



Microsoft Power Virtual Agents in a Day

Lab 09: Export and import bots using solutions

Hands-on Lab Step-by-Step

September 2020

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Power Virtual Agents

This lab is subject to the Terms of Use on page 16 of this document.

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:

- Export a Chatbot you have built
- Import a Chatbot into a new environment



The time to complete this lab is **[30]** minutes.

Scenario: Moving your chatbot across environments

You can move your chatbots across multiple environments. For example, you may build your chatbot in a development environment, then move it to a different environment for testing purposes. Once the testing is complete, you can move it to a production environment for the chatbot to be deployed to end users.

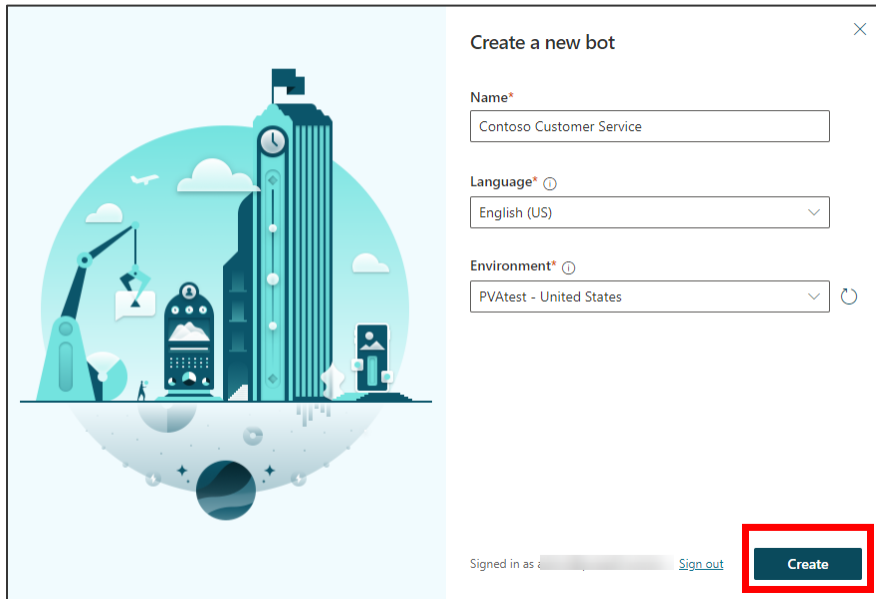
In this lab, you will create a new chatbot and add it to a solution. It can be exported then imported for use in a new environment.

Before we start

Navigate to <https://powerva.microsoft.com/> and sign in with your credentials.

Task 1: Create a new chatbot

1. Click on the chatbot icon in the top right of the screen and select **+New bot**
2. Name your new chatbot, select English (US) as the language, then click **Create**.




Create a new bot

Name*
Contoso Customer Service

Language*
English (US)

