Modified by ↓
Printer – Main troubleshooter	(5) I need help with my printer	On	✖ 1			Hiram Fleitas 5 minutes ago
SmartPrinter X troubleshooter	(1) Smart_printer	On	✖ 1			Hiram Fleitas 7 minutes ago
Printer is not printing	(1) Not printing	On	✖ 1			Hiram Fleitas 7 minutes ago
WiFi troubleshooter	(1) Printer offline	On	✖ 1			Hiram Fleitas 8 minutes ago
Ink to You – Agent transfer	(1) Ink refill	On	✖ 1			Hiram Fleitas 9 minutes ago
Lesson 1 - A simple topic	(4) When are you closed	On				Hiram Fleitas an hour ago
Lesson 2 - A simple topic with a condition an...	(5) Are there any stores aroun...	On				Hiram Fleitas an hour ago
Lesson 3 - A topic with a condition, variables...	(5) Buy_items	On				Hiram Fleitas an hour ago
Lesson 4 - A topic with a condition, variables...	(5) What is the best product f...	On				Hiram Fleitas an hour ago
Greeting	(52) Good afternoon	Always on				01/14/2019
Escalate	(65) Talk to agent	Always on				01/14/2019



- ✓ Created Bot
- ✓ Imported Flows
- ✓ Added 5 topics with triggers
- ✗ Fixed errors
- ✗ SmartPrinter X troubleshooter
- ✗ Main Troubleshooter & Tested bot
- ✗ Fixed “Printer not working” & Tested again
- ✗ Published bot 

Manage your solutions | Power A X Power Virtual Agents - Topics + https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_a... ⚡ HF

Microsoft Power Virtual Agents | Jarvis Details Topic checker Test bot Save

Ink to You – Agent transfer

Trigger Phrases (1)

Ink refill

Message

Provide a message.

Topic checker

Errors (1) Add a bot message

Warnings (0)

```
graph TD; InkRefill[Trigger Phrases (1)] --> MessageInput[Message]; MessageInput --- Plus[+]
```

Manage your solutions | Power A X Power Virtual Agents - Topics + https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_a... HF

Microsoft Power Virtual Agents | Jarvis Details Topic checker Test bot Save

Ink to You – Agent transfer

Trigger Phrases (1)

Ink refill

Message B I := := ⓘ {x} :

How can I help you?

Topic checker

There are no errors or warnings in this topic

```
graph TD; InkRefill[Ink refill] --> MessageCard[How can I help you?];
```

- ✓ Created Bot
- ✓ Imported Flows
- ✓ Added 5 topics with triggers
- ✓ Fixed errors
- ✗ SmartPrinter X troubleshooter
- ✗ Main Troubleshooter & Tested bot
- ✗ Fixed “Printer not working” & Tested again
- ✗ Published bot 

Manage your solutions | Power A X Power Virtual Agents - Topics +

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/topics/existing

Microsoft Power Virtual Agents | Jarvis

New topic Suggest topics

Topics ⓘ

Existing (17) Suggested (0) Search existing topics

Type	Name	Trigger phrases	Status	Errors	Editing	Modified by ↓
Chatbot	WiFi troubleshooter	(1) Printer offline	On			Hiram Fleitas 2 minutes ago
Chatbot	Ink to You – Agent transfer	(1) Ink refill	On			Hiram Fleitas 5 minutes ago
Chatbot	Printer – Main troubleshooting	(5) I need help with my printer	On	✖ 1		Hiram Fleitas 13 minutes ago
Chatbot	SmartPrinter X troubleshooter	(1) Smart printer	On	✖ 1		Hiram Fleitas 15 minutes ago
Chatbot	Printer is not printing	(1) Not printing	On	✖ 1		Hiram Fleitas 15 minutes ago
Chatbot	Lesson 1 - A simple topic	(4) When are you closed	On			Hiram Fleitas an hour ago
Chatbot	Lesson 2 - A simple topic with a condition an...	(5) Are there any stores arou...	On			Hiram Fleitas an hour ago
Chatbot	Lesson 3 - A topic with a condition, variables ...	(5) Buy items	On			Hiram Fleitas an hour ago
Chatbot	Lesson 4 - A topic with a condition, variables ...	(5) What is the best product f...	On			Hiram Fleitas an hour ago
Chatbot	Greeting	(52) Good afternoon	Always on			01/14/2019

A green arrow points upwards from the bottom of the "SmartPrinter X troubleshooter" row towards the "Go to authoring canvas" button.

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_30eb1148e2a44be8b9c41d13dd25413d 01/14/2019

Manage your solutions | Power A X Power Virtual Agents - Topics + https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_3... HF

Microsoft Power Virtual Agents | Jarvis Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Trigger Phrases (1)

Smart printer

Message Options Delete

Provide a message.

```
graph TD; SmartPrinterX[SmartPrinter X troubleshooter] --> TriggerPhrases[Trigger Phrases (1)]; TriggerPhrases --> SmartPrinter[Smart printer]; SmartPrinter --> MessageCard[Message]; MessageCard --> Plus[+]
```

Manage your solutions | Power A X Power Virtual Agents - Topics + https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_3... HF

Microsoft Power Virtual Agents | Jarvis Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Trigger Phrases (1)

Smart printer

Add node +

The screenshot shows the Microsoft Power Virtual Agents - Topics interface. At the top, there are navigation icons and a URL bar. Below the header, the Microsoft logo and 'Power Virtual Agents | Jarvis' are displayed. On the left, there's a vertical toolbar with various icons. The main area shows a 'Trigger Phrases (1)' section with a single entry 'Smart printer'. Below it is an 'Add node' button with a plus sign. The bottom left corner features a sidebar with search and filter icons.

Manage your solutions | Power A X Power Virtual Agents - Topics + https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_3... HF

Microsoft Power Virtual Agents | Jarvis Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Trigger Phrases (1)

Smart printer

Ask a question

Call an action >

Show a message

Go to another topic >

End the conversation >

Trigger Phrases (1)

Smart printer

Ask a question

Call an action >

Show a message

Go to another topic >

End the conversation >

Manage your solutions | Power A X Power Virtual Agents - Topics +

https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_3...

Microsoft Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Question

Ask a question

I can help you look up the specific model of your smart printer using your email address.

Please enter your email address below.

Identify

Multiple choice options >

Options for user

New option

Save response as {x} Var (text)

Choose information to identify

To help the bot pick out specific information from your user's response, choose an option or entity.

Search

Email
Prebuilt, Email addresses, extracted as a string

Event
Prebuilt, Event names, extracted as a string

Language
Prebuilt, Language names, extracted as a string

Money
Prebuilt, Monetary amounts, extracted as a number

Number

A green arrow points from the 'Email' item in the 'Choose information to identify' list back to the 'Email' input field in the 'Ask a question' section of the dialog.

Manage your solutions | Power A X Power Virtual Agents - Topics + https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_3... HF

Microsoft Power Virtual Agents | Jarvis Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Question

Ask a question

I can help you look up the specific model of your smart printer using your email address.

