



Microsoft Power Platform **CONFERENCE**

POWER BI

POWER AUTOMATE

POWER APPS

POWER VIRTUAL AGENTS

POWER PAGES

UNLOCK THE POWER OF POWER VIRTUAL AGENTS WITH POWER AUTOMATE

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@WonderLaura





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**Event Invitation
Code: PPCFall2023**

Platform for creating AI-powered chatbots

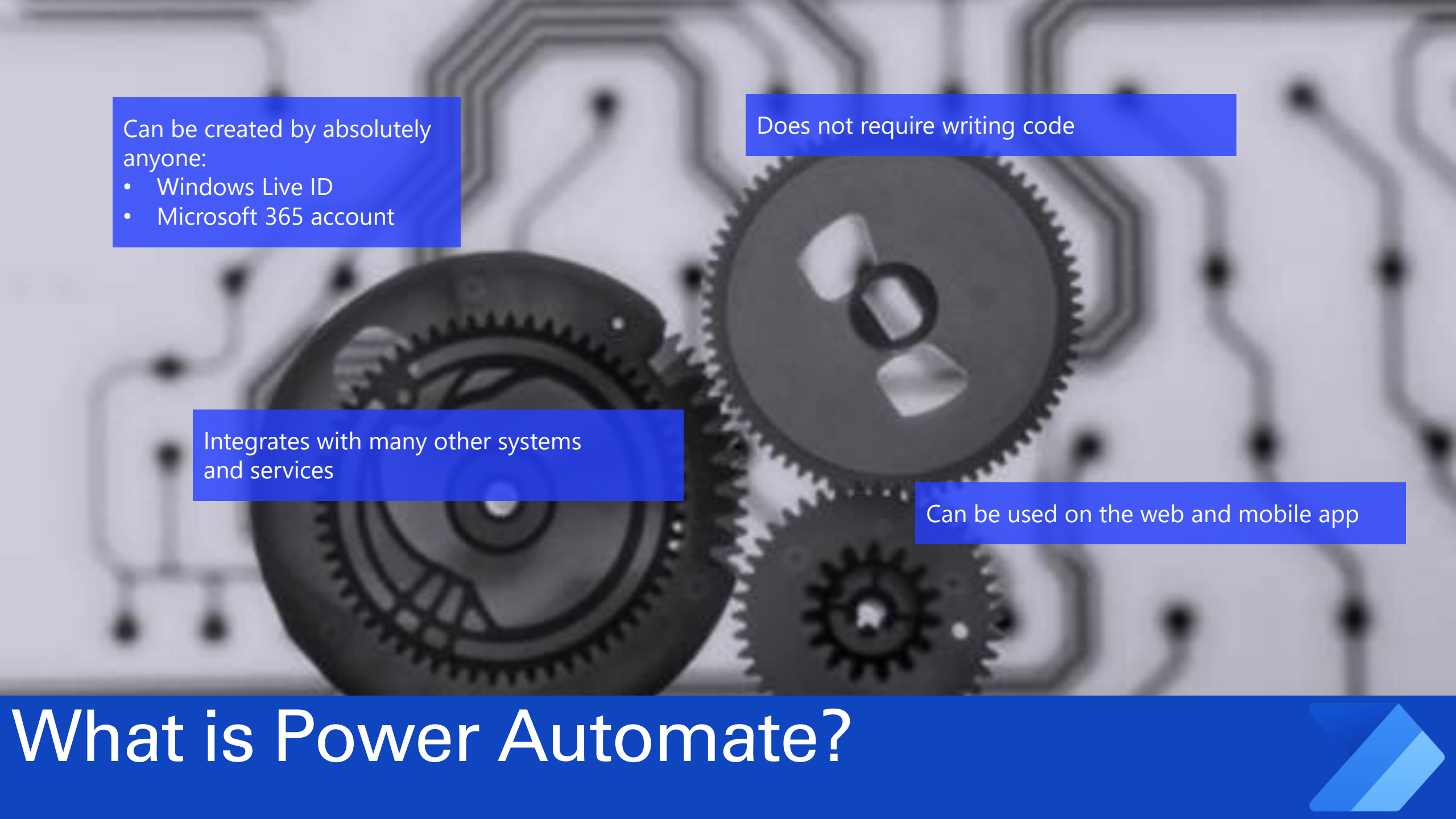
Does not require writing code. It uses a collaborative, low-code graphical interface.

Use bots in Microsoft Teams or on public websites, in multiple languages.

Create automated conversations in order to engage with customers or employees to give help and answer questions.

