



Microsoft Power Virtual

Agents in a Day

Lab 01: Overview and Prerequisites

Hands-on Lab Step-by-Step

September 2020

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Lab Overview and Pre-requisites

This beginner-level lab gives you hands-on experience designing and developing a chatbot. We'll show you the steps to build your bot in less than a day. This lab is subject to the Terms of Use on page 38 of this document.

Here's what you'll learn:

- **Power Virtual Agents:** Create a chatbot and test it in the demo website. Then, monitor the performance of the chatbot.
- **Power Automate:** Make the chatbot more powerful by integrating Power Automate for actions and connecting to the Common Data Service to access customer data.
- **Conversational Design:** Craft great customer experiences and create successful chatbot conversations by going through those conversational design principles and exercises.

Goal for Lab 1:

This lab will lay the groundwork for your bot. You will:



- Create a trial account and set up a tenant
- Create a new environment
- Import the PVA in a Day solution package and Device Ordering app to generate test data to complete the remaining labs



The time to complete this lab is [45] minutes.

Task 1: Set up a tenant and assign Power Apps license

You will need to ensure you have a valid tenant (Azure Active Directory) set up for the PVA in a day training. To have a login to use for the training, you have two options:

Option 1: Use your existing work or school account. If you wish to use your work or school account (this is the same as your Office 365 or Dynamics 365 login), confirm that you have the ability to do all of the following:

- You are licensed to use Power Apps
- In the Power Platform admin centre <https://admin.powerplatform.microsoft.com/environments> you are able to create a new Environment with a database (Common Data Service)
- You are able to sign in or sign up for a trial of Power Virtual Agents at <https://powervirtualagents.microsoft.com/>

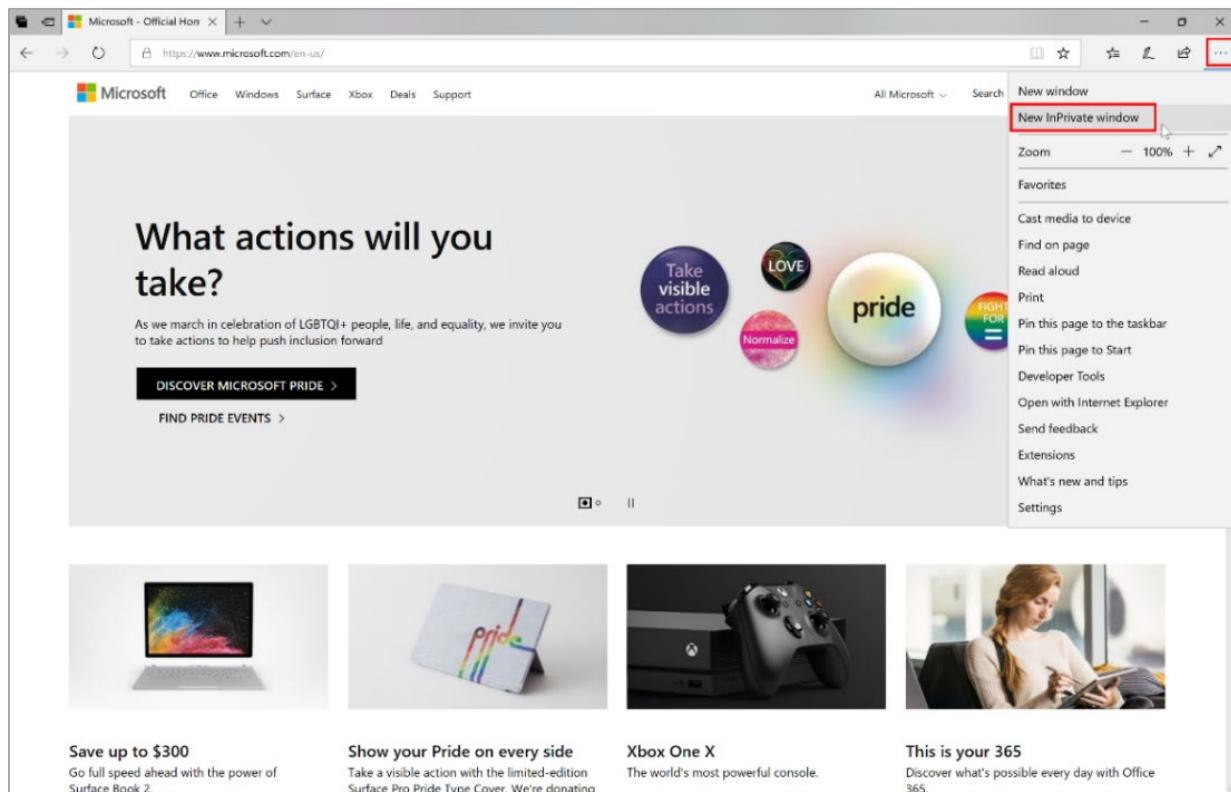
If you meet these criteria, you can **skip to Task 2**. If you do not have permission to do all of these things using your existing work or school account, please follow the instructions for Option 2 below.

Option 2 (Recommended): Sign up for a free trial. If you don't have an existing tenant that meets the criteria in option 1 above, you can set one up through Office E3 trial portal using your business or school account.

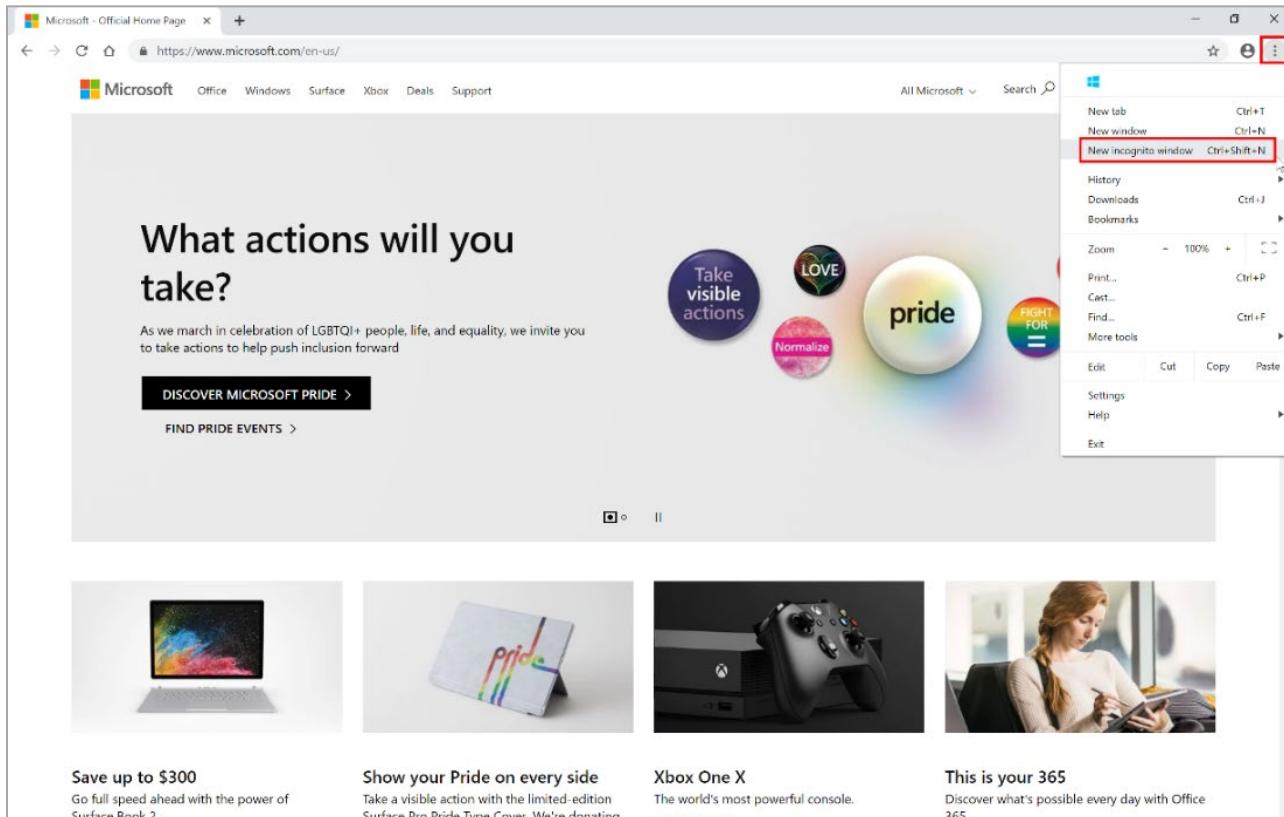
Follow the instructions below to sign up for a free trial.

Open a private browser

- ➔ If you're in Edge, open a New InPrivate Window.
 - I. To open a New InPrivate Window in Edge: click ⋮
 - II. Then, select New InPrivate Window.



- If you're in Chrome, open a New Incognito Window.
- I. To open New Incognito Window in Chrome: click :
 - II. Then, select New Incognito Window.



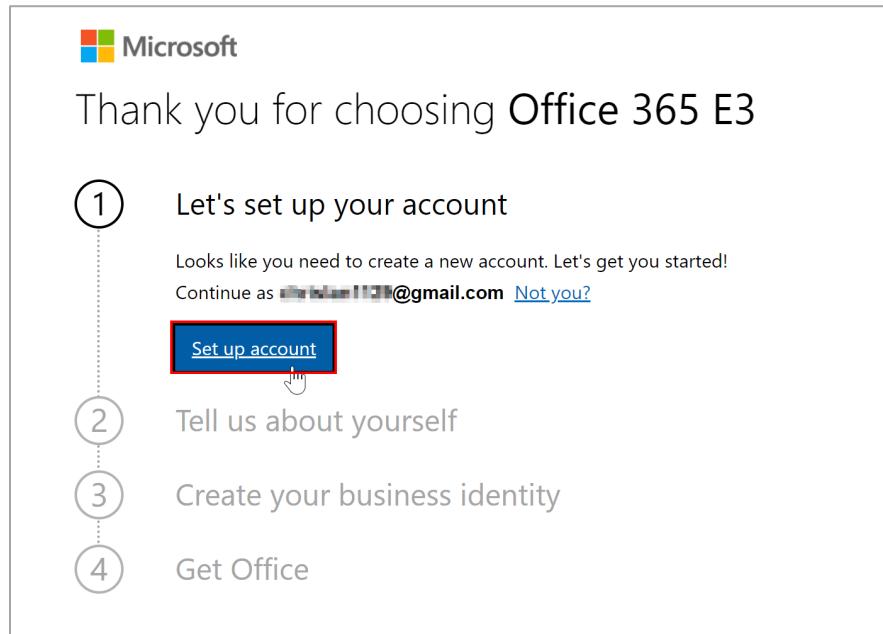
1. In your private browser, navigate to <https://products.office.com/en-us/business/office-365-enterprise-e3-business-software>. Select **Free Trial** to navigate to trial sign up page.

The screenshot shows the Microsoft products page for Office 365 E3. At the top, there's a navigation bar with links for Microsoft, Microsoft 365, Products, Capabilities, Resources, and Support. On the right, there are links for All Microsoft, Search, and Sign in. Below the navigation is a photograph of a person wearing glasses looking at a laptop screen displaying a spreadsheet. To the left of the laptop is a white vase with red flowers. To the right is an open book. The main content area features a large image of the Office 365 E3 logo. Below it, the text "Office 365 E3" is displayed. To the right, the price "\$20.00 user/month (annual commitment)" is shown, along with "Buy now" and "Free trial >" buttons. A red box highlights the "Free trial >" button.