Please enter your email address below.

Identify

Email >

Save response as

(x) Var (email)

Add node +

The screenshot shows the Microsoft Power Virtual Agents - Topics interface. At the top, there's a navigation bar with links for 'Manage your solutions' and 'Power Virtual Agents'. The main title is 'Power Virtual Agents - Topics'. Below the title, the URL is https://web.powerva.microsoft.com/environments/839eace6-59ab-4243-97ec-a5b8fcc104e4/bots/2bb1d16b-22e8-4b5a-a382-19ae414da928/dialog/new_topic_3... and a user profile icon labeled 'HF'. The page header includes the Microsoft logo and the text 'Power Virtual Agents | Jarvis'. On the left, there's a vertical toolbar with icons for search, filters, and other tools. The main content area is titled 'SmartPrinter X troubleshooter'. It features a 'Question' section with a 'Ask a question' button and a text box containing the message: 'I can help you look up the specific model of your smart printer using your email address. Please enter your email address below.' Below this is an 'Identify' section with an 'Email' input field and a 'Save response as' section where '(x) Var (email)' is selected. At the bottom, there's a 'Add node' button with a plus sign. The overall layout is clean and modern, typical of a cloud-based development environment.

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

SmartPrinter X troubleshooter

Email

Save response as
(x) Var (email)

Ask a question

Add a condition

Call an action

Show a message

Go to another topic

End the conversation

Authenticate
Go to Manage > Security > Authentication to configure

Create a flow
Launches Power Automate in a new window

Printer. How to find your serial number
[View flow details](#)

Printer. Check Warranty Status by SN
[View flow details](#)

Printer. Get Latest Printer Purchased
[View flow details](#)

Printer. Get cartridges purchased in last 6 mon...
[View flow details](#)

Printer. Query Printer Error Message
[View flow details](#)

Printer. Get Latest Printer Purchased
[View flow details](#)

Topic checker Test bot Save

Details

HF

Ask a question

Add a condition

Call an action

Show a message

Go to another topic

End the conversation

Authenticate

Create a flow

Printer. How to find your serial number

Printer. Check Warranty Status by SN

Printer. Get Latest Printer Purchased

Printer. Get cartridges purchased in last 6 mon...

Printer. Query Printer Error Message

Printer. Get Latest Printer Purchased

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚡ ⚙️ ...

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Action

Power Automate inputs (1)

{x} emailAddr (text) gets value from
Enter or select a value

Printer. Get Latest Printer Purchas... [View flow details](#)

Power Automate outputs (3) gives value to

{x} latestPrinter (text)
{x} serialNum (text)
{x} purchaseDate (text)

{x}

```
graph TD; Start(( )) --> Input{Power Automate inputs (1)}; Input --> Flow1[Printer. Get Latest Printer Purchas...]; Flow1 --> Outputs[Power Automate outputs (3) gives value to]; Outputs --> End(( ));
```

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚡⚙️ ...

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Action

Power Automate inputs (1)

{x} emailAddr (text) gets value from
Enter or select a value

Variables

Var  View flow details

Power Automate outputs (3) gives value to

{x} latestPrinter (text)
{x} serialNum (text)
{x} purchaseDate (text)

+



Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚡ ⚙️ ⚙️ HF

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Action

Power Automate inputs (1)

{x} emailAddr (text) gets value from
{x} Var (email) X

Printer. Get Latest Printer Purchas... View flow details

Power Automate outputs (3) gives value to

{x} latestPrinter (text)
{x} serialNum (text)
{x} purchaseDate (text)

Add node +

```
graph TD; Start(( )) --> Action[Action]; Action --> Inputs[Power Automate inputs (1)]; Inputs --> Outputs[Power Automate outputs (3) gives value to]; Outputs --> AddNode[Add node];
```

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

{x} serialNum (text)

{x} purchaseDate (text)

Question

B I := ? {x} v

I see that the last smart printer purchased is the {x} latest {purchaseDate} - is that correct?

Identify

Multiple choice options >

Options for user

New option

Save response as

latestPrinter
purchaseDate
serialNum
Var

+

(x)

HF

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

{x} serialNum (text)

{x} purchaseDate (text)

Question

B I := ? {x} v

I see that the last smart printer purchased is the {x} latest {purchaseDate} - is that correct?

Identify

Multiple choice options >

Options for user

New option

Save response as

latestPrinter
purchaseDate
serialNum
Var

+

(x)

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

SmartPrinter X troubleshooter

Question

Ask a question

I see that the last smart printer you purchased is the {x} latestPrinter on {x} purchaseDate - is that correct?

Identify

Multiple choice options >

Options for user

Yes

No

New option

Save response as

{x} Var1 (text)

The screenshot shows the Microsoft Power Virtual Agents web interface. The top navigation bar includes tabs for 'Topics' and 'Manage your solutions'. The main title is 'Power Virtual Agents | Jarvis' with a subtitle 'SmartPrinter X troubleshooter'. On the left, there's a vertical toolbar with icons for search, filters, and other management functions. The central area displays a 'Question' card. It contains an 'Ask a question' section with a message: 'I see that the last smart printer you purchased is the {x} latestPrinter on {x} purchaseDate - is that correct?'. Below this is an 'Identify' section with a 'Multiple choice options' button. Under 'Options for user', there are two buttons: 'Yes' and 'No', each with a delete icon. At the bottom of the card is a 'New option' button and a 'Save response as' field containing '{x} Var1 (text)' with an edit icon. The overall interface is clean and modern, typical of Microsoft's product design.

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚡ ⚙️ ...

Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Save response as
{x} Var1 (text) ⚙️

Condition ⚙️

{x} Var1 (text) X

is equal to

Yes

+ Add condition

Condition ⚙️

{x} Var1 (text) X

is equal to

No

+ Add condition

Add node

+

+

🔍

🔍

⚙️

⌚

⌚

{x}

🤖

```
graph TD; Start(( )) --> Cond1[Condition]; Cond1 --> Yes1["{x} Var1 (text) X<br/>is equal to<br/>Yes"]; Cond1 --> No1["{x} Var1 (text) X<br/>is equal to<br/>No"]; Yes1 --> Node1(( )); No1 --> Node2(( )); Node2 --> AddNode2["+ Add node"];
```

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Question

Ask a question

I can contact your {x} latestPrinter (serial number {x} serialNum) directly to get more information on your issue. Would you like me to do so?

Message

Sorry, our records must be incorrect.

Identify

Multiple choice options >

Options for user

Yes, please look up this issue for me. Delete

No, I'll describe the issue myself. Delete

+ New option

Save response as

{x} Var2 (text) Edit

Topic checker Test bot Save

HF

Details

SmartPrinter X troubleshooter

Question

Ask a question

I can contact your {x} latestPrinter (serial number {x} serialNum) directly to get more information on your issue. Would you like me to do so?