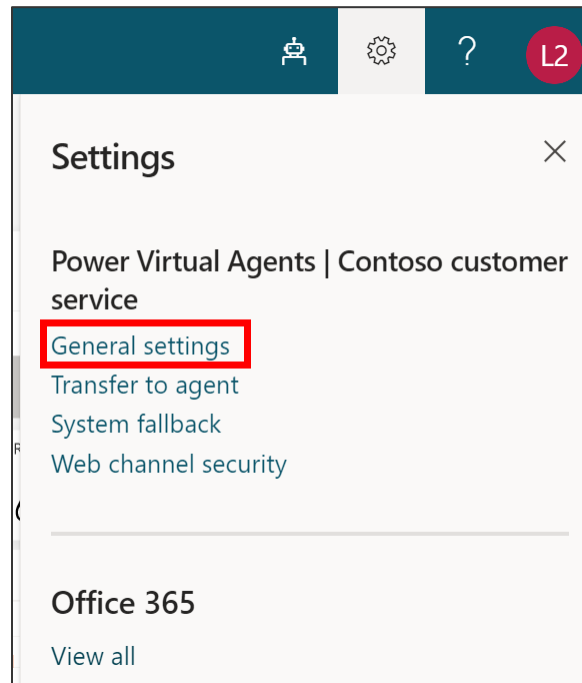
Environment*
PVAtest - United States

Signed in as  [Sign out](#) **Create**

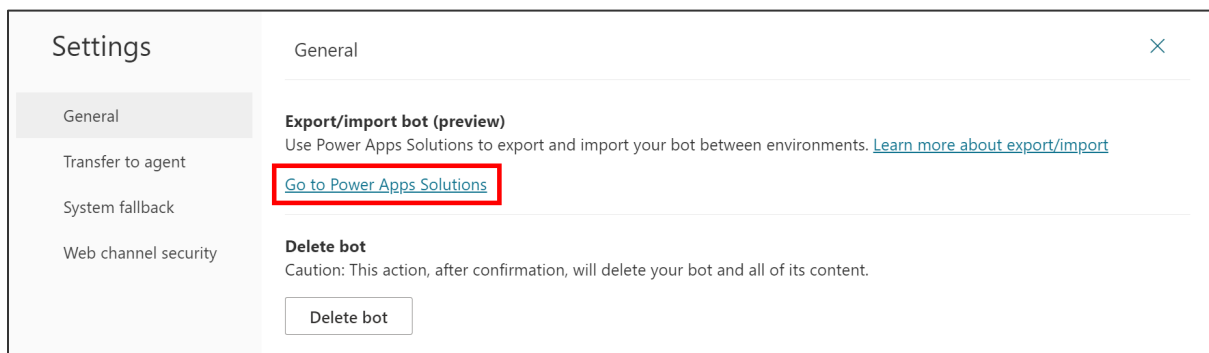
3. Wait for the chatbot to be created.

Task 2: Create a Solution for your chatbot

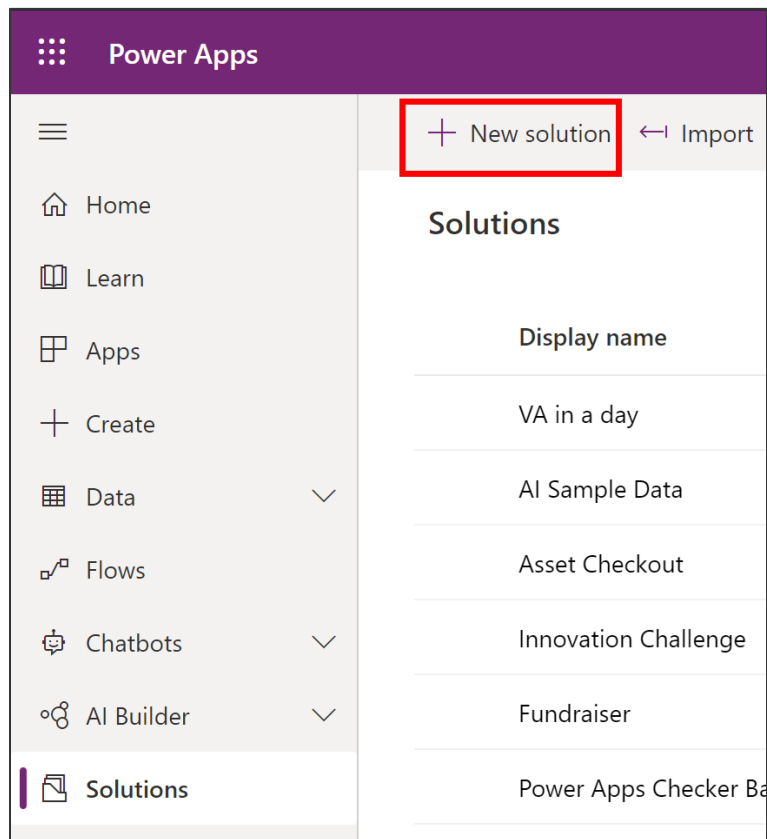
1. Click on the **Settings** icon, then go to **General settings**.



