Setting up the “Connect to a Printer” Skill for a Free/Pink AtBot Demo

# View a video of this AtBot Skill in action

* [in Microsoft Teams](https://youtu.be/4JSfjvT0Bpk)
* [in SharePoint Online](https://youtu.be/wAPcafOL_tg)

# 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/IT%20Bot/Connect%20to%20a%20Printer/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 or a keyword 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 requesting user’s name (to keep the experience more personal). Without that information, the bot will return messages that include blank spaces where the user’s name should be included. Alternatively, you can remove those details, as outlined below.

This Flow shows an art-of-the-possible representation of AtBot’s features. There are a number of choices provided to the user that actually have little or no impact on the workflow. But they *could* impact it a lot if you fleshed it out for production use. You can also see that the printer list that is provided is different depending on the location. A full-scale version of this Skill could pull dynamically from a central list of printers, as explained in [our Enterprise Demo of this Skill](https://github.com/iamatbot/Demo-Skills/tree/master/IT%20Bot/Connect%20to%20a%20Printer/Enterprise%20AtBot%20Demo).

Import your Flow:

1. Download the Flow (ZIP file) stored in the [demo resources GitHub](https://github.com/iamatbot/Demo-Skills/tree/master/IT%20Bot/Connect%20to%20a%20Printer/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., *printer help*) 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 **Connect to Printer** (presuming you didn’t change the app name).
      3. In **LUIS Intent**, select **Connect to Printer** (presuming you didn’t change the intent name).

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/IT%20Bot/Connect%20to%20a%20Printer/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 which type of printer the user prefers. 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/IT%20Bot/Connect%20to%20a%20Printer/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)