2. Enter your email address and click **Next**.

The screenshot shows the first step of a four-step account setup wizard. The Microsoft logo is at the top. The heading is "Thank you for choosing Office 365 E3". Step 1, "Let's set up your account", is highlighted with a large circle containing the number 1. Below it, instructions say "Enter your work or school email address, we'll check if you need to create a new account for Office 365 E3." A red-bordered input field contains the placeholder "Enter your email address". A blue "Next" button is below the input field. Steps 2 through 4 are listed below: "Tell us about yourself", "Create your business identity", and "Get Office".

3. Click **Set up account**. If it prompts you to sign in at this stage, select the option **Create a new account instead**.

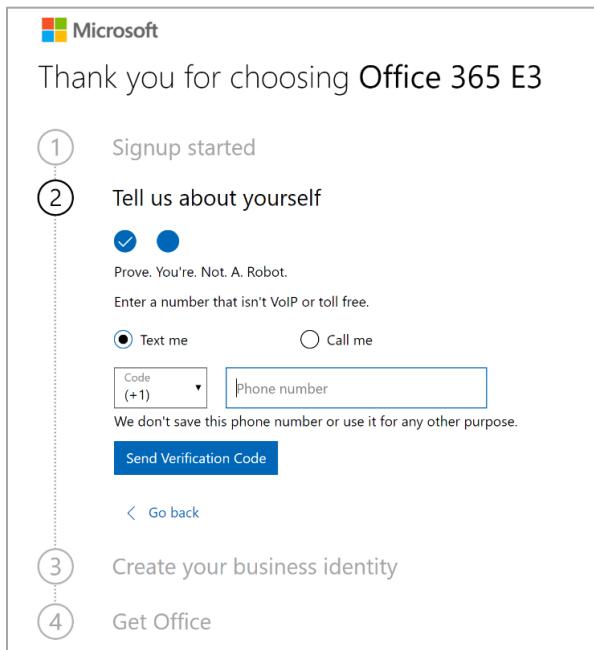


4. Fill in your information and click **Next**.

The screenshot shows the Microsoft logo and the text "Thank you for choosing Office 365 E3". Step 2, "Tell us about yourself", is highlighted with a red box around the form fields. The form includes input fields for First name (Virtual), Last name (Agent), Business phone number (2066666666), Company name (Demo company), Company size (10-24 people), and Country or region (United States). A "Next" button is also highlighted with a red box.

First name	Last name
Virtual	Agent
Business phone number	
2066666666	
Company name	Company size
Demo company	10-24 people
Country or region	
United States	

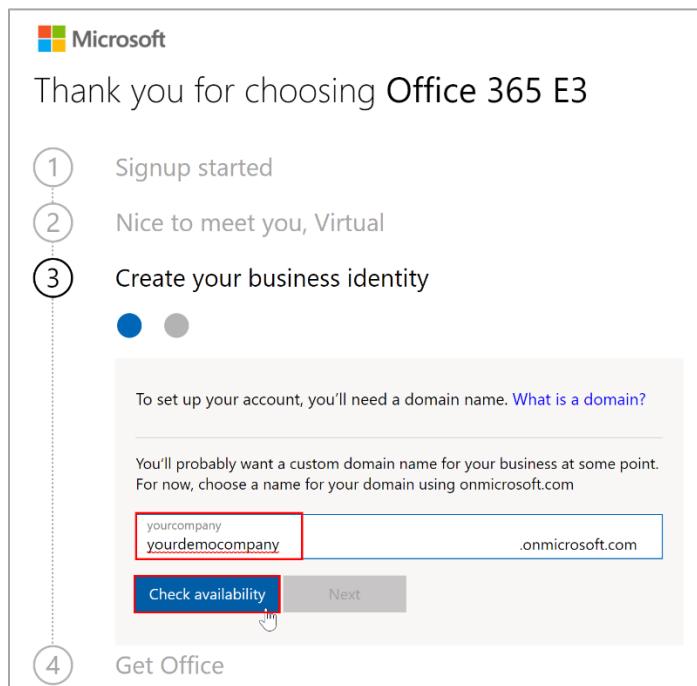
5. You'll be asked to verify your identity using either phone call or text message. Follow the directions and confirm your identity by entering your phone number, and then entering the verification code you receive.



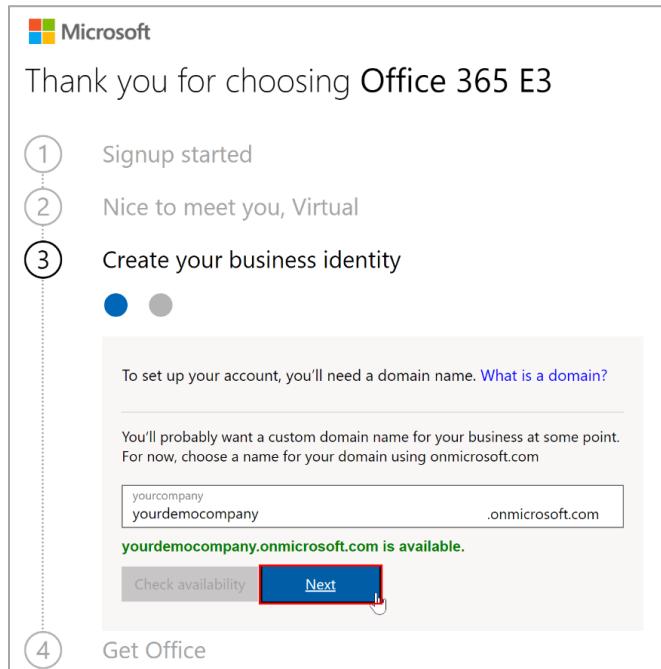
6. On the create your user ID page, fill in information for an administrator user and select your tenant domain.

Note: the tenant domain must be unique.

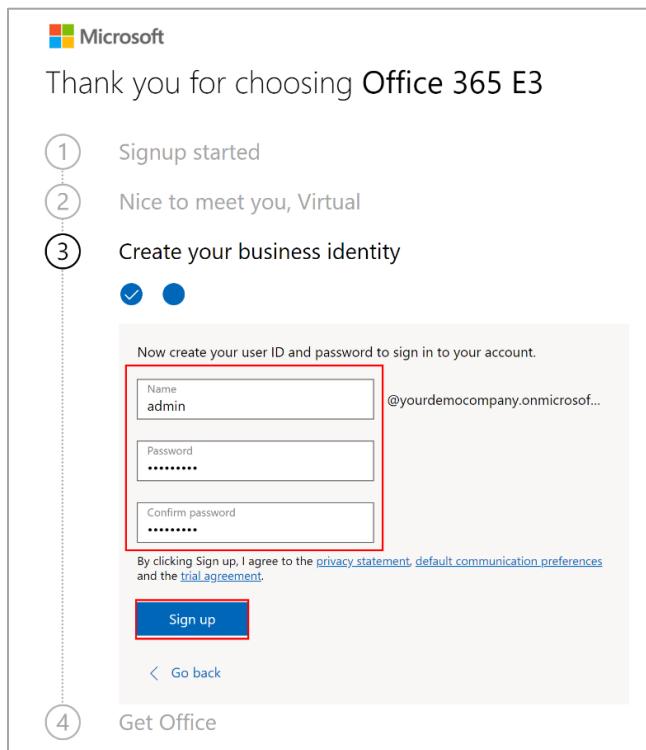
7. Click **Check availability**.



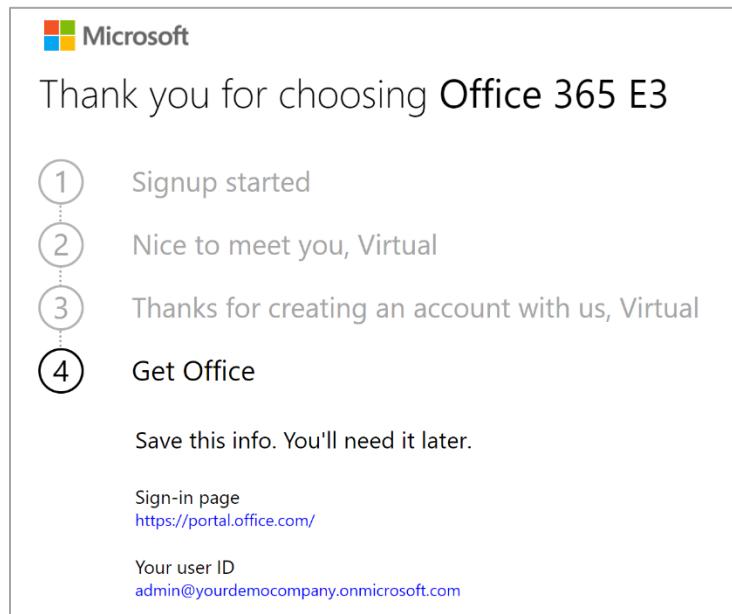
8. Click **Next** if the custom domain name is available.



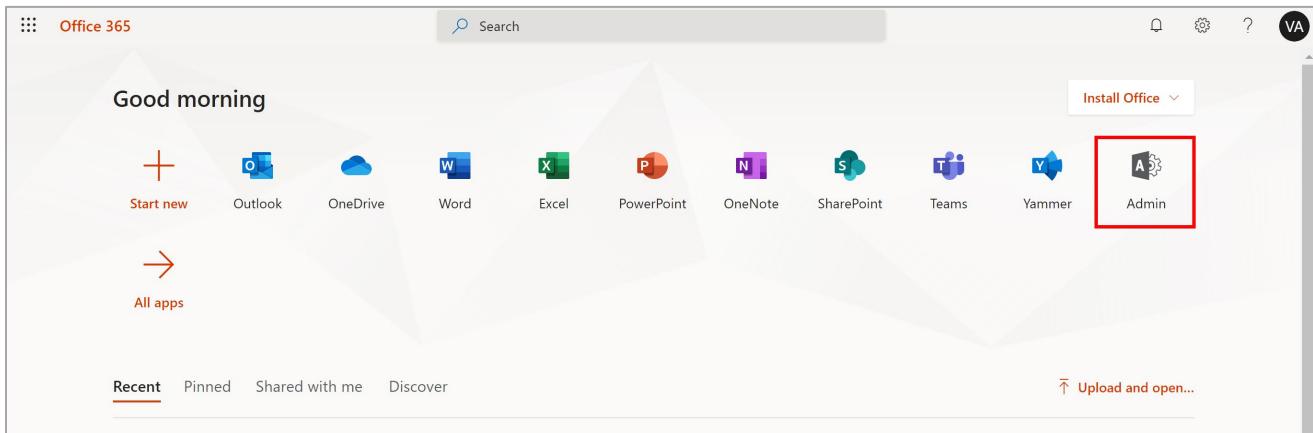
9. Now, let's create your user ID and password to sign in to your account. Fill out a username and password, then click **Sign Up**.



10. Wait while the tenant is created. It usually takes less than 1 minute. Take note of the login details you have just created as you will be using this to complete the training.