Message

Sorry, our records must be incorrect.

Identify

Multiple choice options >

Options for user

Yes, please look up this issue for me. Delete

No, I'll describe the issue myself. Delete

+ New option

Save response as

{x} Var2 (text) Edit

Topic checker Test bot Save

HF

Power Virtual Agents - Topics Manage your solutions | Power A | +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

SmartPrinter X troubleshooter

Condition

{x} Var2 (text) x

is equal to

Yes, please look up this issue for me.

+ Add condition

Condition

{x} Var2 (text) x

is equal to

No, I'll describe the issue myself.

+ Add condition

+ Add condition

Ask a question

Call an action

Show a message

Go to another topic

End the conversation

Search

Lesson 2 - A simple topic with a condition and...

Lesson 2 - This lesson will show you how you can creat...

Lesson 3 - A topic with a condition, variables a...

Lesson 3 - This lesson will show you how you can creat...

Lesson 4 - A topic with a condition, variables a...

Lesson 4 - This lesson continues to show you how you...

Ink to You - Agent transfer

WiFi troubleshooter

Printer is not printing

Printer – Main troubleshooter

Topic checker Test bot Save

HF

```
graph TD; Start(( )) --> Cond1[Condition: {x} Var2 (text) is equal to Yes]; Start --> Cond2[Condition: {x} Var2 (text) is equal to No]; Cond1 --> Action1[Ask a question]; Cond1 --> Action2[Call an action]; Cond1 --> Action3>Show a message; Cond1 --> Action4[Go to another topic]; Cond1 --> Action5[End the conversation]; Cond2 --> Action6[Ask a question]; Cond2 --> Action7[Call an action]; Cond2 --> Action8>Show a message; Cond2 --> Action9[Go to another topic]; Cond2 --> Action10[End the conversation];
```

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚡ ⚙️ ? HF

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Condition

{x} Var2 (text) X
is equal to
Yes, please look up this issue for me.

+ Add condition

Condition

{x} Var2 (text) X
is equal to
No, I'll describe the issue myself.

+ Add condition

Redirect ⓘ
Printer is not printing

+ Topic redirects now return X
After the bot goes to another topic, it will return back here to continue the conversation.
Got it

```
graph TD; Start(( )) --> Cond1[Condition]; Cond1 --> YesPath1[Yes, please look up this issue for me.]; Cond1 --> NoPath1[No, I'll describe the issue myself.]; YesPath1 --> Redirect1[Redirect: Printer is not printing]; NoPath1 --> Redirect1; Redirect1 --> End(( ));
```

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

{x} Var2 (text) X
is equal to
Yes, please look up this issue for me.

+ Add condition

{x} Var2 (text) X
is equal to
No, I'll describe the issue myself.

+ Add condition

Message
Ok, I'm contacting your printer now.

Add node +

Redirect
Printer is not printing

```
graph TD; A["{x} Var2 (text) X<br/>is equal to<br/>Yes, please look up this issue for me."] -- "+" --> B["Message<br/>Ok, I'm contacting your printer now."]; A -- "+" --> C["{x} Var2 (text) X<br/>is equal to<br/>No, I'll describe the issue myself."]; C -- "+" --> D["Redirect<br/>Printer is not printing"]
```

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Message

Ok, I'm contacting your printer now.

Ask a question Add a condition Call an action > Show a message Go to another topic > End the conversation >

Redirect

Printer is not printing

Search

Authenticate Go to Manage > Security > Authentication to configure

Create a flow Launches Power Automate in a new window

Printer. How to find your serial number [View flow details](#)

Printer. Check Warranty Status by SN [View flow details](#)

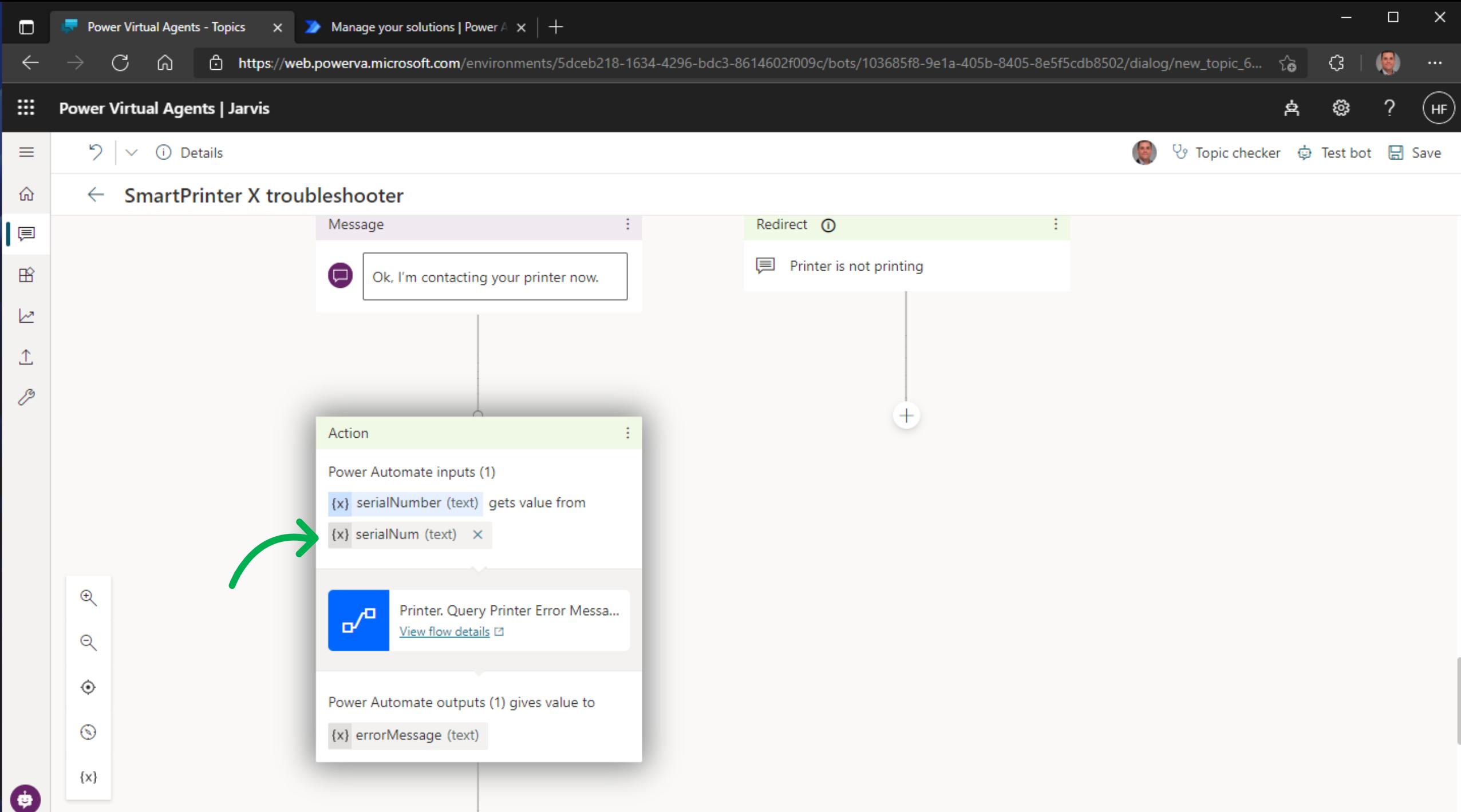
Printer. Get Latest Printer Purchased [View flow details](#)