What are Power Virtual Agents? (PVA)





Can be created by absolutely anyone:

- Windows Live ID
- Microsoft 365 account

Does not require writing code

Integrates with many other systems and services

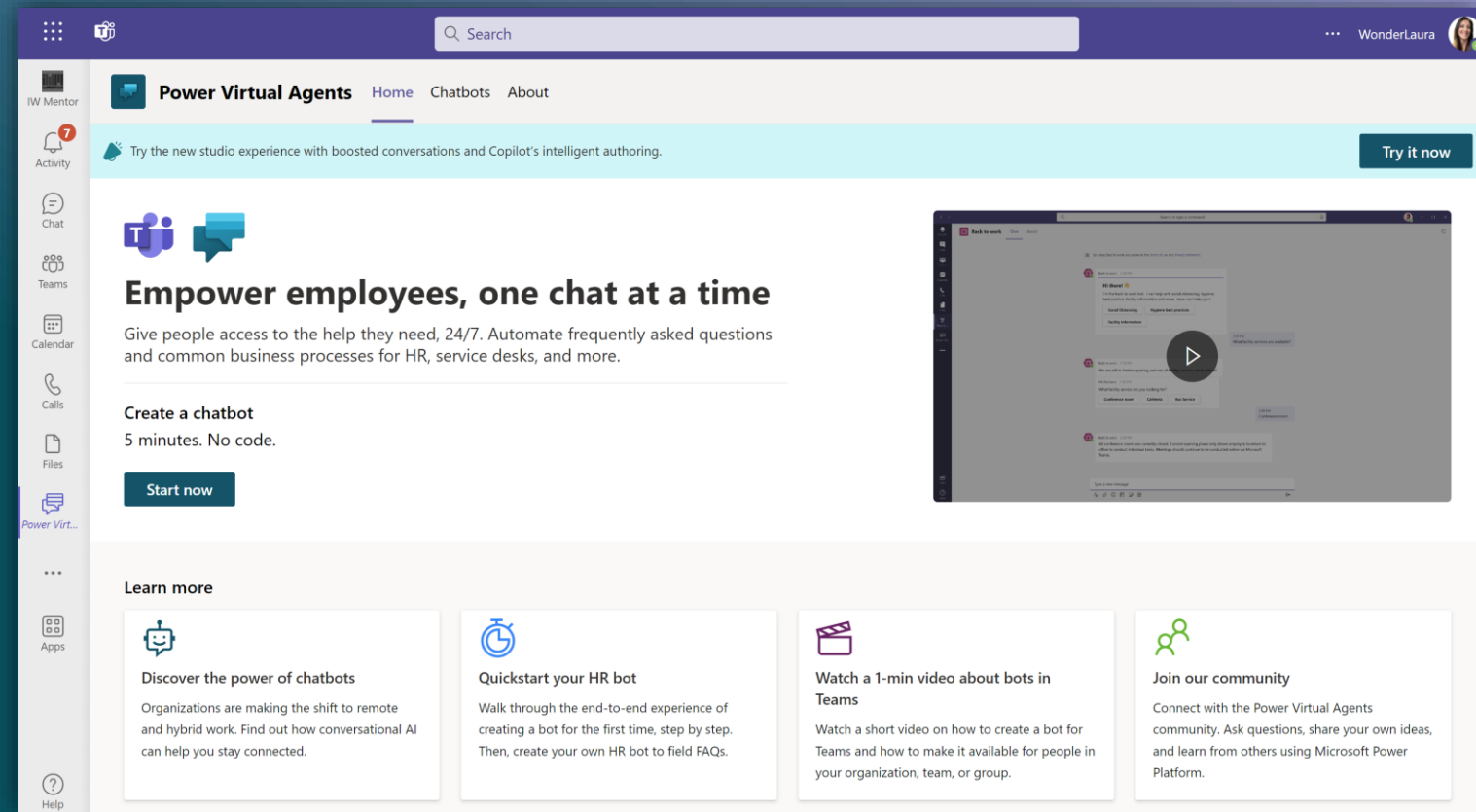
Can be used on the web and mobile app

What is Power Automate?



