Microsoft Power Virtual Agents in a Day

Lab 03: Topic Suggestions

Hands-on Lab Step-by-Step

September 2020

Contents

Power Virtual Agents

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Lab Prerequisites

Follow the pre-requisite steps that are included in the lab package. Before beginning this lab, confirm that you have provisioned an environment where you will save your apps, Power Automate flows, and database entities.

Goals for this lab

After this lesson you will be able to:
- Quickly import content from relevant sources, such as FAQ or other support web pages.
- Utilize Suggested topics to easily curate new bot content.

The time to complete this lab is [15] minutes.

Scenario: Quickly building out your chatbot

You have just created your Power Virtual Agents chatbot, and now you need to populate various topics to interact with your customers. Your organization has meticulously built out your FAQ page on the company website, and you want to quickly create topics that re-use and build on your existing content.

Solution: Create topics from existing support content on the web

You can efficiently leverage existing content on web pages when creating a Power Virtual Agents bot. By importing the website content via **Suggested topics**, you can quickly and easily populate and build out your chatbot.

Rather than having to write entirely new content or manually copy existing text into bot topics, you can use AI-assisted authoring to automatically extract and insert relevant content from existing web pages into your bot.

Before we start

Navigate to https://powerva.microsoft.com/ and sign in with your credentials.
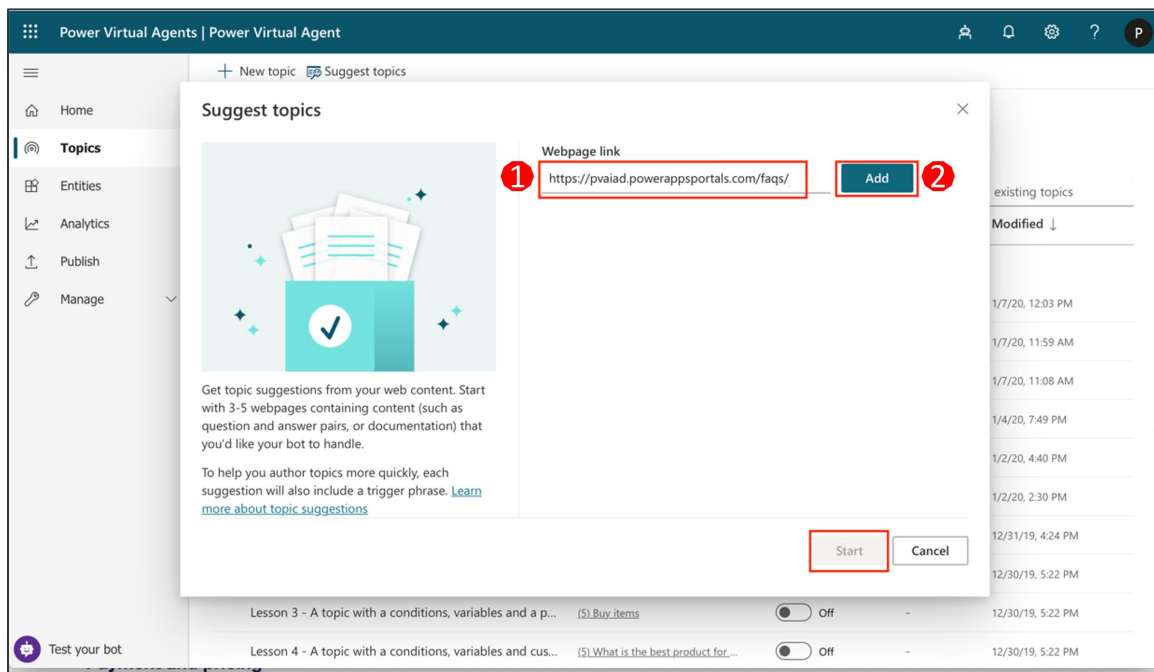
Task 1: Extract content from web pages