2. Click on **Go to Power Apps Solutions**. This will launch Power Apps in another tab.



3. In Power Apps, go to **Solutions**, then click on **+ New solution**



4. Create a Display name for your solution, then select **CDS Default Publisher** as the publisher. Click **Create**.

New solution ✕

Display name *

Contoso Customer Service Bot

Name *

ContosoCustomerServiceBot

Publisher *

CDS Default Publisher

Edit publisher

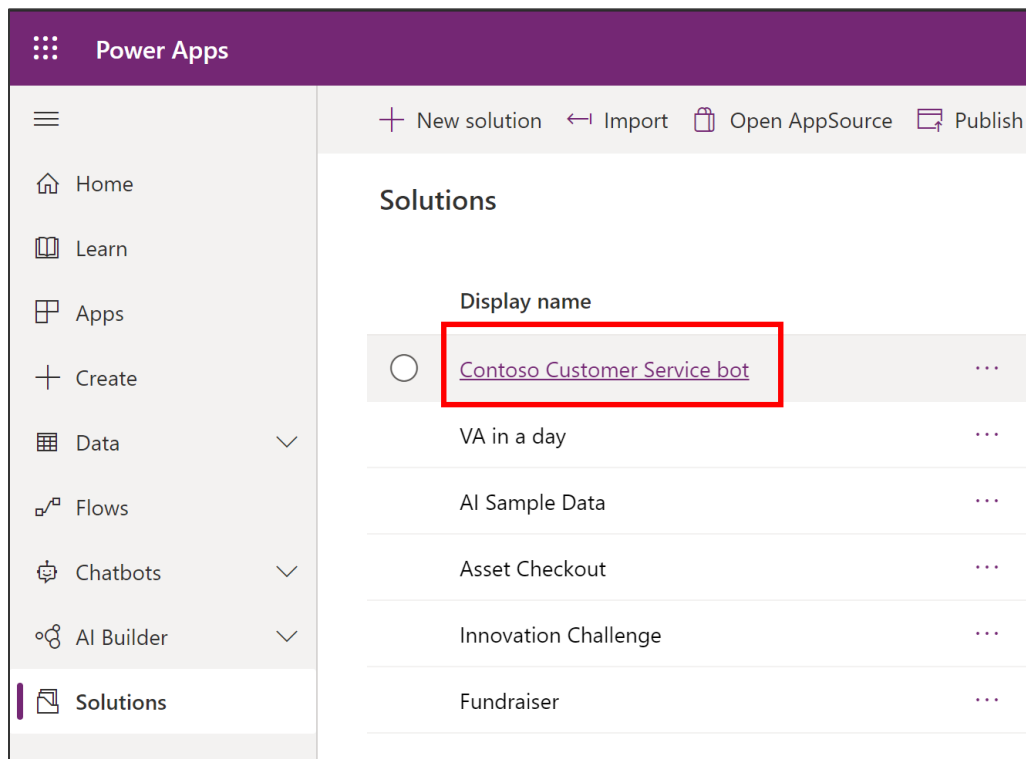
Version *

1.0.0.0

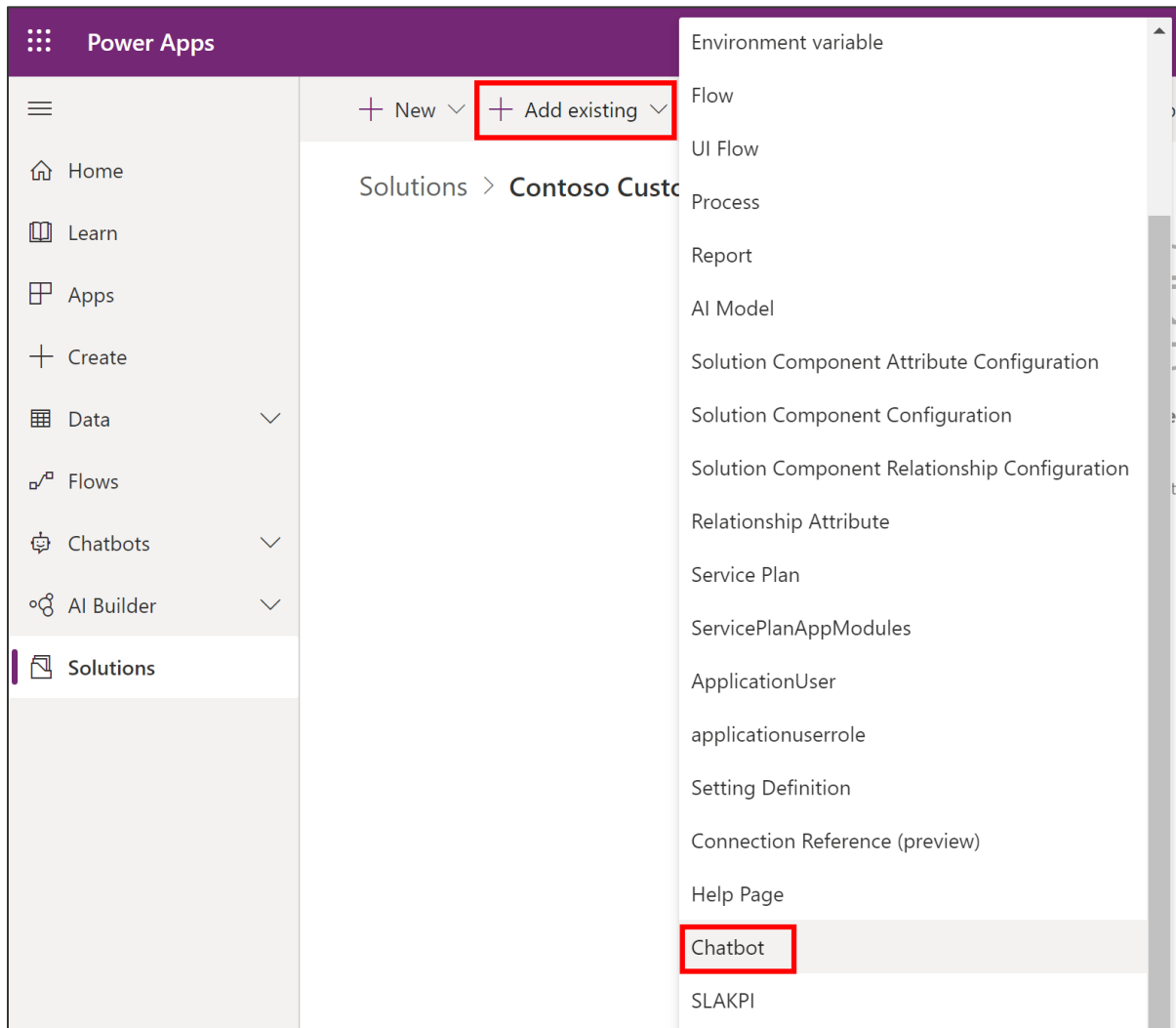
More options ▼

Create Cancel

5. Click on the solution you have just created.