11. Navigate to <https://www.portal.office.com> and click on **Admin** to open the Admin Center.



12. On the left side of the Admin Center, expand **Billing** and click on **Purchase Services**.

The screenshot shows the Microsoft 365 Admin Center interface. On the left sidebar, under the 'Billing' section, the 'Purchase services' option is highlighted with a red box. The main content area displays a 'Finish setting up Office 365 E3' card with several setup steps: 'Install Office', 'Add domain', 'Add users', 'Connect domain', 'Set up your mobile device', and 'Share Microsoft Teams'. Below this, there's a 'Now it's time to install your Office apps' section with a 'Go to guided setup' button. At the bottom, there's a 'Microsoft Teams' section.

13. Search for **Power Apps**.

The screenshot shows the 'Purchase services' page in the Microsoft 365 Admin Center. The left sidebar shows the 'Purchase services' option selected. In the main content area, there's a search bar with 'Power apps' typed into it, which is also highlighted with a red box. Below the search bar, there's a 'Select up to three products for a detailed comparison.' section with 'Product 1', 'Product 2', 'Product 3', and a 'Compare products' button. Underneath, there's a 'Microsoft 365' section with a Microsoft 365 logo and a description: 'Microsoft 365 combines Office 365, Windows 10, and Enterprise Mobility + Security together for your organization. Today's modern workspace allows people to meet, collaborate, and stay connected across boundaries. Microsoft 365 supports teamwork, connecting services like Microsoft Teams, SharePoint, and Yammer and providing a hub for collaboration.' A 'Show all 4 ^' link is visible at the bottom right of this section.

14. Find **Power Apps per user plan** and click on **Details**. Ensure this is **per user plan**, do not select per app plan.

The screenshot shows the Microsoft 365 admin center's 'Purchase services' section. It displays four service plans:

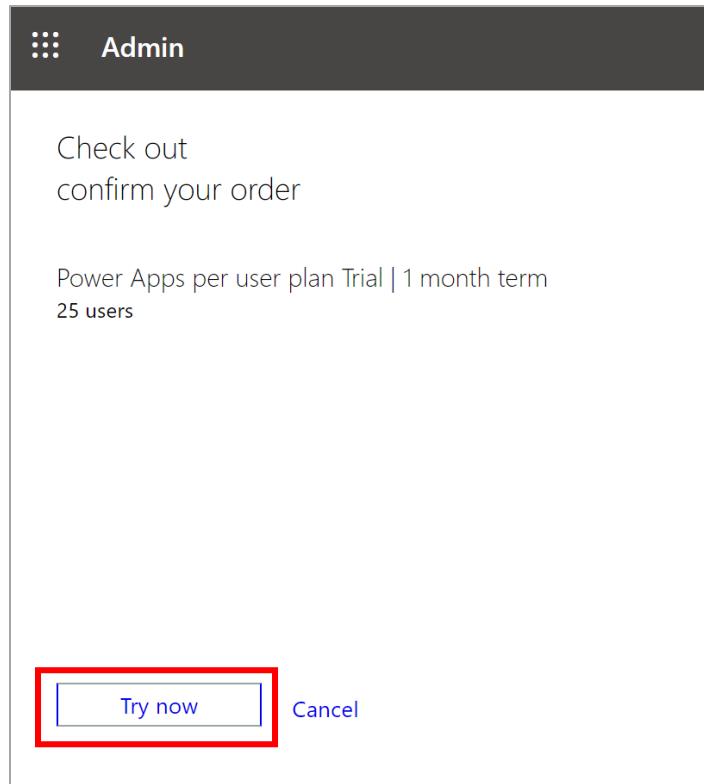
- Power Apps per app plan**: Each subscription provides assigned user with the use rights to a specific custom business application. Price: From \$10.00 addon/month. Buttons: Details (highlighted with a red box), Compare.
- Power Apps per user plan**: Subscription enables licensed user to create, customize, share, and run business applications. Price: From \$40.00 user/month. Buttons: Details (highlighted with a red box), Compare.
- Power Apps and Power Automate capacity add-on**: Each license includes an additional 10,000 daily API calls and is assignable to a single user OR. Price: From \$50.00 addon/month. Buttons: Details, Compare.
- Power App capacity**: Power App organization processes. Price: From \$200.00 a. Buttons: Details.

15. Click on **Get free trial** for Power Apps per user plan.

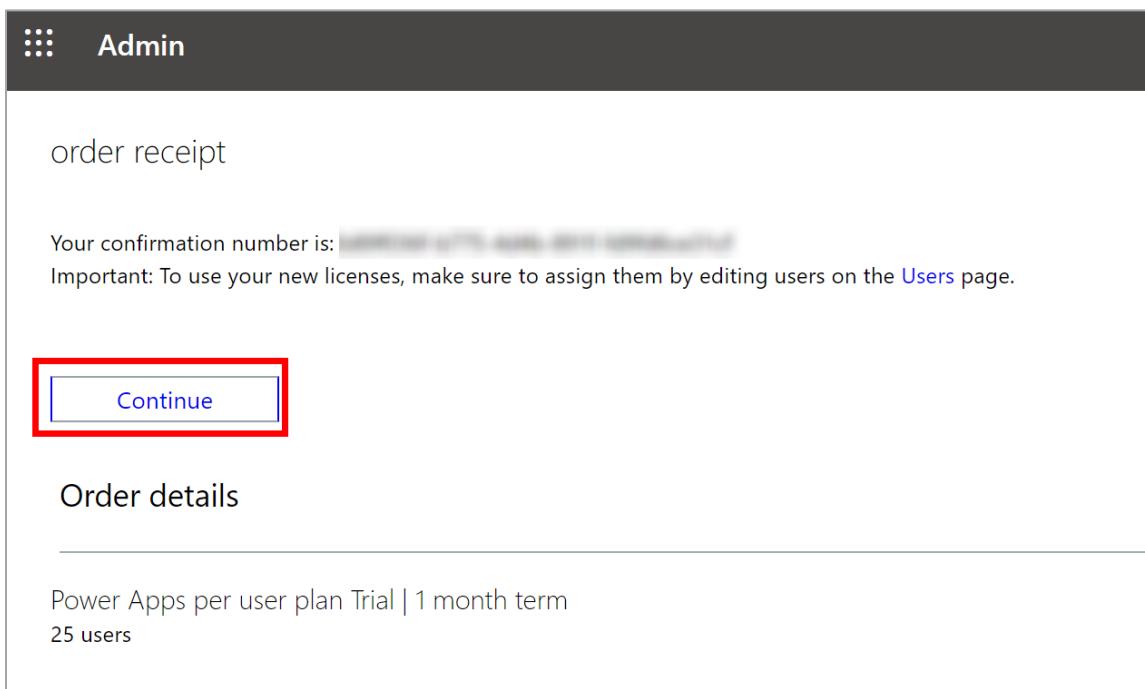
The screenshot shows the details for the 'Power Apps per user plan'. It includes the following information:

- Power Apps per user plan**: Subscription enables licensed user to create, customize, share, and run business applications.
- Starting at \$40.00 user/month.
- Subscription options:
 - \$40.00 user/month
 - \$480.00 user/year
- Buttons: Buy, Get free trial (highlighted with a red box), i.

16. Click **Try now** to confirm your order.



17. Click **Continue** on your order receipt screen.



18. On the left side navigation menu of the Admin Center, expand **Billing** and click on **Licenses**.

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there is a navigation menu with sections like Users, Groups, Billing (which is expanded), and Licenses (which is also expanded). The 'Licenses' section is highlighted with a red box. In the center, there is a 'Finish setting up Office 365 E3' banner with a 'Go to guided setup' button. Below it, there's a 'Support remote workers with Teams' section. The top right corner has options for 'Add card', 'Dark mode', and 'What's new?'. The top bar also shows 'Microsoft 365 admin center', the company name 'Demo company', a search bar, and user profile icons.

19. Click on **Power Apps per user plan**.

The screenshot shows the 'Licenses' page in the Admin Center. It lists available products: 'Office 365 E3' and 'Power Apps per user plan'. The 'Power Apps per user plan' row is highlighted with a red box. The page includes a header with 'Demo company', 'Dark mode' switch, and navigation buttons ('Export', 'Refresh', 'Organization'). A table lists the products with columns for Name, Available quantity, and Account type. The 'Power Apps per user plan' row shows 25 available licenses assigned to 0 users.

Name	Available quantity	Account type
Office 365 E3	24 available 1 assigned of 25 total	Organization
Power Apps per user plan	25 available 0 assigned of 25 total	Organization

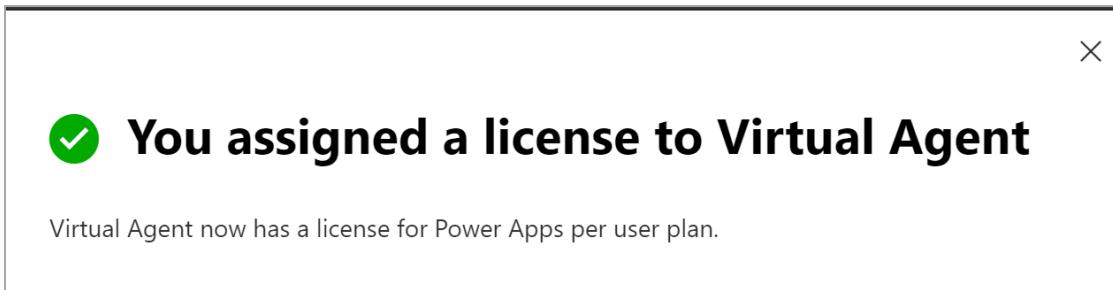
20. Click on **Assign licenses**.

The screenshot shows the Microsoft 365 admin center interface. On the left, there's a navigation sidebar with categories like Users, Groups, Billing, and Setup. The main content area is titled 'Power Apps per user plan'. It displays '25 available' licenses and a note that 0 are assigned. Below this is a section for 'Users' with a table header for 'Name' and 'Email'. At the top of the user list, there's a button labeled '+ Assign licenses' which is highlighted with a red box. Other buttons include 'Export users' and 'Refresh'. A search bar and a menu icon are also present.

21. Search for the User you created earlier (the user you are currently logged in as) and **assign** the license.

This screenshot shows a modal dialog box titled 'Assign licenses to users'. It contains a search bar where 'Virtual Agent' is typed. Below the search bar, there's a note about turning apps and services on or off. The main area is a table with columns for 'Name' and 'Email'. At the bottom right of the table, there's a blue 'Assign' button which is highlighted with a red box.

22. You will get a confirmation once it has been assigned.



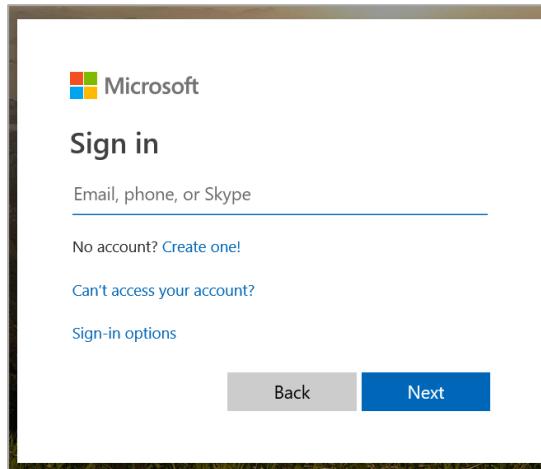
Task 2: Create a trial environment

You'll need to create a Power Apps trial environment to work through the lab materials for Power Virtual Agents in a Day.