1. Select **Topics** in the left navigation pane.

2. At the top of the page, click **Suggest topics**.
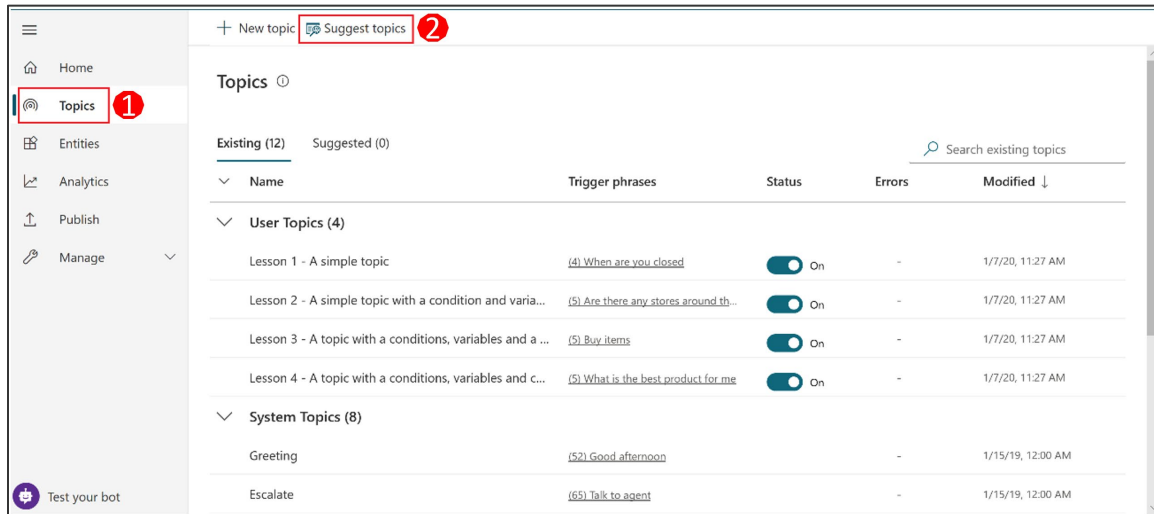
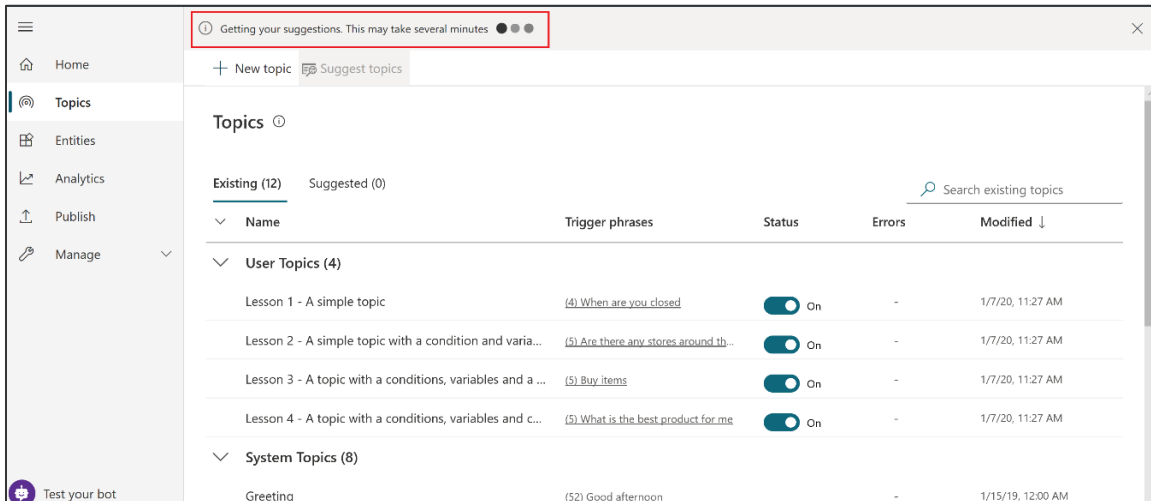3. The **Suggest topic** window opens. In the **Webpage link** field, enter https://pvaiad.powerappsportals.com/FAQs/

   Note: URLs you use here must be secure (they must start with http**s**).