6. Click on **+Add existing**, and select **Chatbot**.



7. Select the new chatbot that you have just created earlier in this lab, and click **Add**.

Add existing chatbots

Select chatbots from other solutions or chatbots that aren't in solutions yet. Adding chatbots that aren't already in solutions will also add them to Common Data Service.

1 chatbot selected

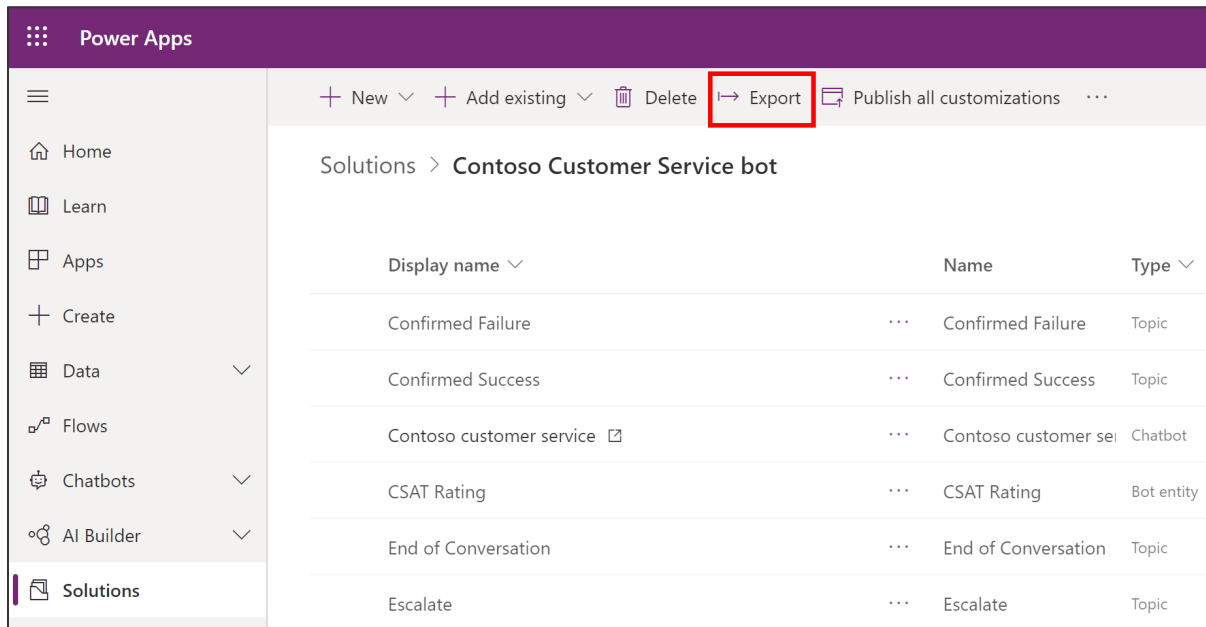
Chatbot

Display name	Name	Managed...	Owner	Status
<input checked="" type="checkbox"/> Contoso customer service	Contoso customer service		Contoso Customer Service	Off

