Setting up the “Request Time Off” Skill for a Free/Pink AtBot Demo

# View a video of this AtBot Skill in action

* [in Microsoft Teams](https://youtu.be/jhnfbWZf1B0)
* [in SharePoint Online](https://youtu.be/VAJHV2x25t8)

# Set up your bot

If you haven’t already, be sure to install AtBot from the Microsoft Teams App Store.[[1]](#footnote-2) Note that the free (pink) AtBot is connected to QnA Maker and provides everyday Microsoft Teams user support.[[2]](#footnote-3) That said, any keywords/-phrases and LUIS intents you provide will be reviewed first based on [AtBot’s order of precedence](https://tinyurl.com/AtBotOperations).

# Import the LUIS App

The LUIS App provides the natural language processing for the demo. It will be used to kick off the Flow.[[3]](#footnote-4) If you prefer not to use natural language processing (LUIS), you can skip this section and start in section C below; just be sure to complete step C.5.b.

1. Download the LUIS App (JSON file) stored in the [demo resources GitHub](https://github.com/iamatbot/Demo-Skills/tree/master/HR%20Bot/Request%20Time%20Off/Free%20AtBot%20Demo).
2. Open luis.ai and sign in.
3. In the My Apps listing, click **Import new app** > **Choose app file (JSON format)…** > **upload** the file downloaded in Step 1 of this section > **Train** > **Publish** (to production).
4. Click your name in the top-right corner > **Settings**.
5. Copy your **Authoring Key**. Place it somewhere for later (a text file, a Word document, a task in Outlook, etc.).

# Import the Flow

The Flow is the stepped workflow that runs once LUIS triggers it. The Flow will not run unless LUIS recognizes the request to be for time off or you provide a reserved keyword or key phrase to trigger it.

This Flow requires no outside (non-Microsoft) service connections to operate. However, it does depend on Azure Active Directory to include the manager field completed for any user that will be testing or demonstrating the bot Skill. Without that information, the bot will return messages that include blank spaces where a manager’s name should be included. Alternatively, you can remove those details, as outlined below.

Import your Flow:

1. Download the Flow (ZIP file) stored in the [demo resources GitHub](https://github.com/iamatbot/Demo-Skills/tree/master/HR%20Bot/Request%20Time%20Off/Free%20AtBot%20Demo). Do not unzip the file.
2. Open flow.microsoft.com and sign in.
3. Click **My Flows** > **Import** > **Upload** > Choose your file. Update each of the Resource Types as listed below. Once they are selected, click **Import**. For each Resource Type:
   1. Set *Flow* to “Create as new” if it is not already.
   2. Set *AtBot Logic Connection* to “Select during import”. If there is no connection listed, click **Create new** > **New connection** > Filter for **AtBot Logic** and click **Add [plus]**.Go back to the Flow tab > **Select during import** > choose your newly created connection > **Save**.
   3. Set *Office 365 Users Connection* to “Select during import”. If there is no connection listed, click **Create new** > **New connection** > Filter for **Office 365 Users** and **Add [plus]**.Go back to the Flow tab > **Select during import** > choose your newly created connection > **Save**.
4. Open the imported Flow: **My Flows** > **[Flow name]**.
5. Click the trigger to expand it.
   1. Ensure **Bot Trigger Type** is set to **Personal**[[4]](#footnote-5).
   2. In **Keyword**, provide a keyword or key phrase (e.g., *time off*) to use as a command to automatically start this Skill.[[5]](#footnote-6)
   3. Optionally, connect to the LUIS App you uploaded in Section B above. If you are not integrating with LUIS, skip this step.
      1. Paste the **Authoring Key** from section B above into **LUIS API Key**.
      2. In **LUIS App**, select **Ask HR** (presuming you didn’t change the app name).
      3. In **LUIS Intent**, select **Request Time Off** (presuming you didn’t change the intent name).
6. If your environment does not have users’ managers filled out in Azure Active Directory, you may want to remove the dynamic fields from the Get Manager step that show up in the *Send reply: send “approval”* and *Send reply: “approval” confirmation* steps.[[6]](#footnote-7)

Your Flow, which is now connected to AtBot, is considered an AtBot Skill. We will use “Skill” from now on to represent Flows connected to AtBot.

# Example conversation in Teams

You can find a screenshot of an execution of this Flow using AtBot in Microsoft Teams in the [demo resources GitHub](https://github.com/iamatbot/Demo-Skills/tree/master/HR%20Bot/Request%20Time%20Off/Free%20AtBot%20Demo).

Answers to date-related questions can be provided in your preferred date format or vernacular words for dates including, for example, “tomorrow” and “next Thursday”.

1. Only available in the commercial/education cloud. Not available in the Microsoft government cloud (GCC, GCC High, GCC DoD). [↑](#footnote-ref-2)
2. This QnA Maker knowledge base is owned and operated by the AtBot Team and cannot be changed. [↑](#footnote-ref-3)
3. This LUIS App includes entities including whether the user indicates vacation or sick time, and the start and end dates of their request. However, these entities can only pass over to Flow using LUIS Intent Vectors, which requires an Enterprise AtBot. More details on setting up an equivalent enterprise bot demo are available [here](https://github.com/iamatbot/Demo-Skills/tree/master/HR%20Bot/Request%20Time%20Off/Enterprise%20AtBot%20Demo). [↑](#footnote-ref-4)
4. You can set the Skill to **Shared** if you’d like, but you are limited to six shared Skills per organization. The last six Skills that were edited will be the only ones available. Making the Skill **Personal** ensures you are able to use it whenever you want; however, you are limited to three Person Skills and only you can execute them. [↑](#footnote-ref-5)
5. This is optional if you are using LUIS (section B). If you’re not using LUIS, you must provide a keyword or key phrase. Note that most customers will be most wow’ed by the natural language processing (LUIS). [↑](#footnote-ref-6)
6. You should be able to test this regardless. If the manager information isn’t provided, your responses that include the manager’s name will read poorly, which will tip you off. [↑](#footnote-ref-7)