4. Click **Add**.

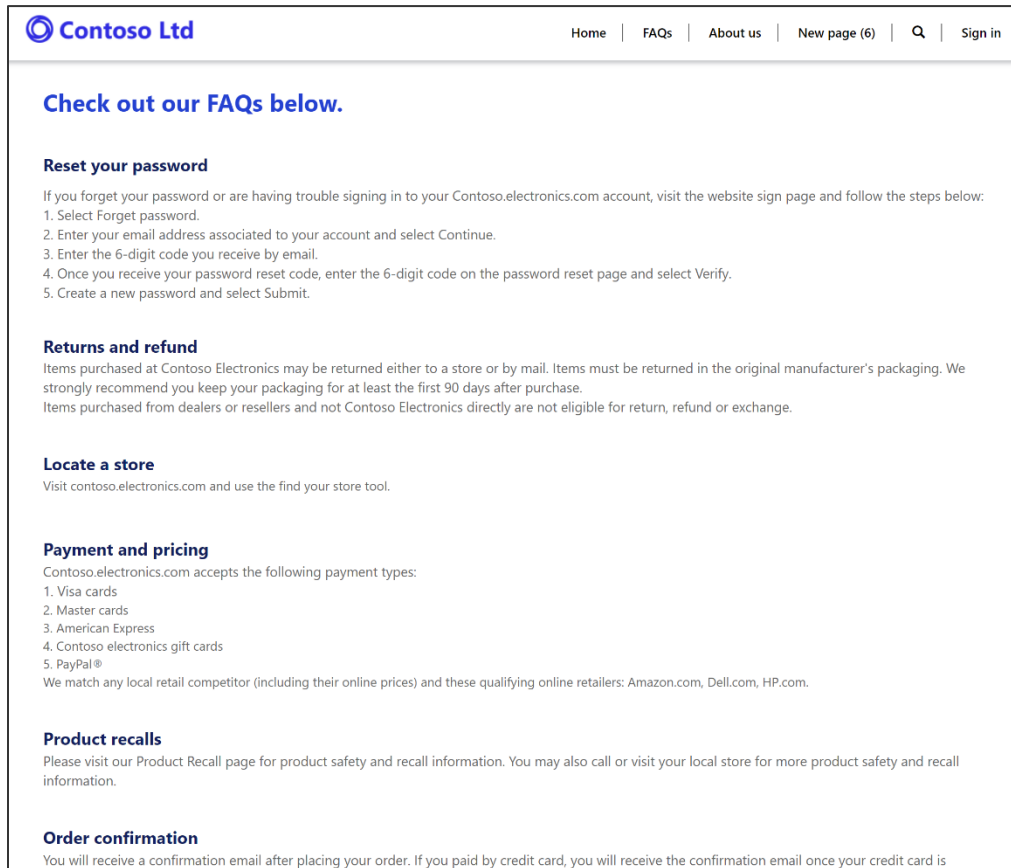5. Click **Start** to begin the extraction process.

   Note: This could take several minutes, depending on the complexity and number of web pages you added. An alert at the top of the screen will let you know the extraction is in process. You will not be able to add more URLs while extraction is happening.

6. While you're waiting, open a separate browser tab and take a look at the page whose content you're extracting: https://pvaiad.powerappsportals.com/FAQs/

7. Return to the Power Virtual Agents tab in your browser. You will see a success message when the extraction has finished.
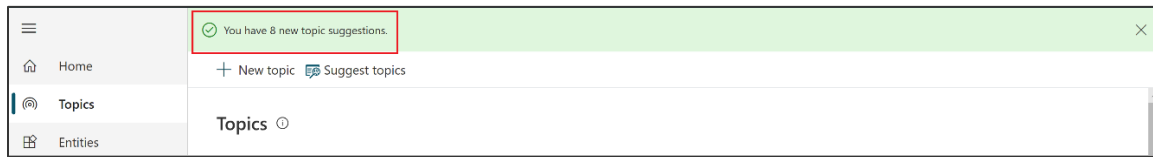
At this point you have a list of suggested topics, but they are not part of your bot yet.

Task 2: Review and add suggested topics to your bot

Once the extraction process has finished, you'll see the successfully extracted topic suggestions appear under the **Suggested** tab. You can then review them and decide which ones you want to include in your bot.