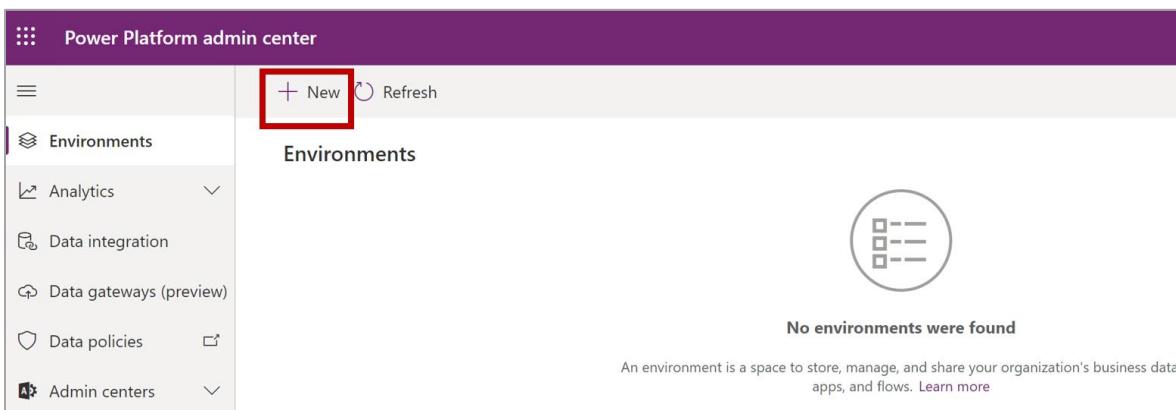
Warning: If you created a trial account, when your trial expires in 29 days, your data and any customizations will be deleted.

You may want to save your work to use in another environment. To do that, you can export your work as a solution after you complete all the exercises in the PVA in a Day training.

1. In your private browser, navigate to <https://admin.powerplatform.microsoft.com/environments>, and sign in with either your own business or school account, or the trial account you just created.



2. Select New Environment.



3. Fill in the fields in the New environment dialog box with these values and select **Next** to continue.

- Environment Name: PVAtest
- Type: Trial
- Region: United States (default)
- Create a database for this environment? Yes

Note: Creating an environment may take up to one minute.

New environment

Name *

Type ⓘ *

Region *

Local environments can provide quicker data access.

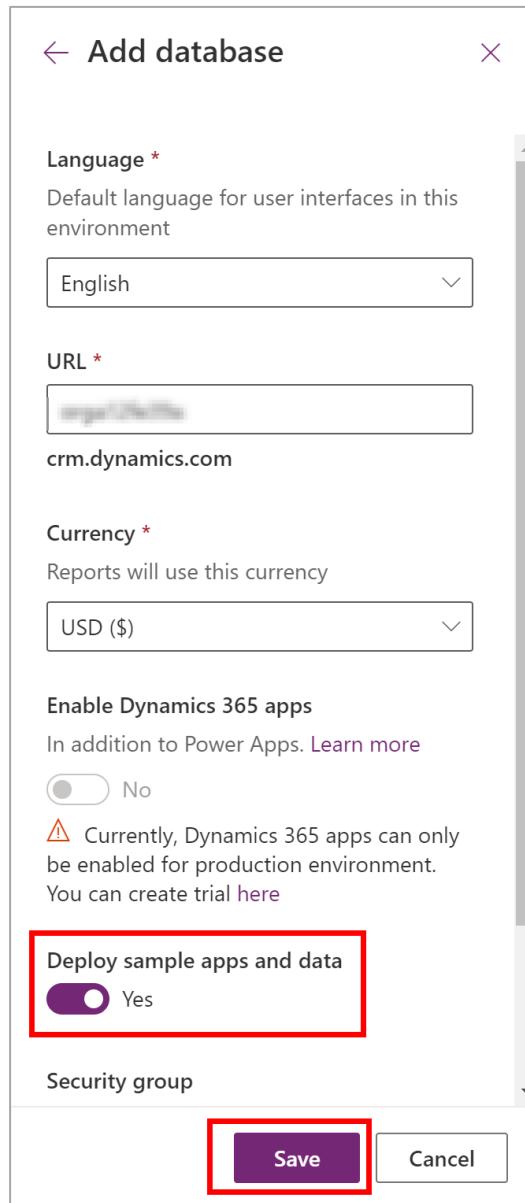
Purpose

Create a database for this environment? ⓘ

 Yes

4. Specify values in the dialog box, choose Yes to deploy sample apps and data and click Save to create a new environment.

- Language: English
- Currency: USD
- URL: (*Keep as default text*)
- Select the "Deploy Sample Apps and Data" option
- Click "Save"



An alert bar will pop up to tell you that your new environment is getting prepared.

The screenshot shows a green alert bar at the top with the message: "New environment PVAtest is getting prepared. It can be used once active." Below the alert bar is a table titled "Environments". The table has three columns: "Environment", "Type", and "State". There is one row in the table with the following data: Environment: PVAtest, Type: Trial, State: PreparingInstance.

Environment	Type	State
PVAtest	Trial	PreparingInstance

5. Wait about a minute and click refresh. When your environment is fully prepared, you will see this message. You are now ready to install a solution package to use for the training.

The screenshot shows a green alert bar at the top with the message: "New environment PVAtest has been successfully created." Below the alert bar is a table titled "Environments". The table has three columns: "Environment", "Type", and "State". There is one row in the table with the following data: Environment: PVAtest, Type: Trial (29 days), State: Ready.

Environment	Type	State
PVAtest	...	Trial (29 days)

Task 3: Import PVA in a Day solution package

In Tasks 3 and 4, you will import a solution file that contains an entity and some Power Automate flows. This is done so that you have a demo business application for your bot to connect to as part of the PVA in a Day labs.

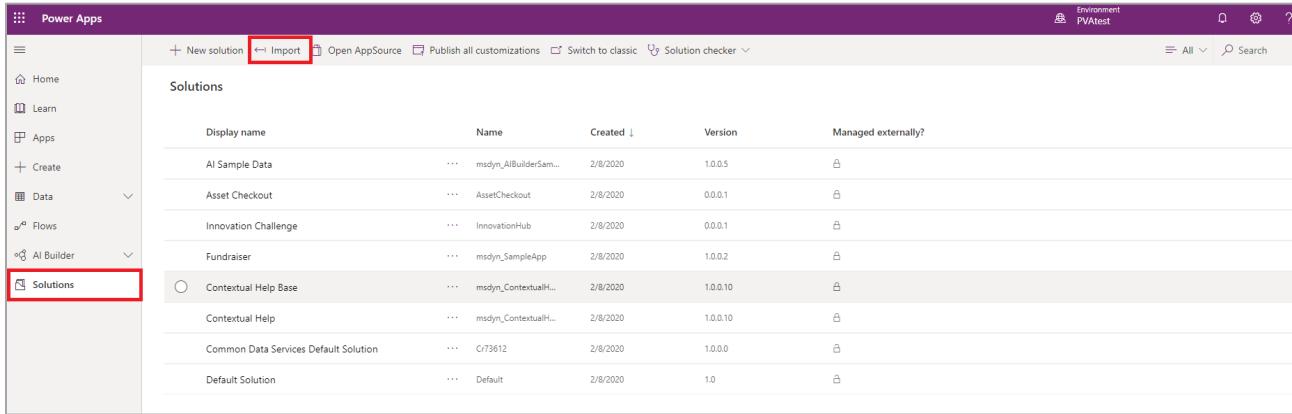
1. Make sure you have pop ups enabled in your browser.
2. Navigate to <https://make.powerapps.com> in your Edge or Chrome private browsing window.

The screenshot shows the Power Apps home page. On the left, there's a navigation bar with 'Home', 'Learn', 'Apps', 'Create', 'Data', 'Flows', 'AI Builder', and 'Solutions'. The main area has a heading 'Build business apps, fast' with sub-sections 'Create apps that connect to your data and work across web and mobile. Learn about Power Apps' and 'Make your own app'. It features three templates: 'Canvas app from blank' (Canvas app), 'Model-driven app from blank' (Model-driven app), and 'Portal from blank' (Portal). Below this is a section 'Start from data' with icons for SharePoint, Excel Online, SQL Server, Common Data Services, and Other data sources. A table titled 'Your apps' lists two items: 'Device Ordering App' (Modified 20 h ago, Owner Jeanie Saville, Type Canvas) and 'Asset Checkout' (Modified 4 d ago, Owner Jeanie Saville, Type Model-driven).

2. Click the **environment** icon and select the environment you just created in **Task 2: Create a trial environment**. Ensure you no longer have the default environment selected.

This screenshot is similar to the previous one, but the 'Environment' dropdown in the top right is open, showing 'Contoso (default)' and 'PVAtest'. The 'PVAtest' environment is highlighted with a red box. The rest of the interface is identical to the first screenshot.

3. Select **Solutions** and click **Import**.



4. On the Import a solution pop-out, click **Browse** and select SolutionPowerVirtualAgentInADay.zip from your training resources. Click **Next**.



5. Once the import is complete, you will see the VA in a Day Flow solution in the Solutions section of your main Power Apps window.

Display name	Name	Created	Version
VA in a day	VAinaday	6/22/2020	1.0.0.10
AI Sample Data	msdyn_AIBuilderSam...	6/21/2020	1.0.0.6
Asset Checkout	AssetCheckout	6/21/2020	0.0.0.1
Innovation Challenge	InnovationHub	6/21/2020	0.0.0.1
Fundraiser	msdyn_SampleApp	6/21/2020	1.0.0.4
Power Apps Checker Base	msdyn_PowerAppsC...	6/21/2020	1.2.0.16

6. Click **VA in a day solution** — you'll see the pre-built Power Automate flows you have, as shown below:

Display name	Name	Type	Managed...	Modified	Owner	Status
Approval Status	cr6bd_approvalstatus	Option set	⋮	-	-	-
Device Order	cr6bd_deviceorder	Entity	⋮	-	-	-
Order Status	crd4a_orderstatus	Option set	⋮	-	-	-
Get Order Info by Email	Get Order Info by Em	Flow	⋮	4 min ago	User 1 #	Off
Return Item	Return Item	Flow	⋮	4 min ago	User 1 #	Off

IMPORTANT: Power Automate flows are in **Off** Status. That's because they're connected to external systems, and those connections need to be created before you can use them. In the next task, you'll fix those connections so that they can be used for the lab work.

Task 4: Make Flow Connections

- In the VA in a Day solution you just imported, find and click **Get Order Info by Email** to open the flow. This will open Power Automate in a new window

The screenshot shows the Power Apps portal interface. On the left, there's a navigation bar with 'Power Apps' at the top, followed by 'Home', 'Learn', 'Apps', 'Create', 'Data', 'Flows', 'AI Builder', and 'Solutions'. The 'Solutions' item is highlighted with a red box. In the center, under 'VA in a day', there's a list of flows. One flow, 'Get Order Info by Email', is highlighted with a red box.

Display name	Name	Type	Managed...	Modified	Owner	Status
Approval Status	cr6bd_approvalstatus	Option set	Edit	-	-	-
Device Order	cr6bd_deviceorder	Entity	Edit	-	-	-
Order Status	crd4a_orderstatus	Option set	Edit	-	-	-
Get Order Info by Email	Get Order Info by Em	Flow	Edit	8 min ago	User 1 #	Off
Return Item	Return Item	Flow	Edit	8 min ago	User 1 #	Off

- In the **Get Order Info by Email** Flow, you will see this flow is turned off. Click **Edit** to edit the Flow.