Printer. Get cartridges purchased in last 6 mon... [View flow details](#)

Printer. Query Printer Error Message [View flow details](#)

Printer. Query Printer Error Message [View flow details](#)

Printer Error Message [View flow details](#)



Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details

Topic checker Test bot Save

SmartPrinter X troubleshooter

Printer. Query Printer Error Messa... View flow details

Power Automate outputs (1) gives value to {x} errorMessage (text)

Message

Link (Ctrl+K)

It looks like your printer is returning the following error message:
{x} errorMessage . This will usually be accompanied by a glowing amber light. Here is more information on how to resolve this issue fully: SmartPrinter X - C

https://microsoft.com

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

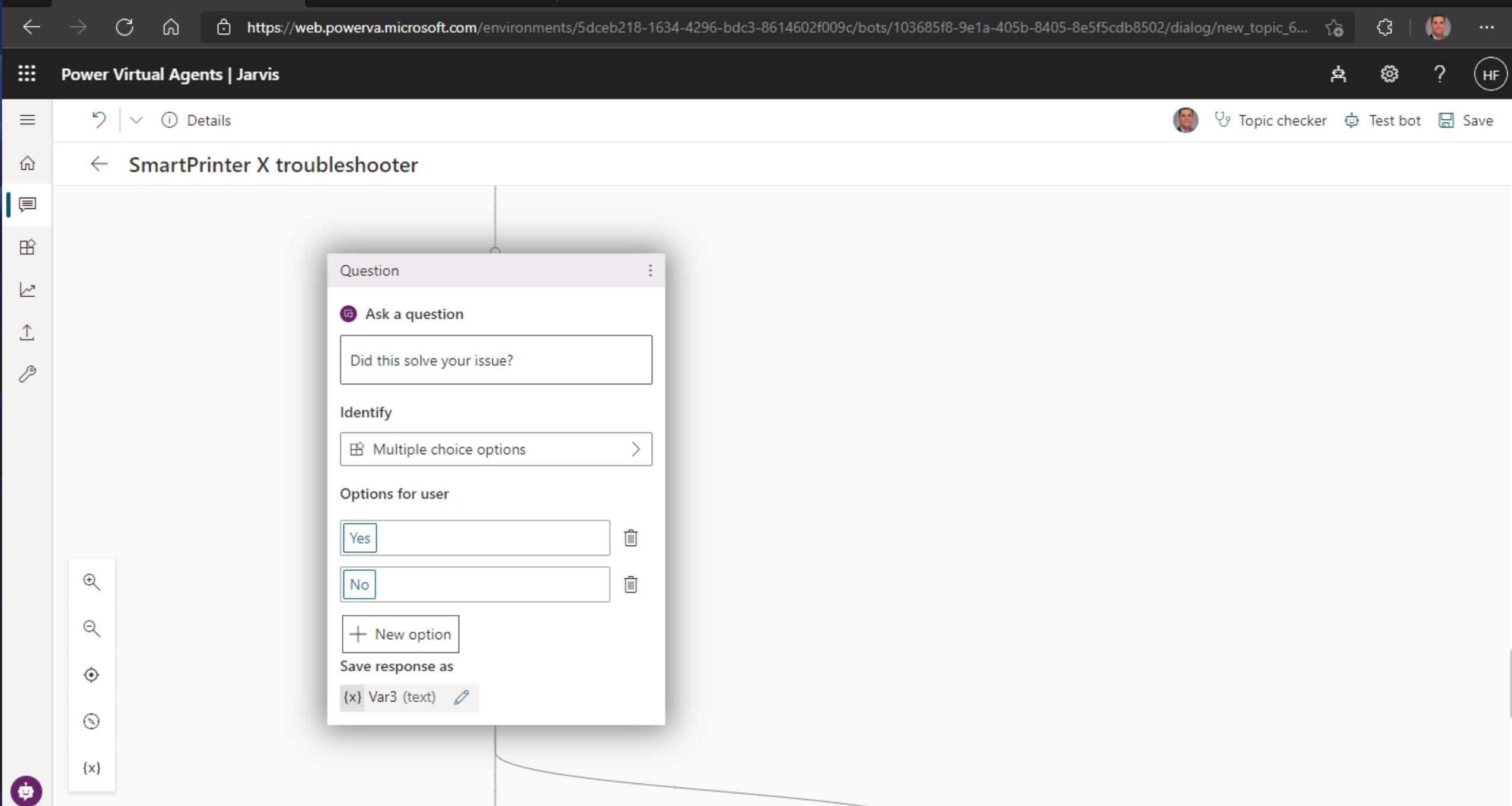
Power Automate outputs (1) gives value to {x} errorMessage (text)

Message

It looks like your printer is returning the following error message:
{x} errorMessage . This will usually be accompanied by a glowing amber light. Here is more information on how to resolve this issue fully: [SmartPrinter X – Cartridge issues.](#)

Add node +

The screenshot shows the Microsoft Power Virtual Agents dialog builder interface. At the top, there are tabs for 'Topics' and 'Manage your solutions | Power A'. The main area is titled 'SmartPrinter X troubleshooter'. A message card is displayed, starting with 'Power Automate outputs (1) gives value to {x} errorMessage (text)'. Below this, a 'Message' section contains a text block: 'It looks like your printer is returning the following error message: {x} errorMessage . This will usually be accompanied by a glowing amber light. Here is more information on how to resolve this issue fully: [SmartPrinter X – Cartridge issues.](#)'. A 'Add node' button with a plus sign is located at the bottom of the message card. On the left side, there is a vertical toolbar with icons for search, add, and other functions, and a sidebar with the title 'Power Virtual Agents | Jarvis'.