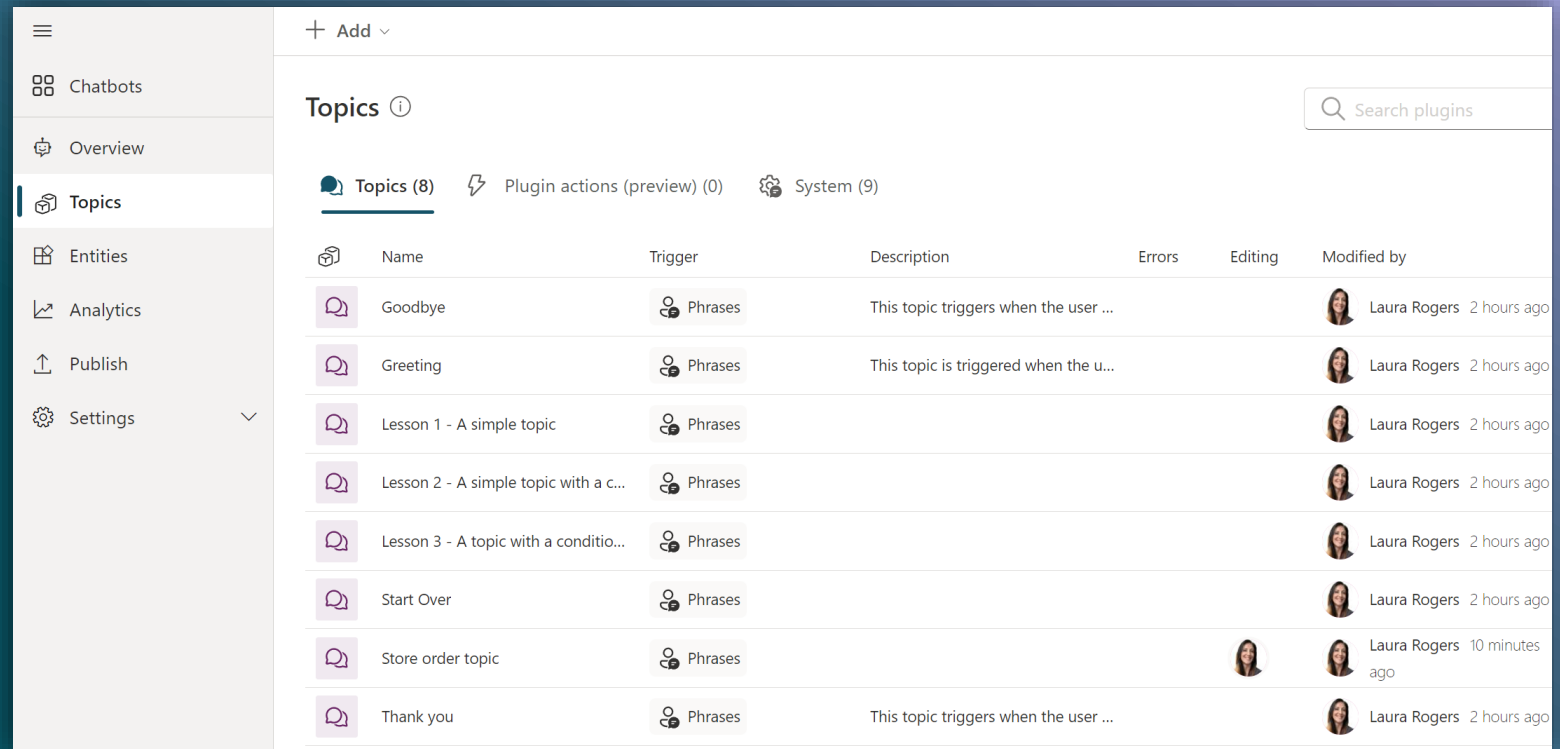
PVA IN TEAMS

- Associate a bot with a Team
- Decide what end users will ask about
- Create automated conversations
- Use branching logic concepts



CHATBOT CONCEPTS

- Topics
 - Define trigger phrases
 - Ask questions
 - Insert conditions with branches
 - Create variables
 - Trigger a flow
 - Flow can respond
- Entities
 - Lists of things