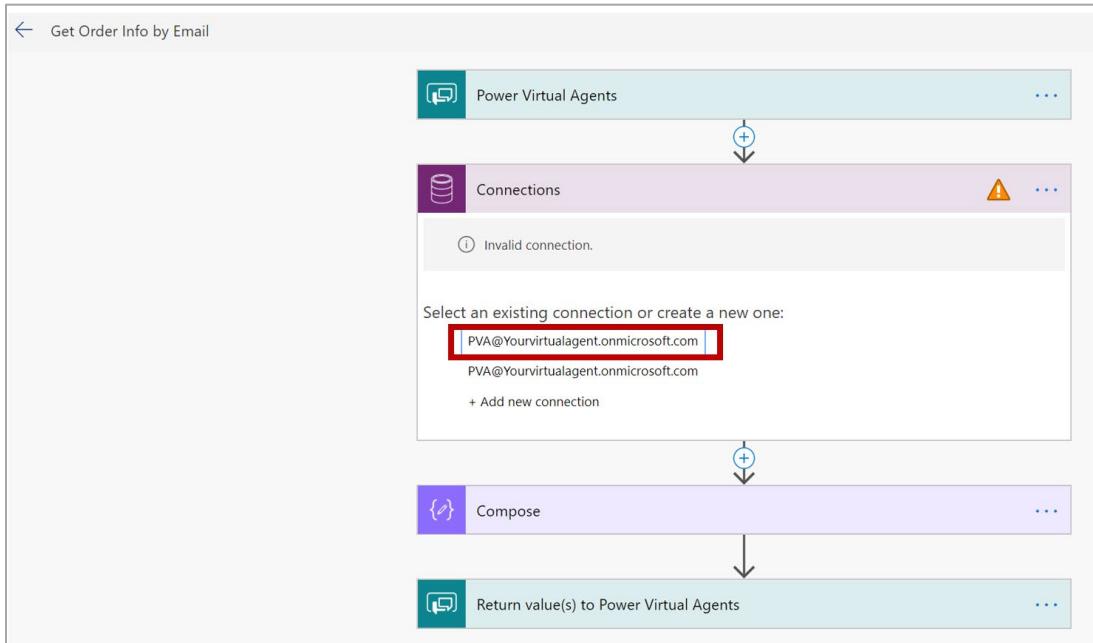
The screenshot shows the Power Automate portal interface. On the left, there's a navigation bar with 'Power Automate' at the top, followed by 'Home', 'Action items', 'My flows', 'Create', 'Templates', 'Connectors', 'Data', 'AI Builder', 'Solutions', and 'Learn'. The 'My flows' item is highlighted with a red box. In the center, it shows a flow named 'Get Order Info by Email'. The 'Edit' button is highlighted with a red box. The flow details show the status is 'Off'.

Details		Connections
Flow	Get Order Info by Email	There aren't any connections for this flow.
Status	Off	Owners
Created	Jun 22, 10:11 AM	Edit
Modified	Jun 22, 10:11 AM	
Type	Instant	
Plan	Per-user plan	

3.

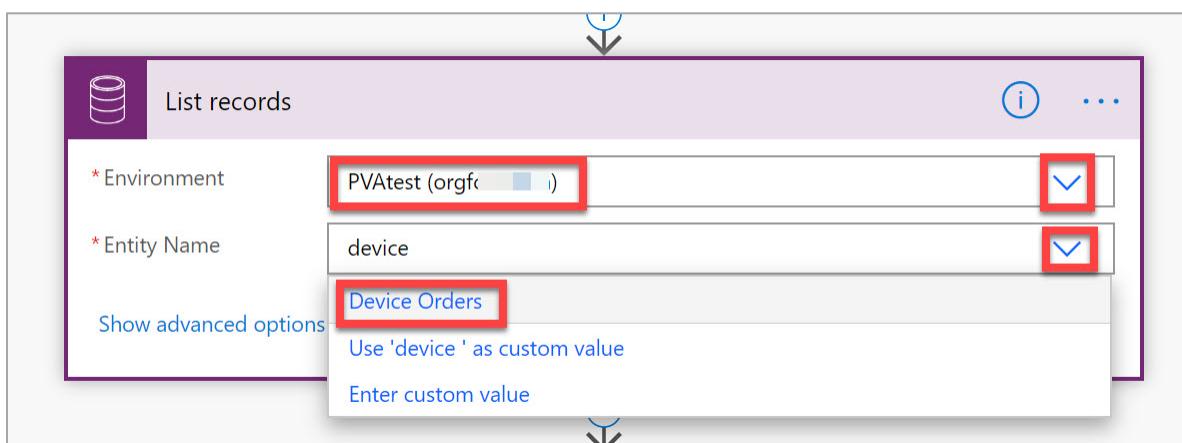
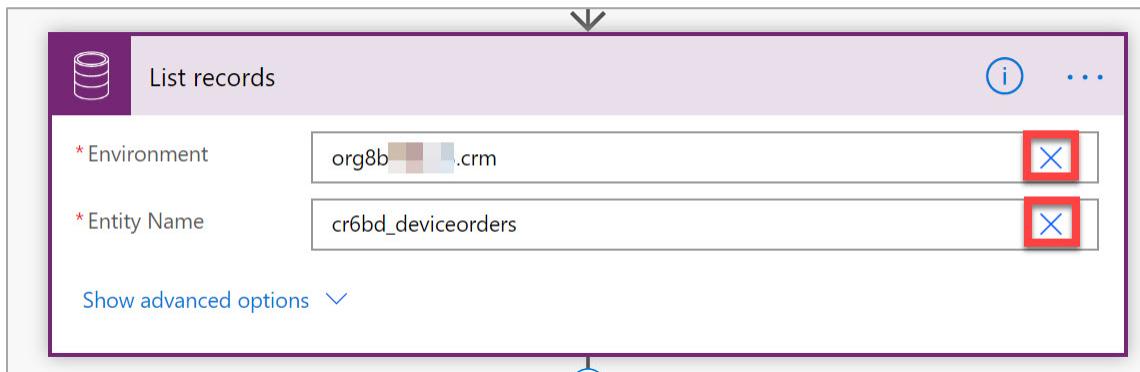
Select **Connections** (it will be marked with warning sign !)

4. Then, select your test account in the list. If you can't see any existing connections, click **+Add new connection** – this will sign you in and may also automatically connect your test account.



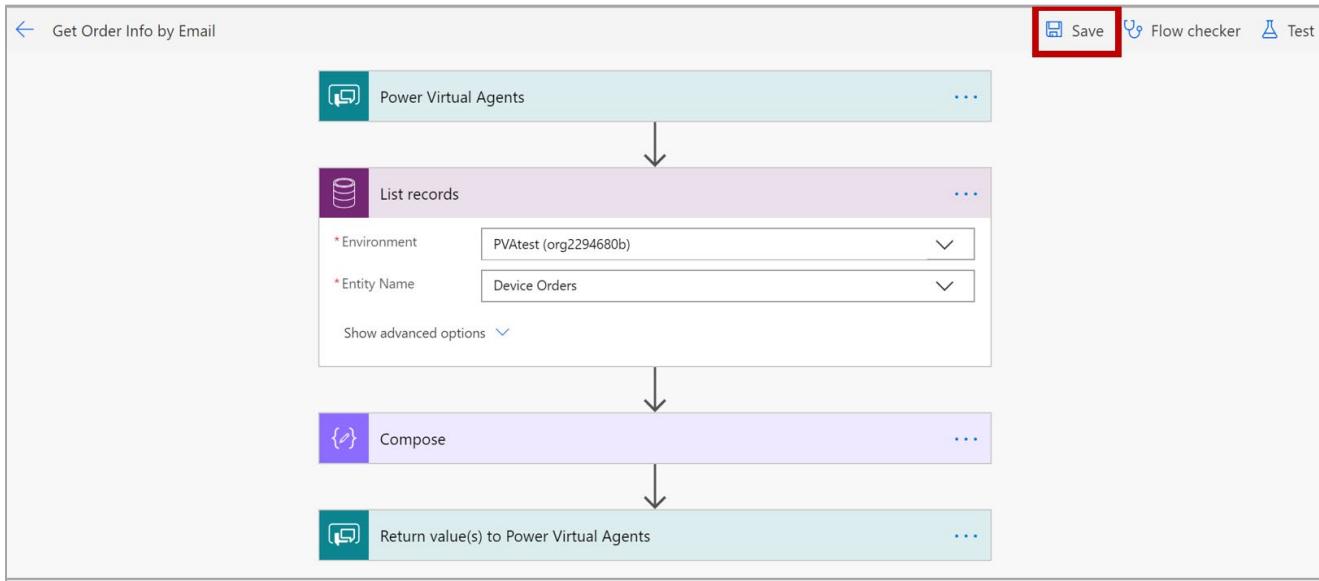


5. With the right connection in place, the name of the node changes to **List Records** and you'll see that the **!** has disappeared. Select the environment you created and the entity name "Device Orders". If these fields are filled in with a **X** at the end of each one, click on the **X** to clear the value, and then choose the Environment and Entity Name from the dropdown lists.

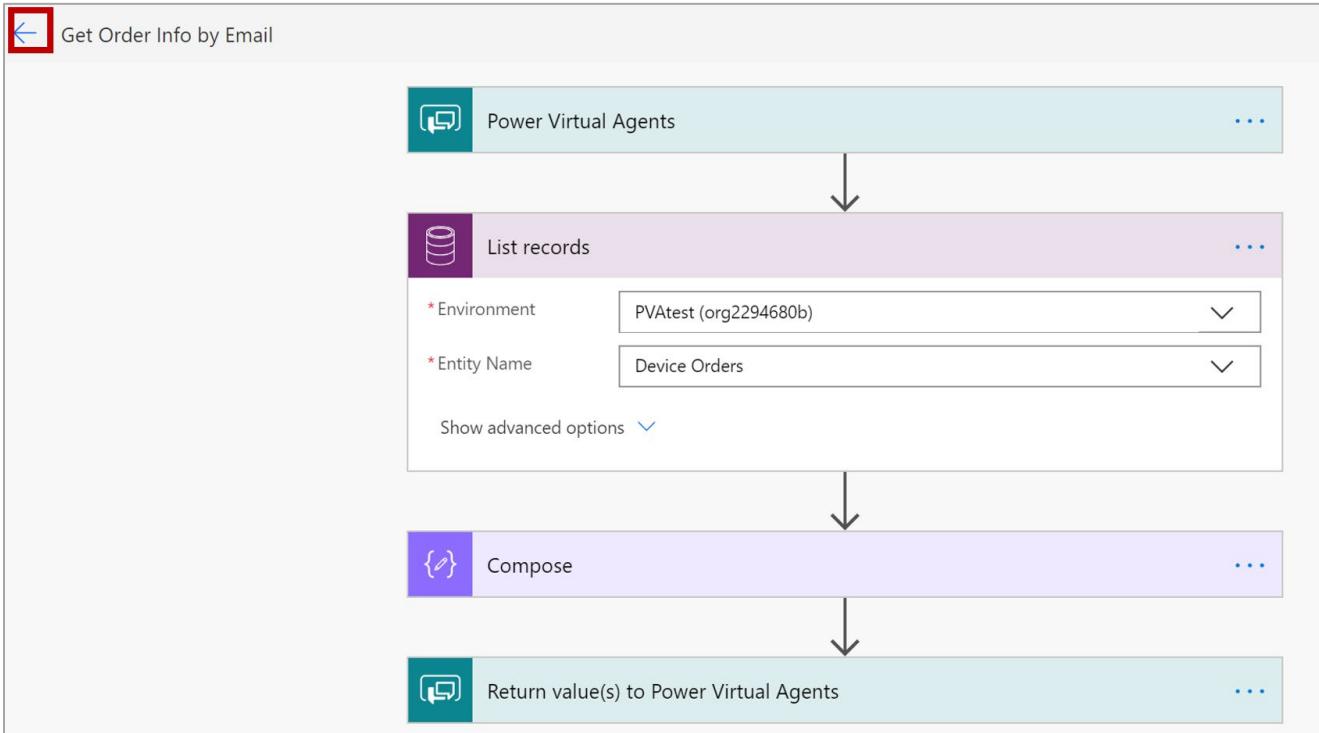


6. When you have made your selections, you will see the full name and org number of your environment and the Entity Name (Device Orders) with a dropdown arrow at the end of each field.