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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚙️ | 🚧 | HF

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Condition

{x} Var3 (text) X

is equal to

Yes

+ Add condition

Condition

{x} Var3 (text) X

is equal to

No

+ Add condition

Add node

+

Redirect ⓘ

Printer is not printing

+

```
graph TD; A["{x} Var3 (text) X  
is equal to  
Yes"] --> C(( )); B["{x} Var3 (text) X  
is equal to  
No"] --> C; C --> D["Redirect ⓘ  
Printer is not printing"]; D --> E(( ));
```

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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚙️ | 🚧 | HF

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Condition

{x} Var3 (text) X

is equal to

Yes

+ Add condition

Condition

{x} Var3 (text) X

is equal to

No

+ Add condition

Add node

+

Redirect ⓘ

Printer is not printing

+

```
graph TD; A["{x} Var3 (text) X  
is equal to  
Yes"] --> C(( )); B["{x} Var3 (text) X  
is equal to  
No"] --> C; C --> D["Redirect ⓘ  
Printer is not printing"]; D --> E(( ));
```

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

SmartPrinter X troubleshooter

Condition

{x} Var3 (text)

is equal to

Yes

+ Add condition

Condition

{x} Var3 (text)

Search

Authenticate

Go to Manage > Security > Authentication to configure

Create a flow

Launches Power Automate in a new window

Printer. How to find your serial number

Printer. Check Warranty Status by SN

Printer. Get Latest Printer Purchased

Printer. Get cartridges purchased in last 6 mon...

Printer. Query Printer Error Message

Ask a question

Call an action

Show a message

Go to another topic

End the conversation

Printer. Get cartridges purchased in last 6 months

Power Virtual Agents | Jarvis

↶ | ↘ ⓘ Details

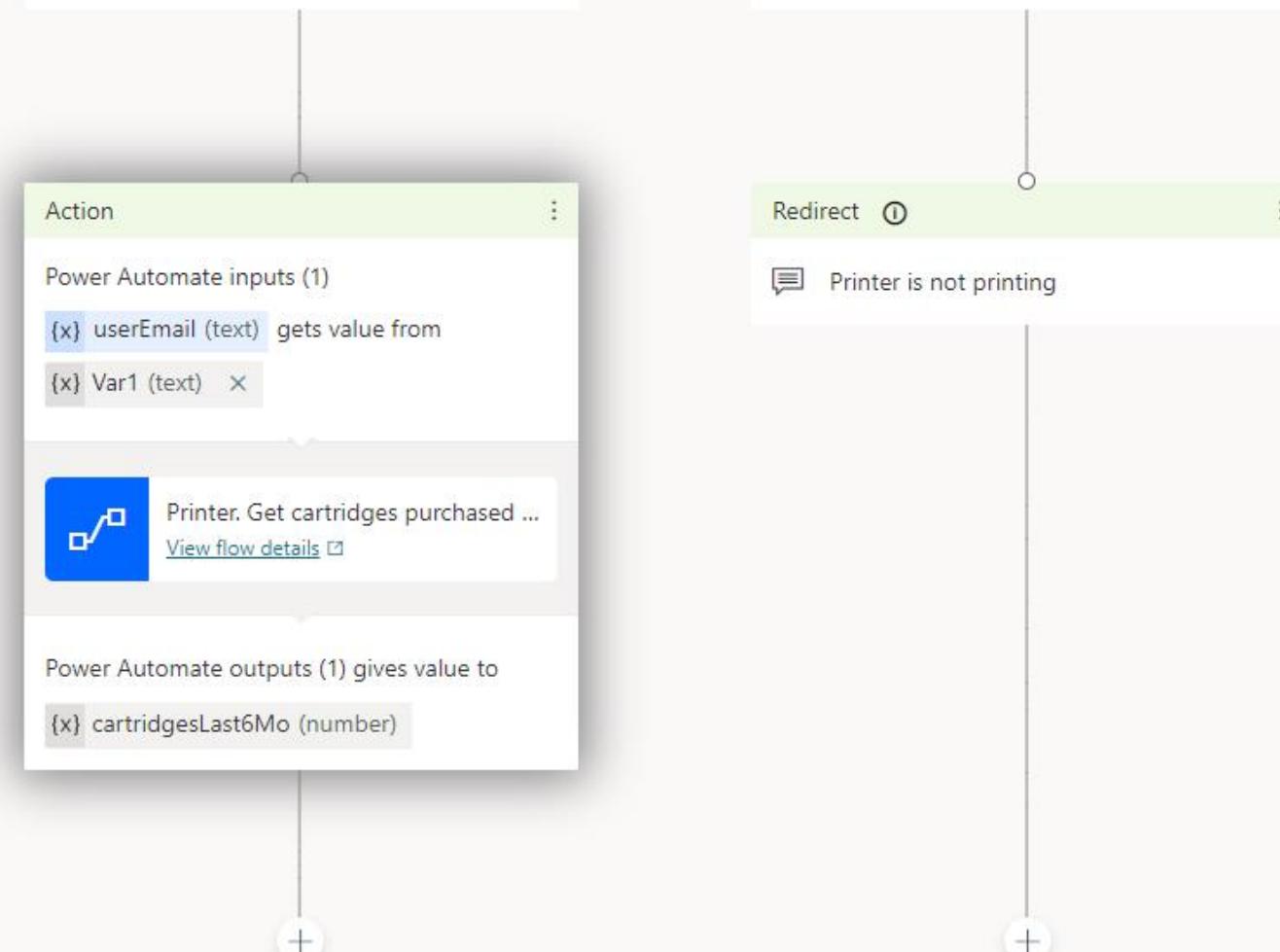


Topic checker



HF

← SmartPrinter X troubleshooter



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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚡⚙️ ...

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Printer. Get cartridges purchased ...
View flow details

Power Automate outputs (1) gives value to
{x} cartridgesLast6Mo (number)

Ask a question

Add a condition

Call an action >

Show a message

Go to another topic >

End the conversation >

Topic checker Test bot Save

HF

+

A green arrow points from the "Ask a question" option in the dropdown menu to the "Ask a question" icon on the left sidebar.

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Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Condition