1. On the Topics page, click **Suggested**.
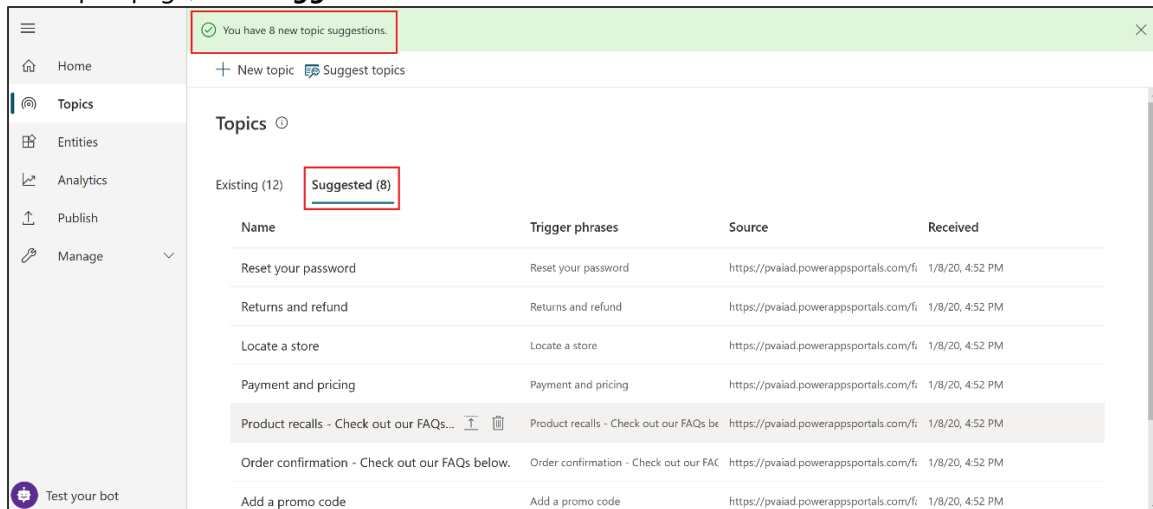
2. Since we already know we don't need the "Locate a store" topic (because we created one in Lab 2), we can delete that immediately. Hover over the row for **Locate a store** and click the **Delete** button that appears.
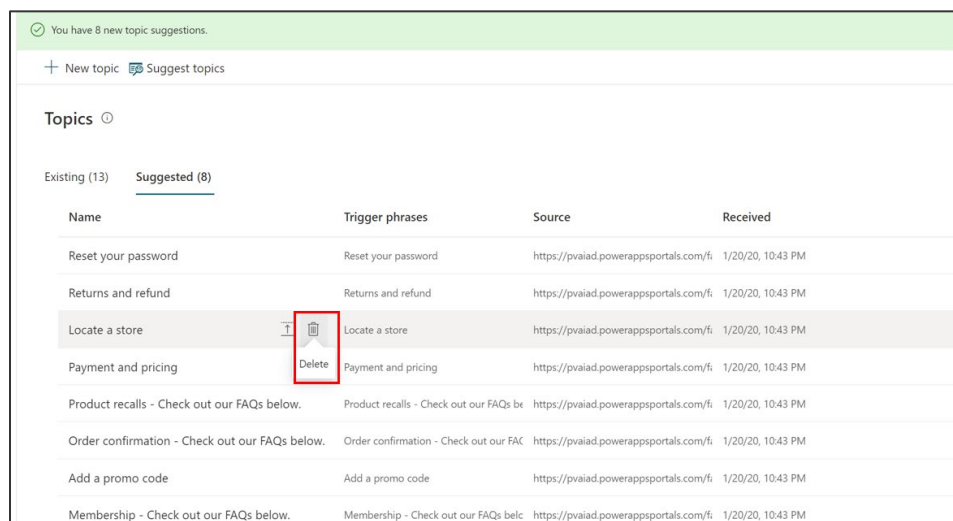
Note: You can add or delete topics from the list, though we recommend previewing topics before adding them (learn how in the next step).

a.   To add the topic to your bot, select the **Add to Existing topics** button. You won't see a preview of the topic, and the topic will be automatically removed from the list of suggested topics.

b.   To delete the suggested topic, select the **Delete** button.