7. Click **Save**.

8. Go back to the previous page.



9. Click **Turn on** button to activate this flow and make sure the status is **On**.

The screenshot shows the 'Get Order Info by Email' flow details page. At the top, there is a toolbar with various icons: Edit, Share, Save As, Delete, Run, Send a copy, Submit as template, Export, Analytics, and Turn on. The 'Turn on' button is highlighted with a red box. Below the toolbar, the flow name 'Get Order Info by Email' is displayed. The 'Details' section contains the following information:

Flow	Status
Get Order Info by Email	Off
Created	Mar 27, 05:25 PM
Modified	Mar 27, 05:29 PM
Type	Instant
Plan	Per-user plan

The screenshot shows the 'Get Order Info by Email' flow details page after it has been turned on. A message at the top states 'Your flow is on: Get Order Info by Email'. The 'Turn off' button is also highlighted with a red box. The 'Status' field in the details table is now 'On'. The rest of the details remain the same as in the previous screenshot.

Flow	Status
Get Order Info by Email	On
Created	Mar 26, 11:51 PM
Modified	Mar 27, 12:36 AM
Type	Instant
Plan	Per-user plan

10. Close this browser tab and go back to the main Power Apps tab. You will see an alert that says you're currently editing the flow. Click **Done**.

The screenshot shows the Power Apps interface with the 'Solutions > VA in a day' page selected. A modal window titled 'Currently editing a flow' is open, containing instructions: 'When you're done editing the flow, click Done below to return to the page. This will refresh the page and fetch your changes.' A red box highlights the 'Done' button at the bottom of the modal.

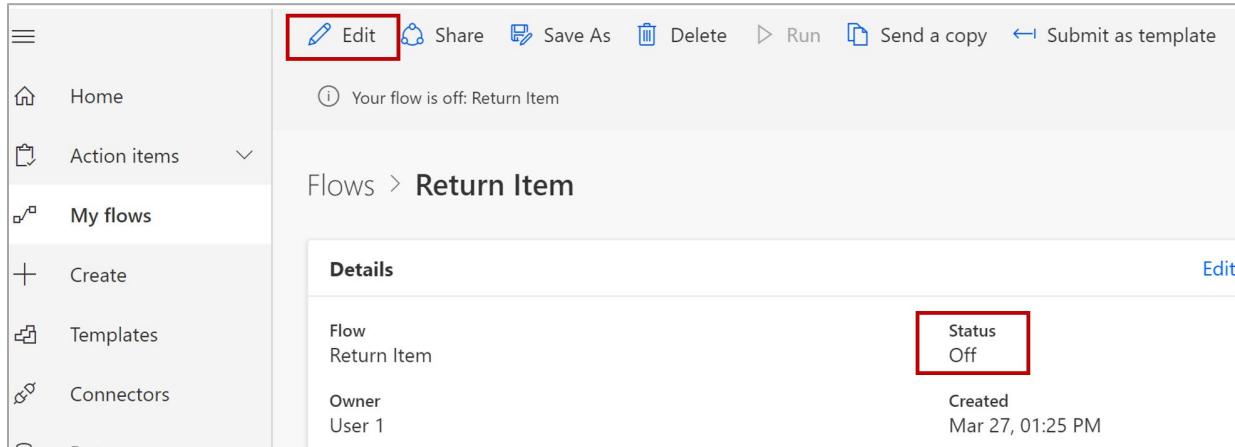
Display name	Name	Type	Managed...	Modified
Calculate Ship Date	Calculate Ship Date	Process	Open	1 h ago
Approval Status	Approval Status	Option set	Open	-
Device Order	Device Order	Entity	Open	-
Order Status	Order Status	Option set	Open	-
Get Order Info by Email	Get Order Info by Email	Flow	Open	1 h ago
Return Item	Return Item	Flow	Open	1 h ago

11. In the VA in a Day solution, find and click **Return Item** to repeat the process.

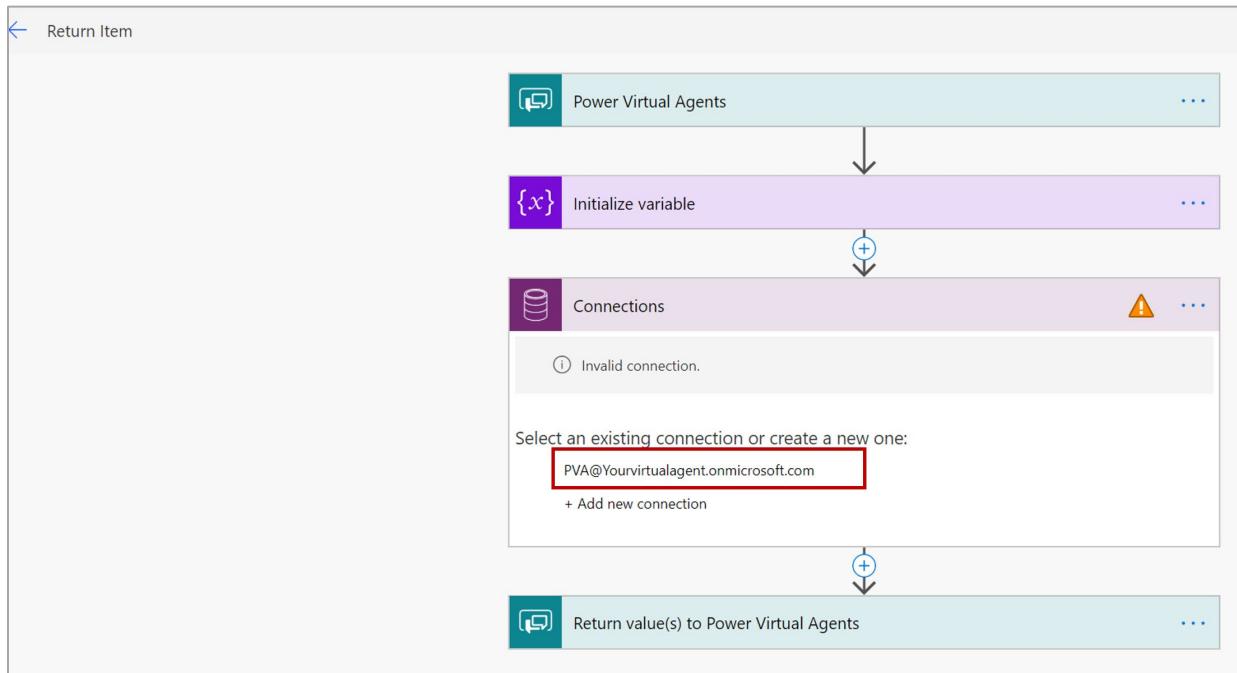
The screenshot shows the Power Apps interface with the 'Solutions > VA in a day' page selected. The 'Solutions' section on the left is highlighted with a red box. The 'Return Item' flow is listed in the main pane, also highlighted with a red box.

Display name	Name	Type	Managed...	Modified
Approval Status	cr6bd_approvalstatus	Option set	Open	-
Device Order	cr6bd_deviceorder	Entity	Open	-
Order Status	crd4a_orderstatus	Option set	Open	-
Get Order Info by Email	Get Order Info by Email	Flow	Open	1 h ago
Return Item	Return Item	Flow	Open	1 h ago

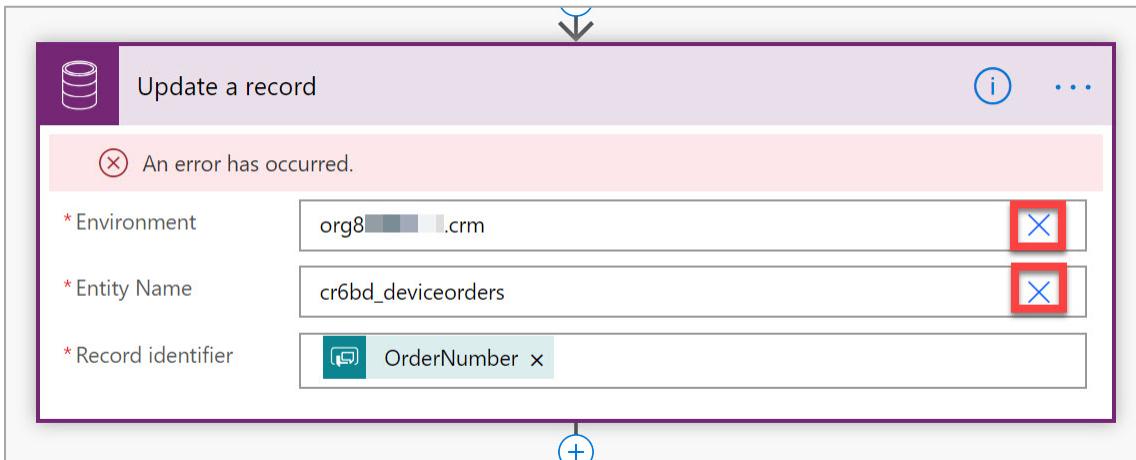
12. This will open Power Automate in another browser tab. Note the status is Off. Click **Edit** to edit the Flow.



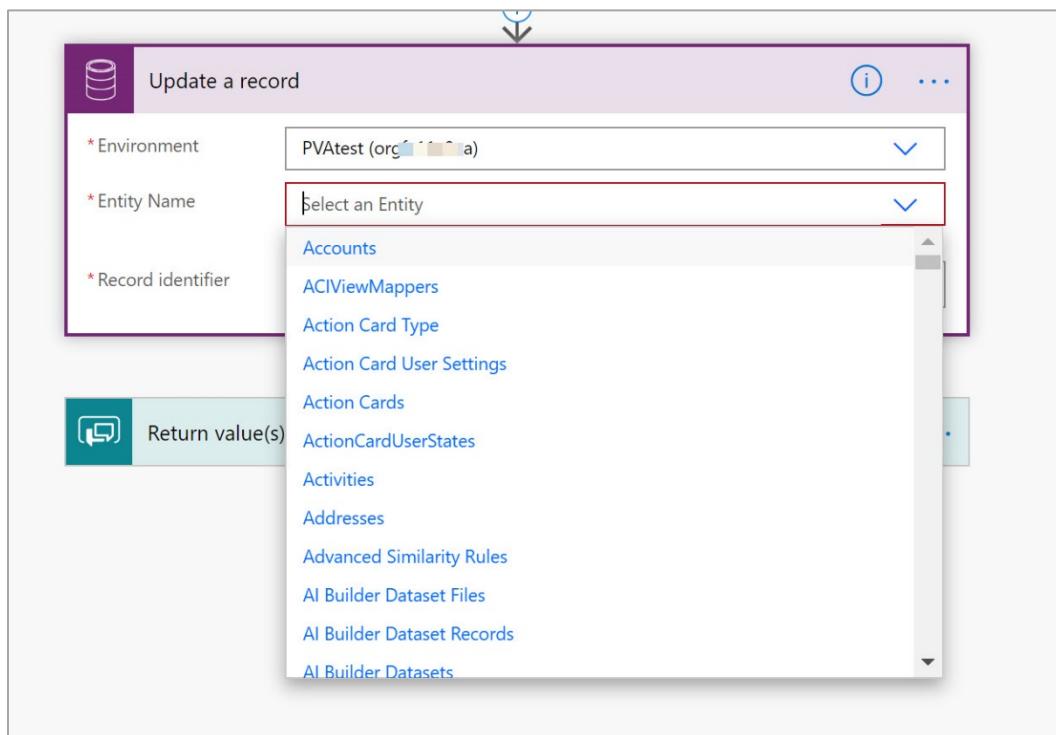
13. Click **Connections** (it will be marked with warning sign !) and select your test account in the list.