Select a variable

is equal to

Add condition

Condition

All other conditions

+ Add condition

+ Ask a question

+ Call an action >

+ Show a message

+ Go to another topic >

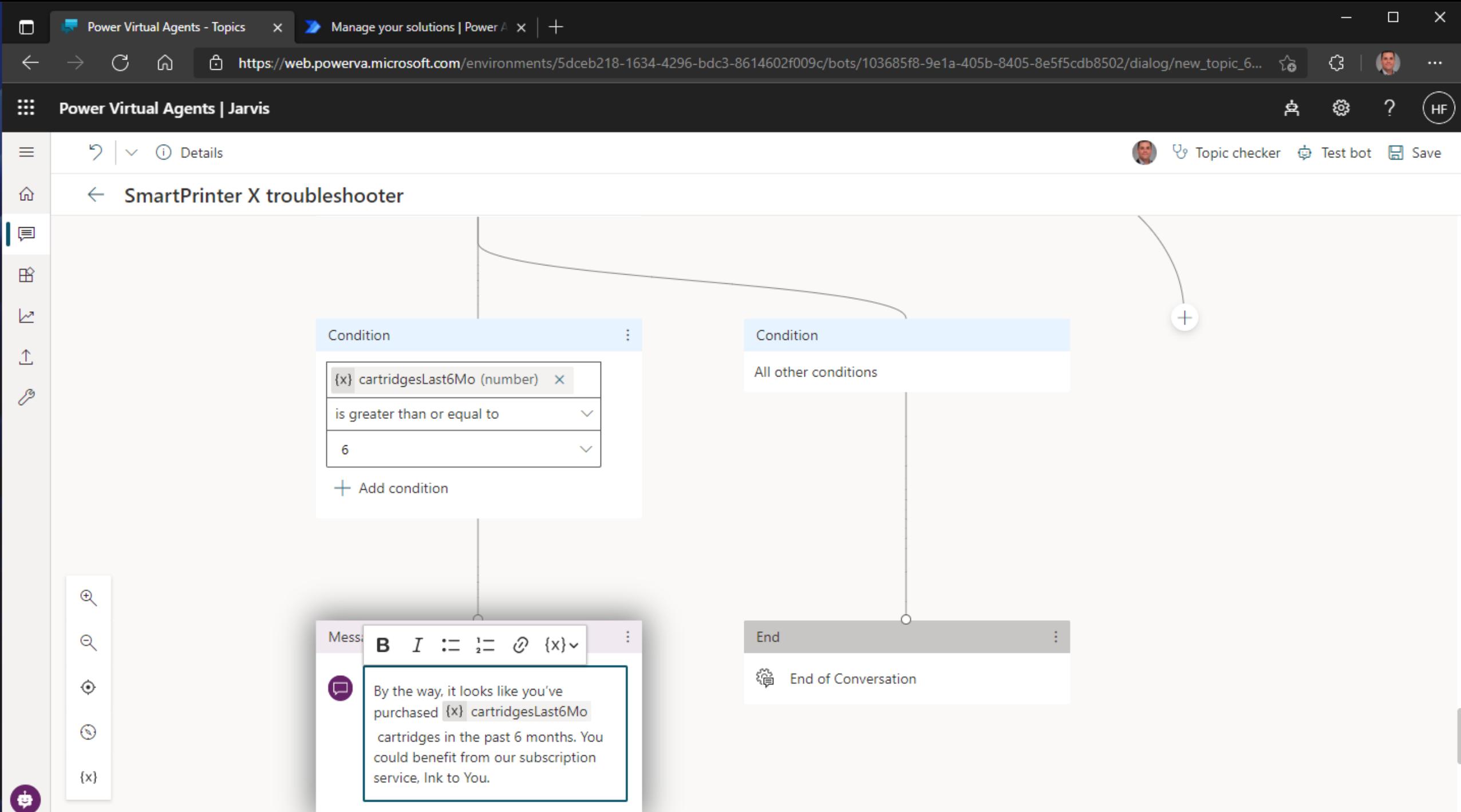
+ End the conversation >

+ End with survey

🔍 🔍 ⚙️ ⚙️ ? ⚙️ HF

(x)

```
graph TD; Start(( )) --> Cond1[Condition]; Cond1 --> Selected[Selected variable]; Cond1 --> Other[All other conditions]; Selected --> Actions[Ask a question, Call an action, Show a message, Go to another topic, End the conversation, End with survey]; Other --> Actions
```



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SmartPrinter X troubleshooter

Question

Ask a question

Would you like to learn more?

Identify

Multiple choice options >

Options for user

Yes

No

+ New option

Save response as

{x} Var4 (text)

Details

Topic checker Test bot Save

HF

SmartPrinter X troubleshooter

Question

Ask a question

Would you like to learn more?

Identify

Multiple choice options >

Options for user

Yes

No

+ New option

Save response as

{x} Var4 (text)

Details

Topic checker Test bot Save

HF

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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Condition

{x} Var4 (text) X

is equal to

Yes

+ Add condition

Condition

{x} Var4 (text) X

is equal to

No

+ Add condition

Question

Ask a question

Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?

Identify

Multiple choice options >

Ask a question

Call an action >

Show a message

Go to another topic >

End the conversation >

End with survey

Transfer to agent

```
graph LR; Start(( )) --> Cond1[Condition: {x} Var4 (text) X]; Cond1 --> Cond1Op[is equal to]; Cond1Op --> Cond1Val[Yes]; Start --> Cond2[Condition: {x} Var4 (text) X]; Cond2 --> Cond2Op[is equal to]; Cond2Op --> Cond2Val[No]; Cond1 --> Q1[Question: Ask a question]; Q1 --> Q1Text["Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?"]; Cond2 --> M1[Menu]; M1 --> M1List["Ask a question", "Call an action >", "Show a message", "Go to another topic >", "End the conversation >"]; M1 --> M1Survey["End with survey"]; M1 --> M1Transfer["Transfer to agent"];
```

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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

Details

SmartPrinter X troubleshooter

Question

Ask a question

Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?

End

End of Conversation

Identify

Multiple choice options >

Options for user

Yes

No

+ New option

Save response as

{x} Var5 (text)

Topic checker Test bot Save

HF

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{x}

慈悲

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Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Condition

{x} Var5 (text) X

is equal to

Yes

+ Add condition

Condition

{x} Var5 (text) X

is equal to

No

+ Add condition

+

O

Ask a question

Call an action >

Show a message

Go to another topic >

End the conversation >

End with survey

Transfer to agent

```
graph TD; Start(( )) --> Cond1[Condition]; Start --> Cond2[Condition]; Cond1 --> Action1[Ask a question]; Cond1 --> Action2[Call an action]; Cond1 --> Action3>Show a message; Cond1 --> Action4[Go to another topic]; Cond1 --> Action5[End the conversation]; Cond1 --> EndWithSurvey[End with survey]; Cond2 --> Action6[Ask a question]; Cond2 --> Action7[Call an action]; Cond2 --> Action8>Show a message; Cond2 --> Action9[Go to another topic]; Cond2 --> Action10[End the conversation]; Cond2 --> TransferToAgent[Transfer to agent];
```

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Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Question

Ask a question

Great! Let me contact an agent for you and then I'll transfer you. This will take a few seconds, thank you for your patience.

End

End of Conversation

Identify

Multiple choice options >

Options for user

Accept

Decline

+ New option

Save response as

{x} Var6 (text)

+

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⌚

{x}

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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6...