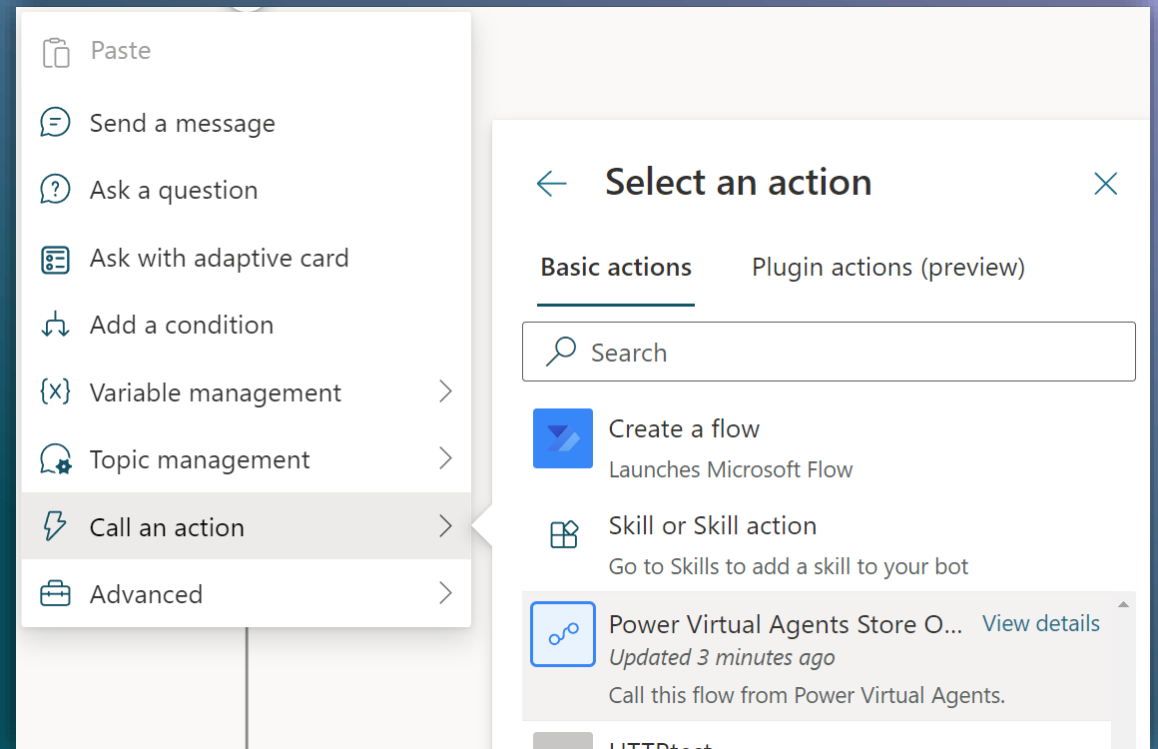


The screenshot shows a web interface for managing chatbot topics. On the left is a sidebar with navigation options: Chatbots, Overview, Topics (selected), Entities, Analytics, Publish, and Settings. The main area is titled 'Topics' and includes a search bar and filters for Topics (8), Plugin actions (0), and System (9). Below this is a table listing various topics with their triggers, descriptions, and modification details.

Name	Trigger	Description	Errors	Editing	Modified by
Goodbye	Phrases	This topic triggers when the user ...			Laura Rogers 2 hours ago
Greeting	Phrases	This topic is triggered when the u...			Laura Rogers 2 hours ago
Lesson 1 - A simple topic	Phrases				Laura Rogers 2 hours ago
Lesson 2 - A simple topic with a c...	Phrases				Laura Rogers 2 hours ago
Lesson 3 - A topic with a conditio...	Phrases				Laura Rogers 2 hours ago
Start Over	Phrases				Laura Rogers 2 hours ago
Store order topic	Phrases				Laura Rogers 10 minutes ago
Thank you	Phrases	This topic triggers when the user ...			Laura Rogers 2 hours ago