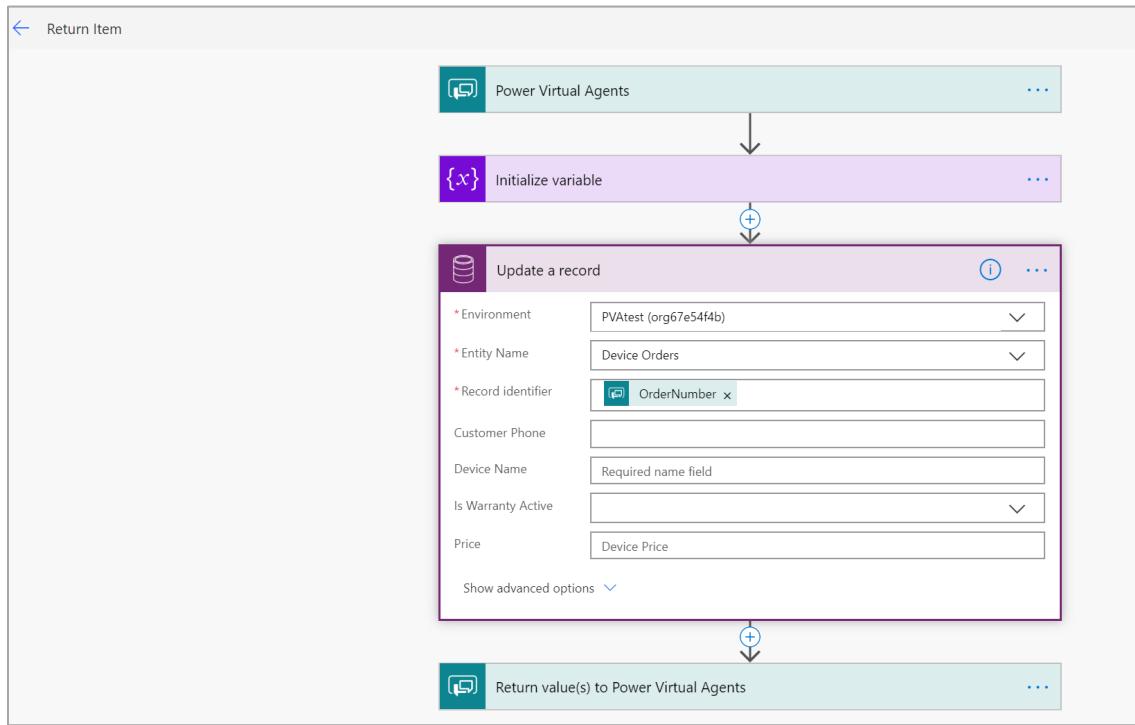
14. The node changes name to **Update a record**. If you see an error message, or if you see the  at the end of the fields, you will need to clear the values in Environment and Entity Name fields by clicking on the crosses as you did for the previous flow, and choose the values from the dropdown lists.



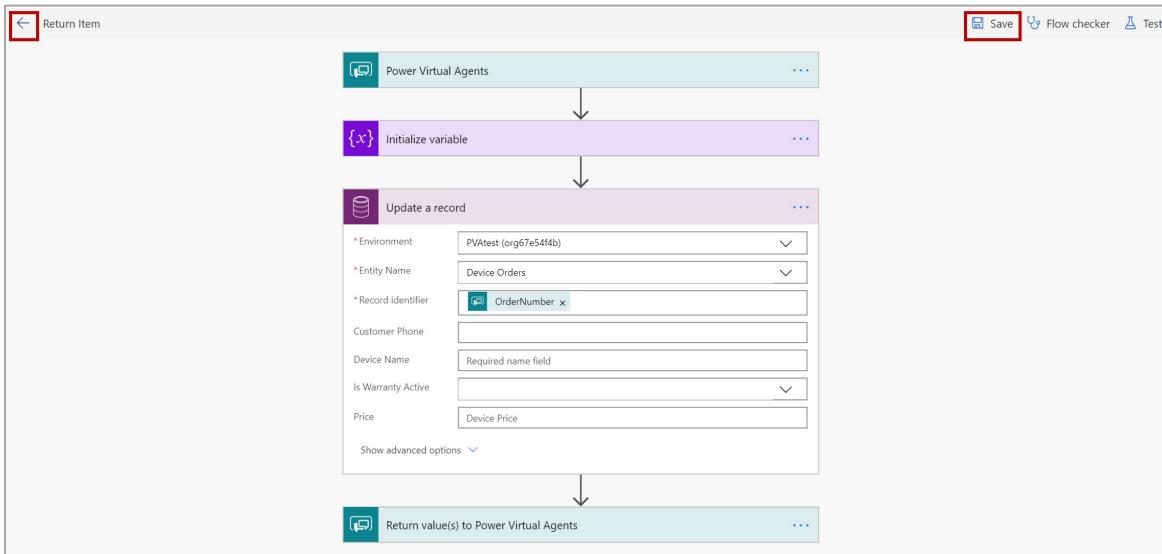
Choose the Environment you have created, and the entity name: **Device Orders**.



15. When you have finished making your selections, you will see the full Environment name (and org number) and the full Entity Name (Device Orders) with dropdown icons at the end of each field, like this:



16. Click **Save** and go back to the previous page.



17. Click **Turn on** button to activate this flow and make sure the status is **On**.

The screenshot shows the 'Details' section of a Microsoft Flow named 'Return Item'. The 'Status' is currently set to 'Off'. Other details include: Created on Mar 27, 05:25 PM; Modified on Mar 27, 05:46 PM; Type Instant; Plan Per-user plan. The 'Turn on' button in the top right is highlighted with a red box.

18. Close the browser tab and return to the main Power Apps window. You will see a message saying you are currently editing a flow. Click **Done**.

The screenshot shows the 'Solutions > VA in a day' page in the Power Apps interface. A modal dialog box is open, stating 'Currently editing a flow' and providing instructions: 'When you're done editing the flow, click Done below to return to the page. This will refresh the page and fetch your changes.' The 'Done' button in the dialog is highlighted with a red box.

Task 5: Import the application

In this section we will import a Power App solution. This is done to make it easy to create some sample data for the PVA in a Day training.

1. Navigate to <https://make.powerapps.com> (if you are not already there from the end of the previous Task)
2. Select **Apps** on the left hand menu, and then select Import canvas app from the top menu bar.

*Note: make sure you are in the **Apps** tab before you click Import*

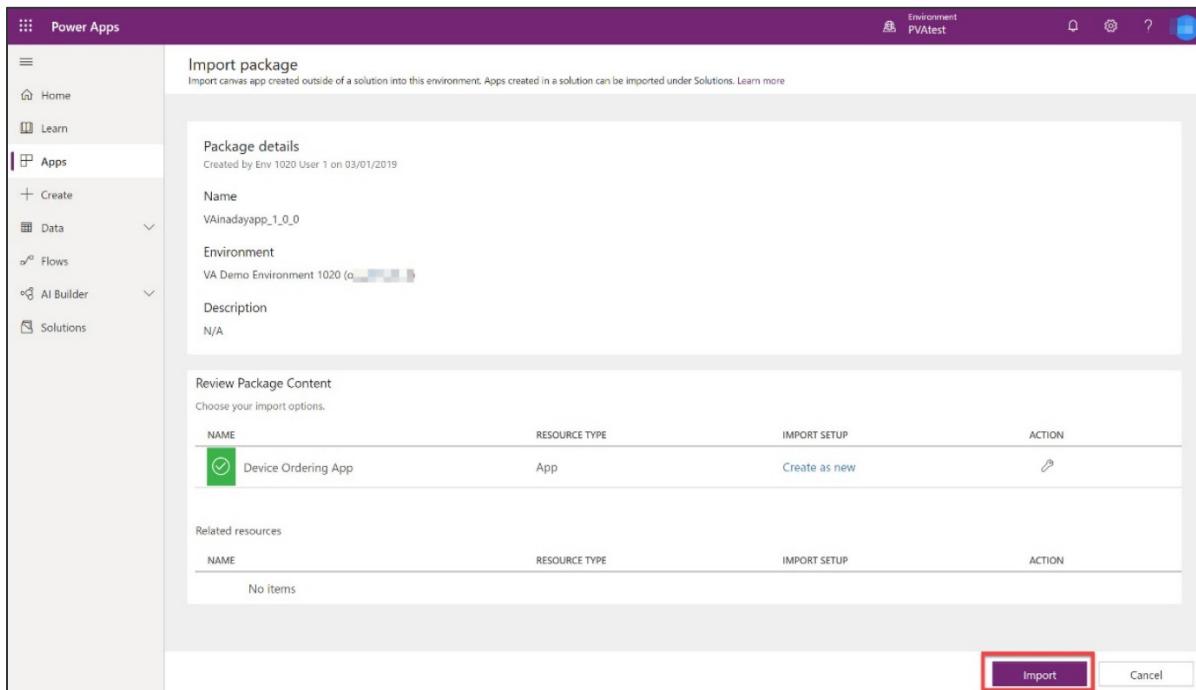
The screenshot shows the Microsoft Power Apps portal interface. The top navigation bar includes 'Power Apps', 'Environment PVAtest', and 'My apps'. Below the navigation is a search bar. On the left, a sidebar menu has 'Apps' selected and highlighted with a red box. The main content area displays a table titled 'Apps in PVAtest' with three items: 'Asset Checkout', 'Innovation Challenge', and 'Fundraiser', all listed as 'Model-driven' type. The 'Import canvas app' button in the top right of the main area is also highlighted with a red box.