Power Virtual Agents | Jarvis

SmartPrinter X troubleshooter

Condition

{x} Var6 (text) X

is equal to

Accept

+ Add condition

Condition

{x} Var6 (text) X

is equal to

Decline

+ Add condition

+ Ask a question

+ Call an action

+ Show a message

+ Go to another topic

+ End the conversation

+ End with survey

+ Transfer to agent

Topic checker Test bot Save

Details

HF

Condition

{x} Var6 (text) X

is equal to

Accept

+ Add condition

Condition

{x} Var6 (text) X

is equal to

Decline

+ Add condition

+ Ask a question

+ Call an action

+ Show a message

+ Go to another topic

+ End the conversation

+ End with survey

+ Transfer to agent

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Power Virtual Agents | Jarvis

SmartPrinter X troubleshooter

Condition

{x} Var6 (text) X

is equal to

Accept

+ Add condition

Condition

{x} Var6 (text) X

is equal to

Decline

+ Add condition

Ask a question

Call an action

Show a message

Go to another topic

End the conversation

End

End of Conversation

Transfer to agent

```
graph LR; Start(( )) --> Cond1[Condition]; Start --> Cond2[Condition]; Cond1 --> Accept[Accept]; Cond2 --> Decline[Decline]; Accept --> AskQ[Ask a question]; Accept --> CallA[Call an action]; Accept --> ShowM[Show a message]; Accept --> GoAT[Go to another topic]; Accept --> EndC[End the conversation]; Decline --> EndC[End of Conversation]; Transfer[Transfer to agent]
```

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Power Virtual Agents | Jarvis

SmartPrinter X troubleshooter

Condition

{x} Var6 (text) X

is equal to

Accept

+ Add condition

cartridgesLast6Mo

errorMessage

latestPrinter

purchaseDate

serialNum

Var

Var1

Var2

Var3

Var4

Var5

Var6

Transfer To Agent ⓘ

B I := ;= {x} {x} v

Context on this conversation:

- Email: {x} Var1
- Unit: {x} latestPrinter
- {x} cartridgesLast6Mo
- Interest:

Condition

{x} Var6 (text) X

is equal to

Decline

+ Add condition

End

End of Conversation

Topic checker Test bot Save

Details

HF

Topics

Home

Messages

Flows

Logs

Up

Down

Transfer

Search

Filter

Context

Variables

Bot

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Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

SmartPrinter X troubleshooter

Transfer To Agent ⓘ

End

End of Conversation

Context on this conversation:

- Email: {x} Var1
- Unit: {x} latestPrinter
- {x} cartridgesLast6Mo
- Interest: {x} Var6

HF

Transfer To Agent ⓘ

End

End of Conversation

Context on this conversation:

- Email: {x} Var1
- Unit: {x} latestPrinter
- {x} cartridgesLast6Mo
- Interest: {x} Var6

Save

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚡ ⚡ HF

Power Virtual Agents | Jarvis

Topic saved.

Details

SmartPrinter X troubleshooter

Transfer To Agent ⓘ

Private message to agent

Context on this conversation:

- Email: {x} Var1
- Unit: {x} latestPrinter
- {x} cartridgesLast6Mo
- Interest: {x} Var6

End

End of Conversation

The screenshot shows the Microsoft Power Virtual Agents web interface. At the top, there are two tabs: 'Power Virtual Agents - Topics' and 'Manage your solutions | Power A'. The URL in the address bar is https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... . The main content area is titled 'Power Virtual Agents | Jarvis' and shows a 'Topic saved.' message with a green checkmark and a red curved arrow pointing to it. Below this are 'Details' and a navigation bar with icons for Home, Chat, Grid, List, Back, and Save. The main workspace is titled 'SmartPrinter X troubleshooter'. In the center, there are two floating windows: 'Transfer To Agent' (with an info icon) containing 'Private message to agent' and 'Context on this conversation:' followed by a bulleted list; and 'End' (with a more options icon) containing 'End of Conversation'. On the left, there's a vertical toolbar with icons for magnifying glass, search, location, and a placeholder '{x}'. At the bottom left is a purple circular icon with a white robot head.

- ✓ Created Bot
- ✓ Imported Flows
- ✓ Added 5 topics with triggers
- ✓ Fixed errors
- ✓ SmartPrinter X troubleshooter
- ✗ Main Troubleshooter & Tested bot
- ✗ Fixed “Printer not working” & Tested again
- ✗ Published bot 

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Power Virtual Agents | Jarvis

+ New topic Suggest topics

Topics ⓘ

Existing (17) Suggested (0) Search existing topics

Type	Name	Trigger phrases	Status	Errors	Editing	Modified by ↓
SmartPrinter X troubleshooter	(1) Smart_printer	On			Hiram Fleitas	5 minutes ago
WiFi troubleshooter	(1) Printer offline	On			Hiram Fleitas	an hour ago
Ink to You - Agent trans	Go to authoring canvas	(1) Ink_refill	On		Hiram Fleitas	an hour ago
Printer – Main troubleshooter	(6) My_printer_won't_work	On	✖ 1		Hiram Fleitas	an hour ago
Printer is not printing	(1) Not_printing	On	✖ 1		Hiram Fleitas	an hour ago
Lesson 1 - A simple topic	(4) When_are_you_closed	On			Hiram Fleitas	an hour ago
Lesson 2 - A simple topic with a condition an...	(5) Are_there_any_stores_around_me	On			Hiram Fleitas	an hour ago
Lesson 3 - A topic with a condition, variables ...	(5) Buy_items	On			Hiram Fleitas	an hour ago
Lesson 4 - A topic with a condition, variables ...	(5) What_is_the_best_product_for_my_needs	On			Hiram Fleitas	an hour ago
Greeting	(52) Good_afternoon	Always on				01/14/2019

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_852c2b5bf68e4af4b87b01c7012545fe 01/14/2019

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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_8... ⚙️ | 🚧 | HF

Power Virtual Agents | Jarvis

Details

Printer – Main troubleshooter

Trigger Phrases (6)

- My printer won't work
- I need help with my printer
- My printer is giving me warning lights
- Trouble printing
- My printer needs to be fixed
- I need to repair my printer

Message Options Delete

{x}

```
graph TD; Trigger[Trigger Phrases (6)] --- Message[Message]; Message --- Options[Options]; Message --- Delete[Delete];
```

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Power Virtual Agents | Jarvis

Details

Topic checker Test bot Save

Printer – Main troubleshooter

Question

Ask a question

How can I help you?

Identify

Multiple choice options >

Options for user

Print jobs are getting stuck

Printer is offline

+ New option

Save response as

{x} Var (text)

+

Q

•

⑧

{x}

?

HF

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_8...

Power Virtual Agents | Jarvis

Printer – Main troubleshooter

Question

Ask a question

How can I help you?

Identify

Multiple choice options >

Options for user

Print jobs are getting stuck

Printer is offline

My printer is not working

+ New option

Save response as {x} Var (text)

Details

Topic checker Test bot Save

HF

Printer – Main troubleshooter

Question

Ask a question

How can I help you?

Identify

Multiple choice options >

Options for user

Print jobs are getting stuck

Printer is offline

My printer is not working

+ New option

Save response as {x} Var (text)

Details

Topic checker Test bot Save

HF

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Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

Printer – Main troubleshooter

Save response as {x} Var (text)

Condition {x} Var (text) is equal to Print jobs are getting stuck

Condition {x} Var (text) is equal to My printer is not working

Search

- Lesson 2 - A simple topic with a condition and...
Lesson 2 - This lesson will show you how you can creat...
- Lesson 3 - A topic with a condition, variables a...
Lesson 3 - This lesson will show you how you can creat...
- Lesson 4 - A topic with a condition, variables a...
Lesson 4 - This lesson continues to show you how you...
- Ink to You - Agent transfer
- WiFi troubleshooter
- Printer is not printing
- SmartPrinter X troubleshooter

Ask a question Call an action Show a message Go to another topic End the conversation

Printer is not printing

This screenshot shows the Microsoft Power Virtual Agents dialog builder interface. The main area displays a troubleshooting flow for printer issues. It starts with a search bar and a list of related topics. Two specific conditions are defined: one for 'Print jobs are getting stuck' and another for 'My printer is not working'. Below each condition, a list of actions is available, including 'Ask a question', 'Call an action', 'Show a message', 'Go to another topic', and 'End the conversation'. A central box labeled 'Printer is not printing' is highlighted, indicating the current step in the process.