Add Cancel

Task 3: Exporting the Chatbot

1. Click **Export** to export the Solution




The screenshot shows the Power Apps interface. The left sidebar contains navigation options: Home, Learn, Apps, Create, Data, Flows, Chatbots, AI Builder, and Solutions. The 'Solutions' option is selected. The main area displays the 'Contoso Customer Service bot' solution. At the top of the main area, there is a toolbar with buttons for '+ New', '+ Add existing', 'Delete', 'Export' (highlighted with a red box), and 'Publish all customizations'. Below the toolbar, a table lists the components of the solution.

Display name	Name	Type
Confirmed Failure	Confirmed Failure	Topic
Confirmed Success	Confirmed Success	Topic
Contoso customer service	Contoso customer service	Chatbot
CSAT Rating	CSAT Rating	Bot entity
End of Conversation	End of Conversation	Topic
Escalate	Escalate	Topic

2. On the pop-out, click **Next**


Before you export

✕

 **Publish all changes**

If you made changes to this solution that you'd like to export, publish them now.
[Learn more](#)

Publish

 **Check for issues**

You haven't checked this solution yet. We recommend running the solution checker to rule out performance and stability issues. [Learn more](#)

Run

Next

Cancel

3. Select to export the Solution as **Managed**, then click **Export**. This will download your solution as a zip file.

←

Export this solution

×

Version number * ⓘ
Current version 1.0.0.0
1.0.0.1

Export as

☒ Managed (recommended) ⓘ
The solution is moving to a test or production environment. [Learn more](#)

☐ Unmanaged
The solution is moving to another development environment or source control. [Learn more](#)