3.   Choose any of the remaining suggested topics and click its name to open a preview of it.

4. Review the **Trigger phrases** and **Message** node text.
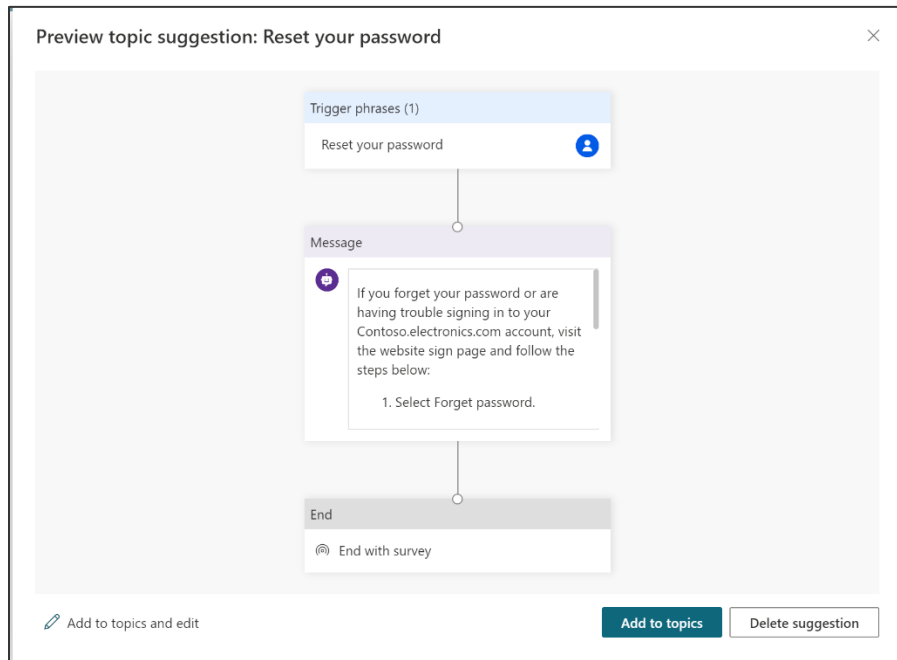
Note that each topic will end with a survey, so your customers can provide feedback about whether it was helpful or not.

5. Choose any of the three option buttons at the bottom of the page:

   a. To make edits to the topic (which you may want to do to add to the trigger phrases, or change the answer in the **Message** node), select **Add to topics and edit**. This option also adds the topic to the **Existing** topics list and removes it from the **Suggested** topics list. It then opens the new topic so that you can edit the trigger phrases or go to the authoring canvas to make changes to the conversation.

   b. To directly add the suggested topic without making any changes, select **Add to topics**. This option adds the topic to the **Existing** topics list and removes it from the **Suggested** topics list. You'll return to the list of suggested topics.

   c. To completely remove the suggestion, select **Delete suggestion**. This option deletes the topic from the **Suggested** topics list.
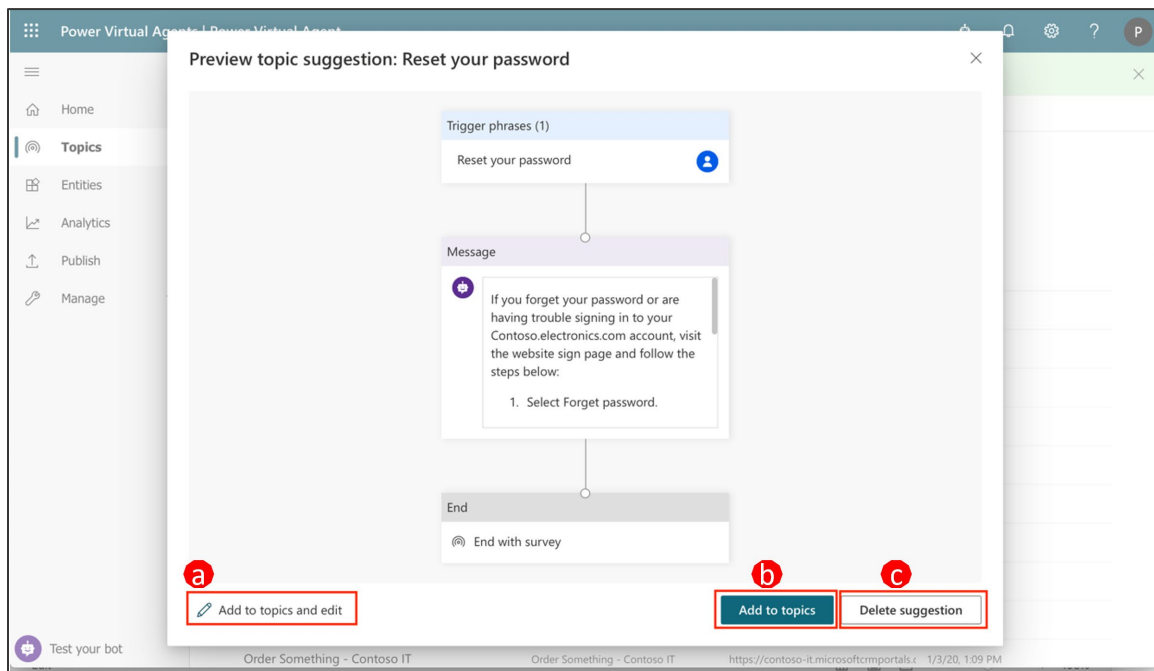
Topic suggestions are added to your bot with a status of **Off**, so you'll need to turn them on to test and publish them.