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Power Virtual Agents | Jarvis

Details Topic checker Test bot Save

Printer – Main troubleshooter

Condition {x} Var (text) is equal to Print jobs are getting stuck

Condition {x} Var (text) is equal to Printer is offline

Condition {x} Var (text) is equal to My printer is not working

Redirect Printer is not printing WiFi troubleshooter Printer is not printing

```
graph TD; A["Condition  
{x} Var (text)  
is equal to  
Print jobs are getting stuck"] --> B["Redirect  
Printer is not printing"]; C["Condition  
{x} Var (text)  
is equal to  
Printer is offline"] --> D["Redirect  
WiFi troubleshooter"]; E["Condition  
{x} Var (text)  
is equal to  
My printer is not working"] --> F["Redirect  
Printer is not printing"]
```

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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_6... ⚙️ ⚙️ HF

Power Virtual Agents | Jarvis

Test bot

Track between topics

The transfer to agent action was triggered.

View context variables

Just now

Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?

Just now

Yes

Just now

Great! Let me contact an agent for you and then I'll transfer you. This will take a few seconds, thank you for your patience.

Just now

Accept

Type your message ➤

Chat session details

User information collected for handoff using the Transfer to agent node.

Var1	Yes
Var2	Yes, please look up this issue for me.
errorMessage	Cannot print. Cartridge protective tape not fully removed.
Var3	Yes
cartridgesLast6Mo	12
Var4	Yes
Var5	Yes
Var6	Accept
va_Scope	bot
va_LastTopic	Printer – Main troubleshooter
va_Topics	<ul style="list-style-type: none">GreetingPrinter – Main troubleshooter
va_LastPhrase	printer is not working
va_Phrases	<ul style="list-style-type: none">hiprinter is not working
va_ConversationId	GK3gzSE4I8N2bdsMUQfM1-o
va_AgentMessage	Context on this conversation: * Email: Yes * Unit: Smart Printer X * 12 * Interest: Accept
va_BotId	103685f8-9e1a-405b-8405-8e5f5cdb8502
va_BotName	Jarvis
va_Language	en-US
chatTranscript	Download transcript

Close

Topic checker Test bot Save

Decline

+ Add condition

End

End of Conversation

- ✓ Created Bot
- ✓ Imported Flows
- ✓ Added 5 topics with triggers
- ✓ Fixed errors
- ✓ SmartPrinter X troubleshooter
- ✓ Main Troubleshooter & Tested bot
- ✗ Fixed “Printer not working” & Tested again
- ✗ Published bot 

Power Virtual Agents - Topics X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_3...

Power Virtual Agents | Jarvis

Test bot

Track between topics

The transfer to agent action was triggered.

A minute ago

Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?

A minute ago

Yes

A minute ago

Great! Let me contact an agent for you and then I'll transfer you. This will take a few seconds, thank you for your patience.

A minute ago

Accept

A minute ago

Type your message

Printer is not printing

Trigger Phrases (1)

Not printing

Question

Ask a question

Are you using a smart printer?

Identify

Multiple choice options >

Options for user

Yes

No

+ New option

Topic checker

Test bot

Save

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https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/dialog/new_topic_3...

Power Virtual Agents | Jarvis

Test bot

Track between topics

The transfer to agent action was triggered.

View context variables

Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?

2 minutes ago

Yes

Great! Let me contact an agent for you and then I'll transfer you. This will take a few seconds, thank you for your patience.

2 minutes ago

Accept

Type your message

Printer is not printing

Condition

{x} Var (text)

is equal to

Yes

Condition

{x} Var (text)

is equal to

No

Redirect

SmartPrinter X troubleshooter

+

This screenshot shows the Microsoft Power Virtual Agents dialog editor interface. On the left, a transcript of a conversation with a bot named 'Test bot' is displayed. The bot has triggered a 'Transfer to agent' action. The user has responded with 'Yes' and the bot has acknowledged this. The user then asks for a contact agent and the bot promises to handle it. On the right, the flowchart for this topic is shown. It starts with a condition check for the variable '{x}' being equal to 'Yes'. If true, it leads to a 'Redirect' node for the 'SmartPrinter X troubleshooter'. If false, it leads to another condition check for '{x}' being equal to 'No', which also leads to the same 'Redirect' node. The flowchart uses green bars for conditions and blue bars for the redirect action.

- ✓ Created Bot
- ✓ Imported Flows
- ✓ Added 5 topics with triggers
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- ✓ Main Troubleshooter & Tested bot
- ✓ Fixed “Printer not working” & Tested again
- ✗ Published bot 

Power Virtual Agents - Publish X Manage your solutions | Power A +

https://web.powerva.microsoft.com/environments/5dceb218-1634-4296-bdc3-8614602f009c/bots/103685f8-9e1a-405b-8405-8e5f5cdb8502/publish

Power Virtual Agents | Jarvis

Test bot

Track between topics

The transfer to agent action was triggered.

View context variables

Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?

3 minutes ago

Yes

Ink to You is a monthly ink subscription service exclusive to our printers. It's a new way to print that saves you time and money. Would you like to speak to an agent to learn more?

3 minutes ago

Great! Let me contact an agent for you and then I'll transfer you. This will take a few seconds, thank you for your patience.

3 minutes ago

Accept

Type your message

Publish

Excited to activate your bot? Publish it with a single click. Then, try it out on a website and configure channels to meet your customers where they are. [Learn more](#)

↑ Publish

Share your bot

After you members

Publish latest content?

Publish Cancel

Optimiz

Total Sessions: 6792 Resolution rate: 65%

Engagement over time

See how your Bot is doing

Your activated bot collects data to help you make it better. Check the health of your bot on the Analytics page.

Go to Analytics

Configure channels

Set up channels for your bot. Check this page frequently to see updates on new channels.

Go to Channels

Analytics

Optimiz

Engagement over time

See how your Bot is doing

Your activated bot collects data to help you make it better. Check the health of your bot on the Analytics page.

Go to Analytics

- ✓ Created Bot
- ✓ Imported Flows
- ✓ Added 5 topics with triggers
- ✓ Fixed errors
- ✓ SmartPrinter X troubleshooter
- ✓ Main Troubleshooter & Tested bot
- ✓ Fixed “Printer not working” & Tested again
- ✓ Published bot 