Export

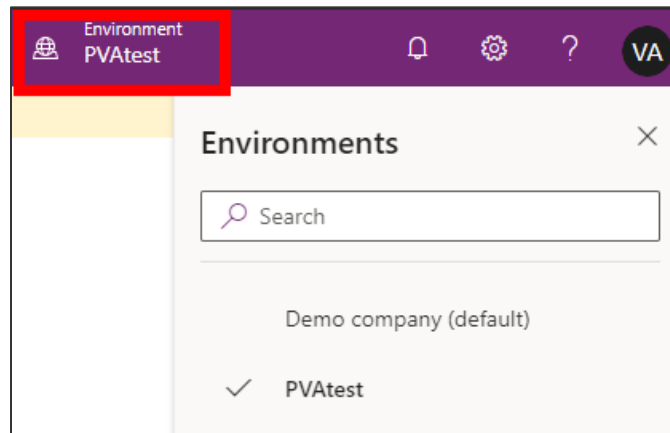
Cancel

Task 4 (Optional): Importing the chatbot

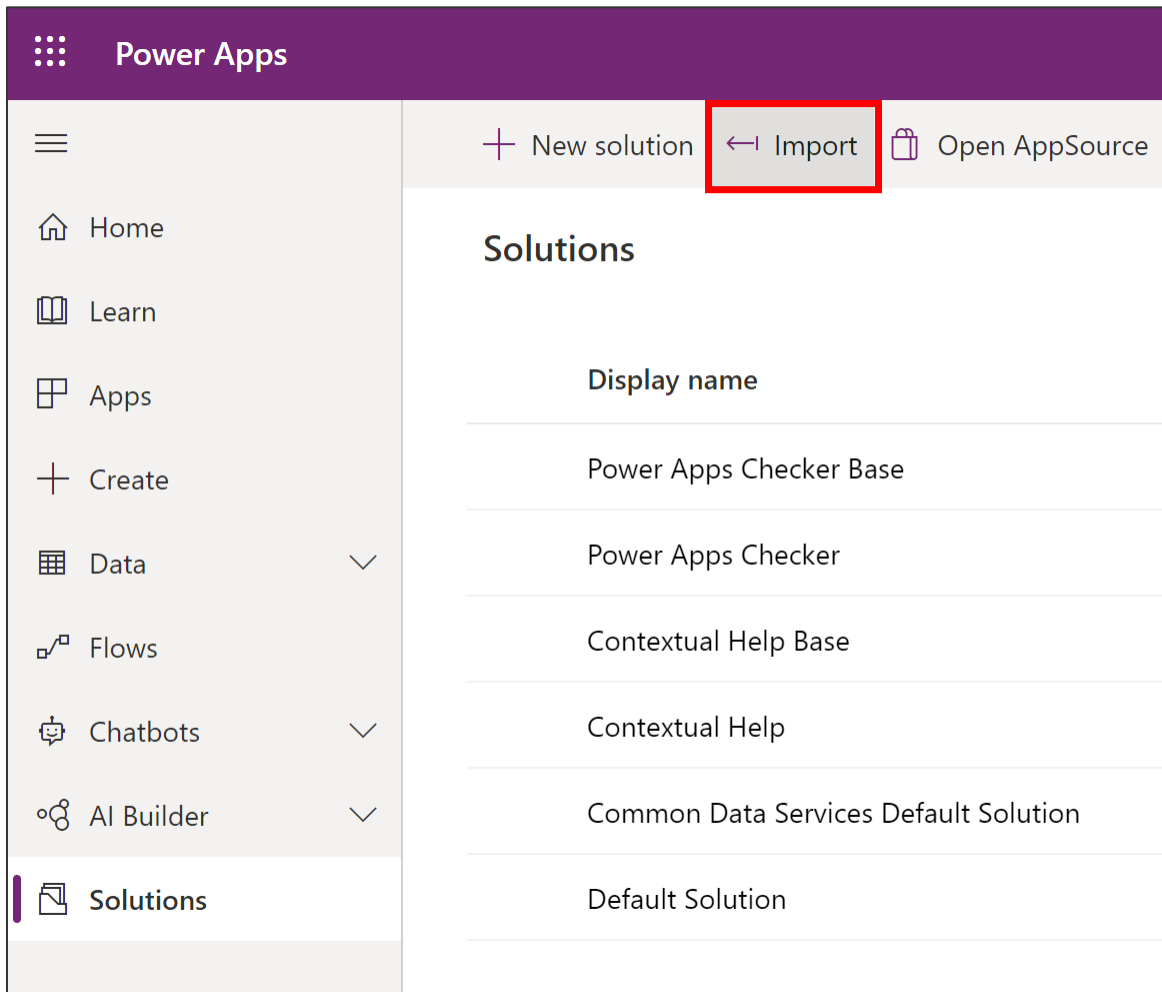
If you have access to another environment for Power Apps, such as your work/organization login, you can import the chatbot into this new environment.

Note: If you are completing these labs using a Microsoft Trial account as was created in lab 01-Overview and Prerequisites, you will not have the capacity to create a new environment within this account. If you wish to try importing your chatbot into a new environment, you can create a new trial Microsoft Account. To do this, you will need to complete **Task 1 and Task 2 in lab 01-Overview and Prerequisites** again to create a new environment to import your chatbot.