3. Select Upload and then select the AppPowerVirtualAgentInADay file and click on Open.

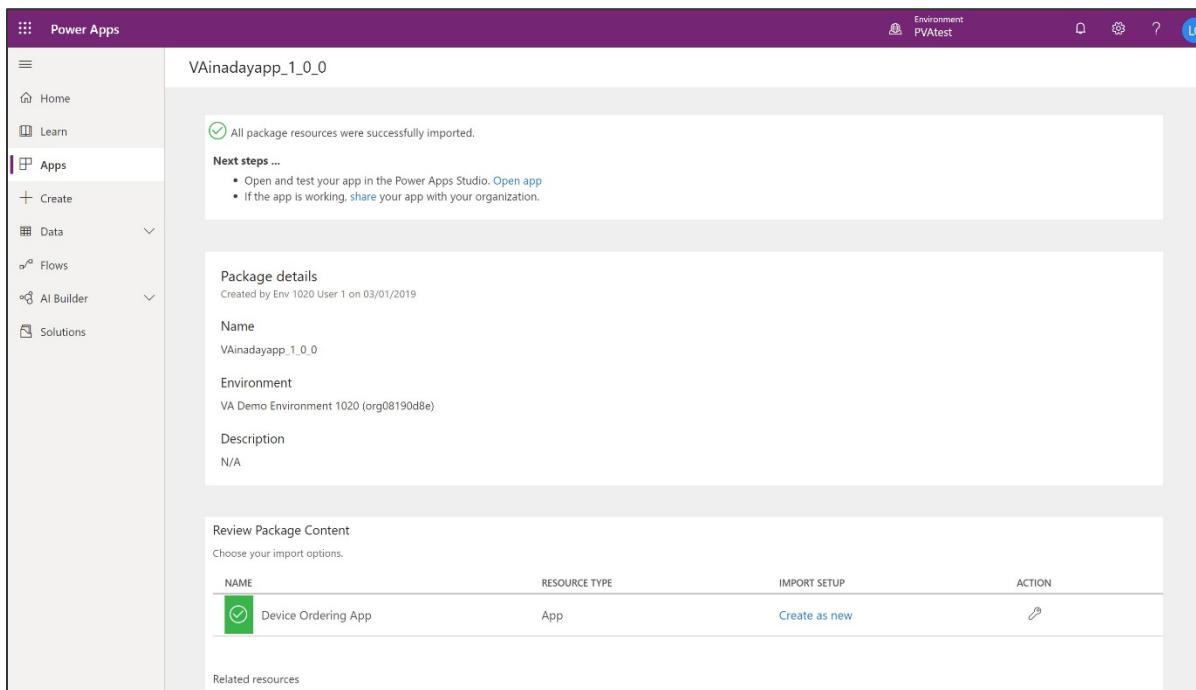
The screenshot shows the 'Import package' dialog box. It prompts the user to choose a package file to import and provides a 'Upload' button. Below this, a preview window shows a list of files: 'AppPowerVirtualAgentinADay.zip' and 'SolutionPowerVirtualAgentinADay.zip', both uploaded on 2/12/2020 at 11:47 AM and 10:56 AM respectively. The 'AppPowerVirtualAgentinADay.zip' file is also highlighted with a red box.

You will need to wait up to about a minute for your solution to upload. When it is ready you will see the following:

4. Select **Import** and wait for the application to be imported. The import step can take up to 2 minutes. You will see progress messages in the bar at the bottom of the screen.



5. When your application is successfully imported, you will see this confirmation message.

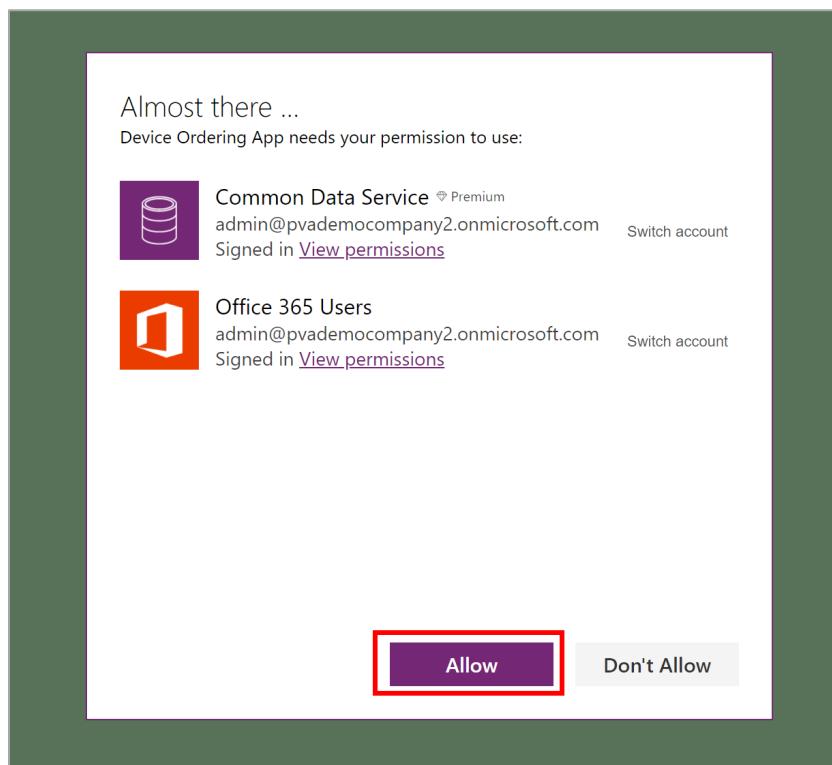


Task 6: Generate test data

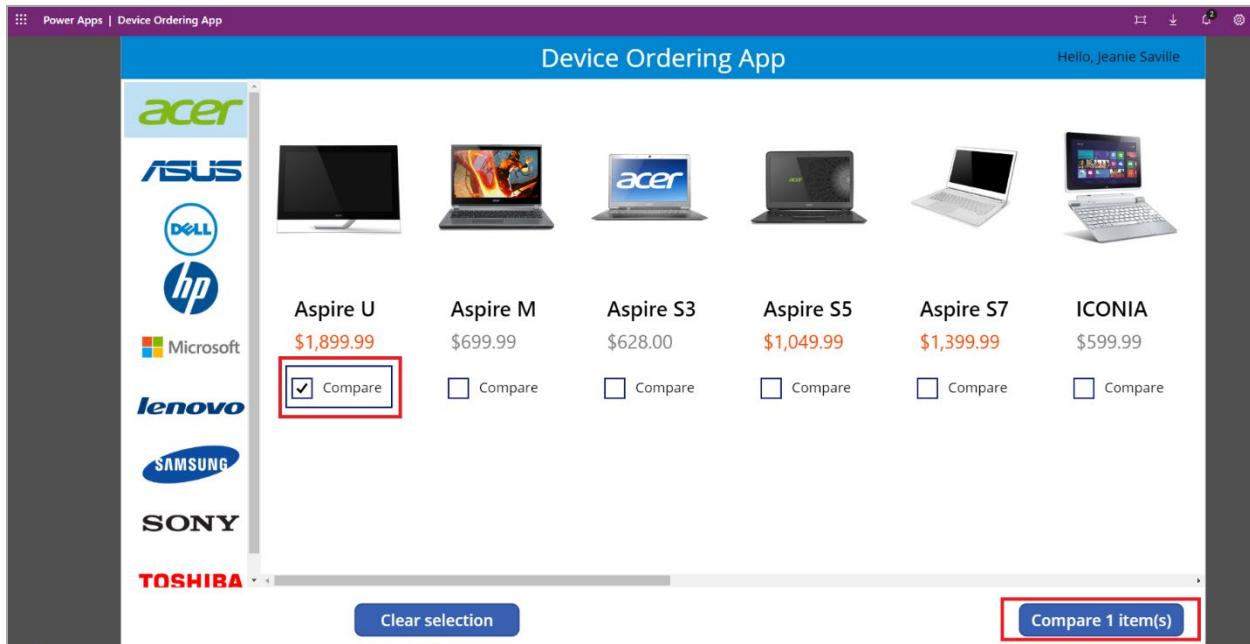
1. Click on **Apps** on the left-hand menu to refresh the browser and return to the main Apps screen. You should see the Device Ordering App which you just imported.
2. Click on the Device Ordering App to launch it.

The screenshot shows the Microsoft Power Apps portal interface. On the left, there's a navigation sidebar with options like Home, Learn, Apps (which is selected and highlighted with a red box), Create, Data, Flows, AI Builder, and Solutions. The main area is titled 'Apps' and shows a table of applications. The table has columns for Name, Modified, Owner, and Type. The 'Device Ordering App' is listed first, followed by Asset Checkout, Innovation Challenge, Fundraiser, and Solution Health Hub. The 'Device Ordering App' row is also highlighted with a red box.

3. The application launches in a separate tab or window, depending on your browser configuration.
4. You may be prompted to allow permissions upon launching the app. Click **Allow**.



5. Select any device and then select **Compare 1 item(s)** in the bottom right corner of the screen.



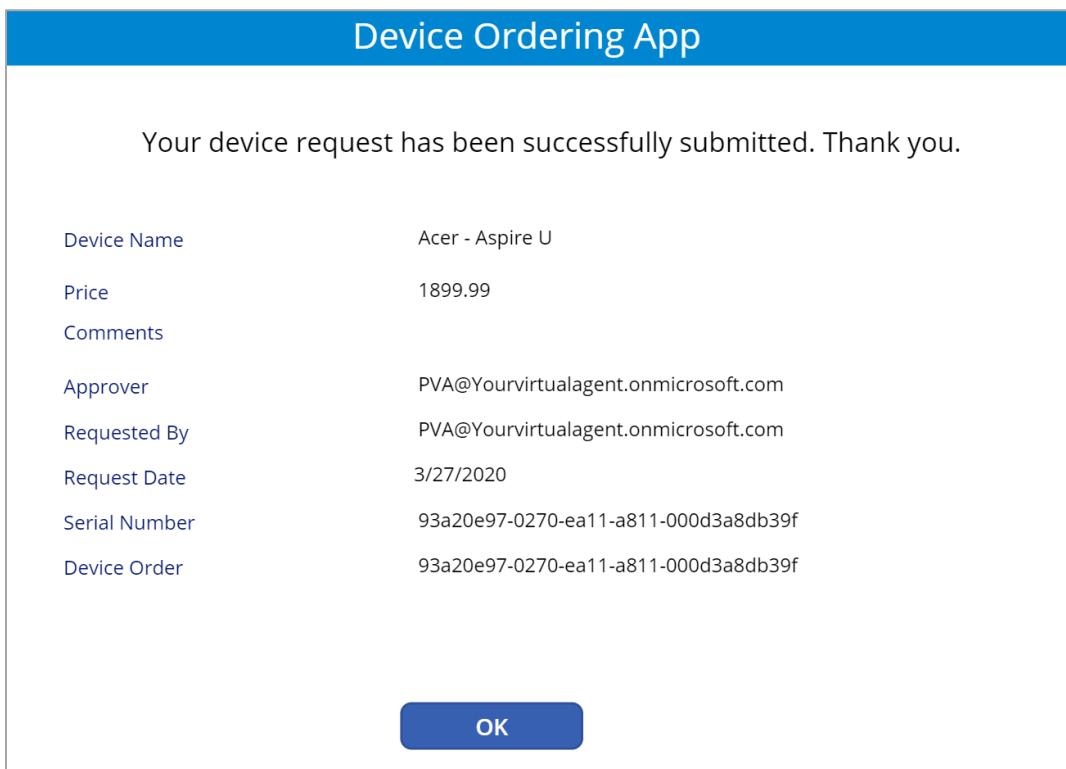
6. On the compare screen, select **Submit device request**.

The screenshot shows the compare screen with the following fields filled out:

- Device Name: Acer - Aspire U
- Price: 1899.99
- Approver: PVA@Yourvirtualagent.onmicrosoft.com
- Comments: Enter justification

The 'Submit device request' button at the bottom is highlighted with a red box.

7. On the request confirmation screen take a note of the email and serial number. We will use this information when testing the chatbot later. Select **OK** and close the App window/tab.



Congratulations! You are all set for the training!

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.

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