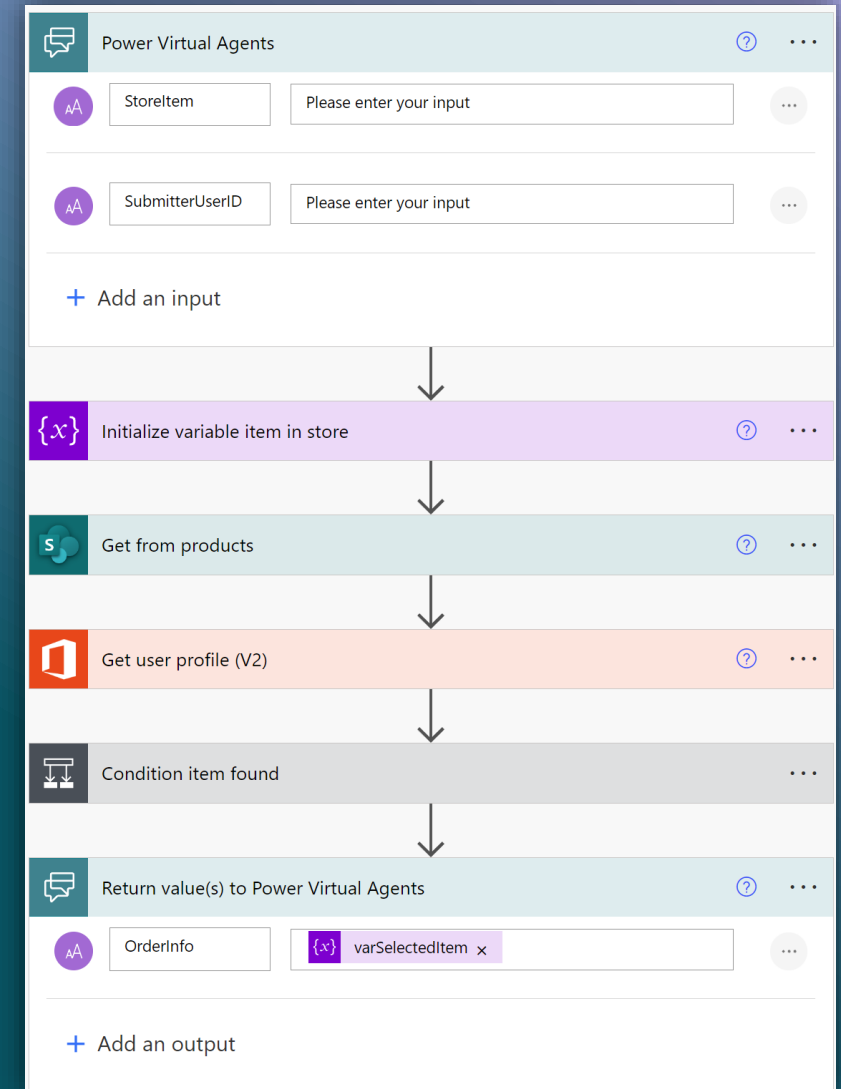
CALL FLOWS FROM CHATBOT

- Nodes in a Topic
 - My trigger is a certain phrase being mentioned
 - Topics are similar to flows
 - Nodes = actions
 - Launch flow from chatbot
 - Send data to the flow
 - Power Virtual Agents is a flow trigger with inputs



SEND DATA FROM FLOW

- PVA kicks off flow & sends inputs
- Flow run –connect to and obtain data from hundreds of possible databases and services
- Return information back to the agent, respond to user.



COMPANY STORE EXAMPLE



- User tells the chatbot the item to requisition



- Flow finds that item in a list or database table



- Chatbot returns details about the item to the user



- User agrees to requisition the item



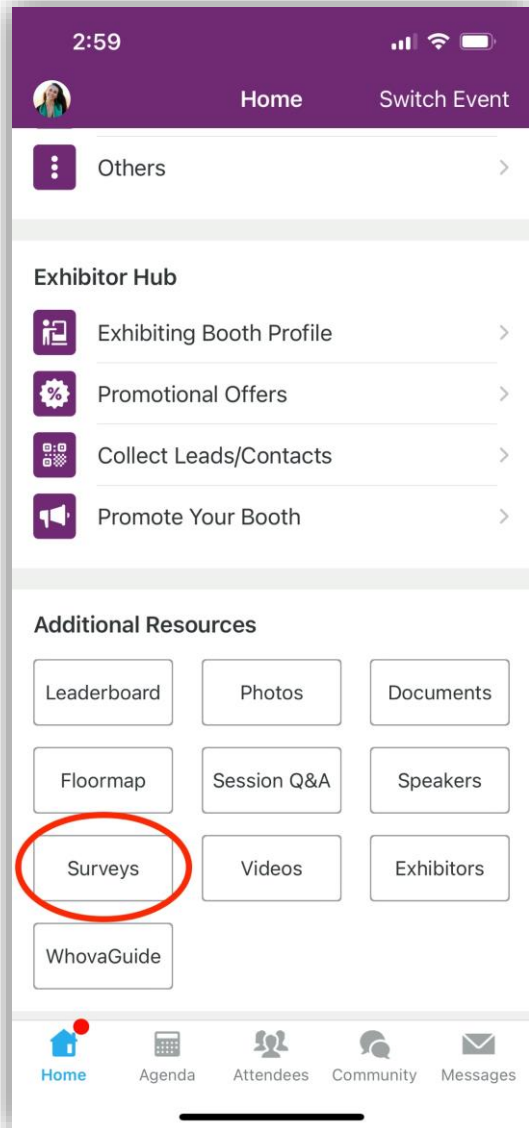
- A row is created in a table or list, for this order.

- ** Each time the action triggers from PVA, it's a different flow run.*

HELP DESK EXAMPLE



- User has a help desk request
- Bot provides 3 categories to pick from
- User picks a category
- Bot asks the user to describe their issue
- Flow creates an item in a SharePoint issue tracker list
- ** Each time the action triggers from PVA, it's a different flow run.*



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- *Simply go to the Whova App on your smartphone*
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- *Click Session Feedback.*
- *Scroll down to find this session title.*
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