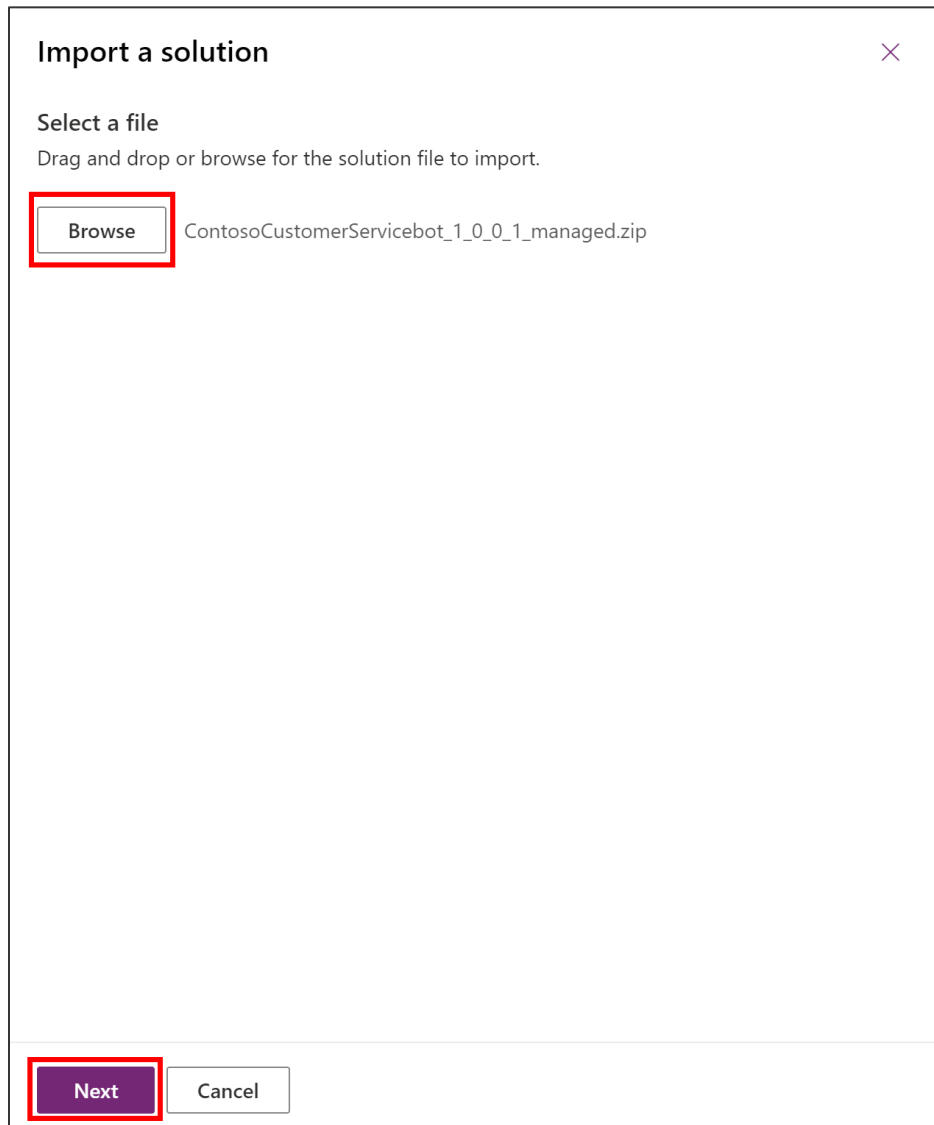
1. Log in to <https://make.powerapps.com/> using different login from which you originally created your chatbot. This can be either your organization account or a new trial account.
2. In the top right of your screen, click on **Environment**, and switch to the environment you wish to import the chatbot to.



3. Go to **Solutions**, then click **Import**.



- Click **Browse**, and select the zip file of your solution that was downloaded earlier. Click **Next**.



Import a solution ✕

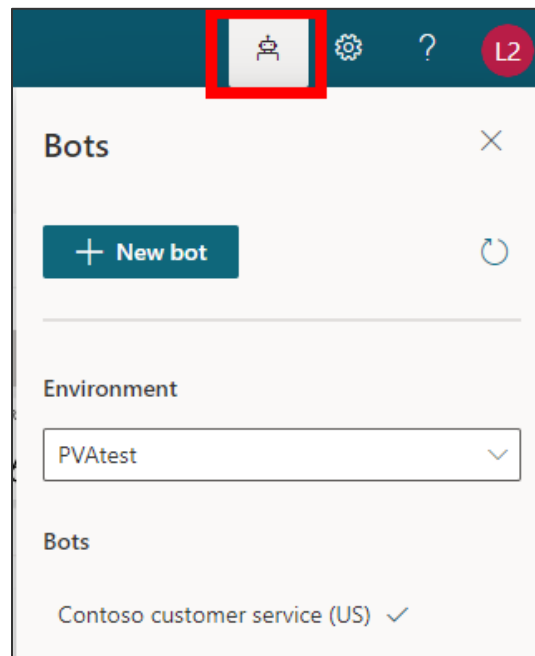
Select a file
Drag and drop or browse for the solution file to import.

Browse ContosoCustomerServicebot_1_0_0_1_managed.zip

Next Cancel

- Click **Import** to confirm the import.
- Once the import is completed, navigate to <https://powerva.microsoft.com/>. You may need to sign up for a Power Virtual Agents trial.

7. Once you are signed into Power Virtual Agents, click on the chatbot icon in the top right of the screen. You will see you newly imported chatbot.



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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