6. When you've finished reviewing the Suggested topics, go to the **Existing** tab of the **Topics** page.

7. For each topic you want to enable, slide the toggle under **Status** from **Off** to **On**.
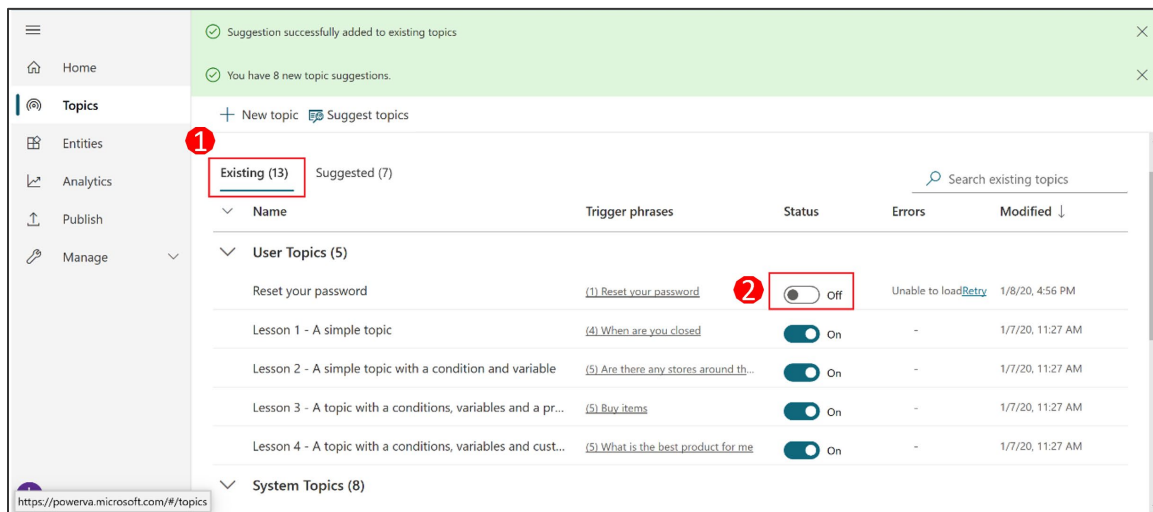
Note: In actual practice, you're likely to want to do additional editing of topics before sending them live.

Extra Practice

You've just used a powerful tool to automatically generate topics from an FAQ page. Try these steps out on the FAQ on your own website to see what topics and trigger phrases are picked up. Go into a suggested topic and look at the trigger phrases.

Think of other trigger phrases that would work and add them to the topic, then activate your topic and test the bot.

Lab survey

We would appreciate your feedback on Power Virtual Agents and on this hands-on-lab, such as the quality of documentation and the usefulness of the learning experience.
Please use the survey at https://aka.ms/PVAiaDSurvey to share your feedback.

You may provide feedback for each module as you complete it or at the end once you've completed all the modules.
Thank you!

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