



# Microsoft Power Virtual Agents in a Day

Lab 05: Integrate Pre-built Power Automate Flows

Hands-on Lab Step-by-Step

September 2020

# Contents

<b>Power Automate .....</b>	<b>1</b>
<i>Goals for this lab .....</i>	<i>1</i>
<i>Before we start... ..</i>	<i>1</i>
<i>Task 1: Add on to the Return Items topic .....</i>	<i>1</i>
<i>Task 2: Call Get Order Info by Email action .....</i>	<i>4</i>
<i>Task 3: Add Return Item action to the conversation .....</i>	<i>8</i>
<i>Task 4: Test your conversation .....</i>	<i>10</i>
<i>Lab survey .....</i>	<i>13</i>
<i>Terms of Use .....</i>	<i>14</i>

# Power Automate

This lab is subject to the Terms of Use on page 14 of this document.

## Goals for this lab

What you'll learn:



- Integrate Power Virtual Agents with Power Automate to initiate bot actions
- Create a topic that can complete a return and exchange process
- Connect Common Data Service to your chatbots, allowing for certain data recall between sessions.



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

## Before we start...

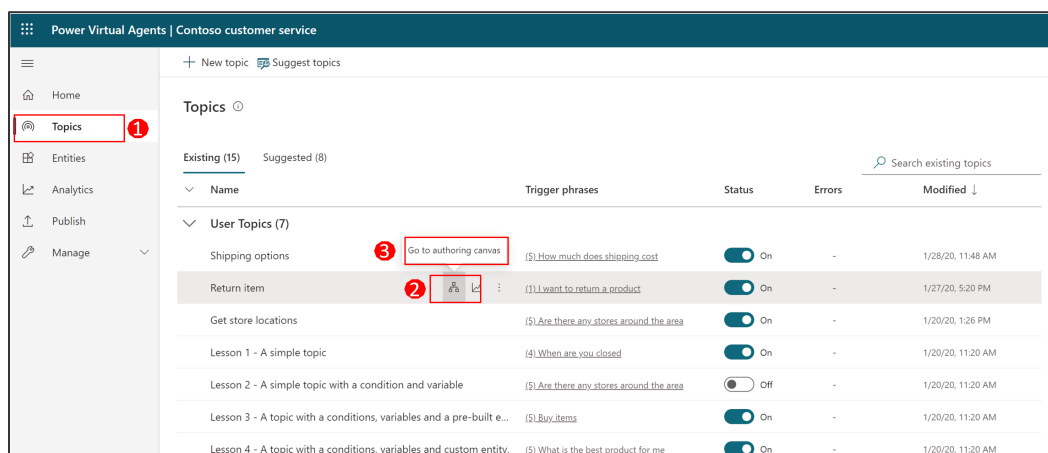
Ensure that you:

- **Imported** the Virtual Agent in a Day solution package to the environment where you have built your bot.
- **Fixed** connections for the imported Power Automate flows as instructed in the prerequisites in lab 01.

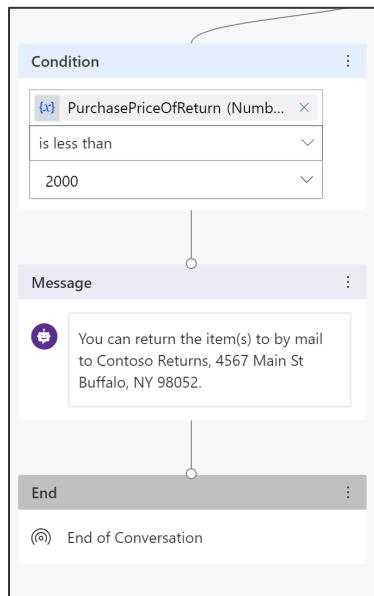
Navigate to <https://powerva.microsoft.com/> and sign in with your credentials.


## Task 1: Add on to the Return Items topic

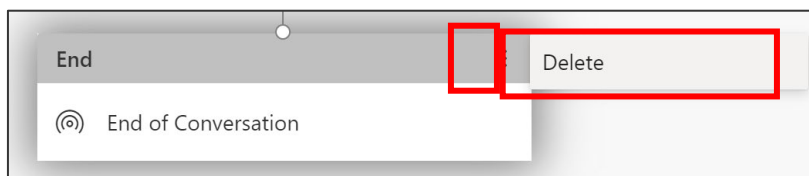
1. Click **Topics** in the left navigation pane.
2. Find the topic you built in Lab 4, **Return items**. Hover your mouse over the topic and then click the **Go to authoring canvas** button that appears. (See screenshot below.)




3. Scroll down the topic design until you find the Condition node where you branched on Purchase Price less than \$2000, and the Message node that says "You can return the item(s) by mail to Contoso Returns, 4567 Main St Buffalo, NY 98052."

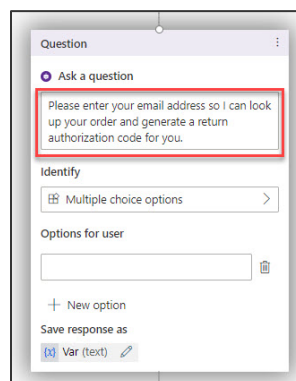


4. Delete the **End of Conversation** node that follows that Message node, by clicking the Options  icon in the header and choosing **Delete**.



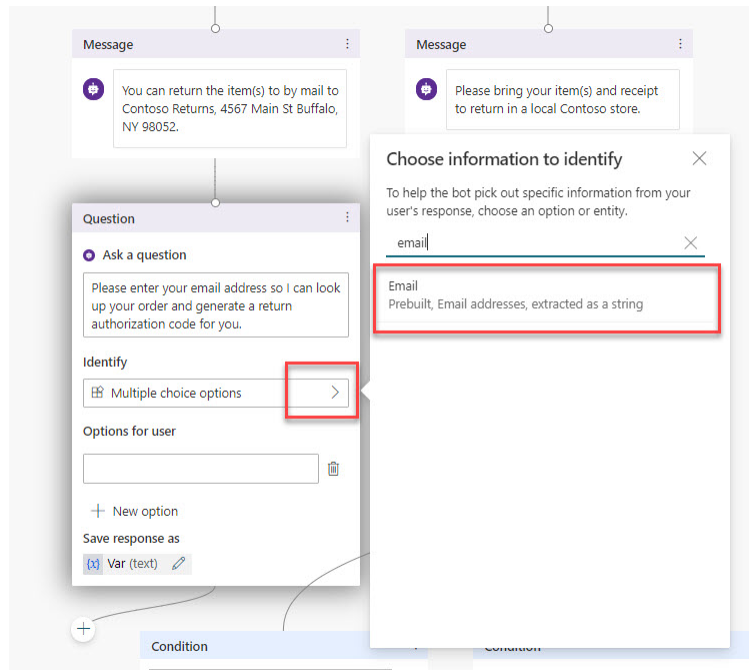
5. Where you just deleted the End of Conversation node, click the **Add node**  button and select **Ask a question**.

Please enter your email address so I can look up your order and generate a return authorization code for you.

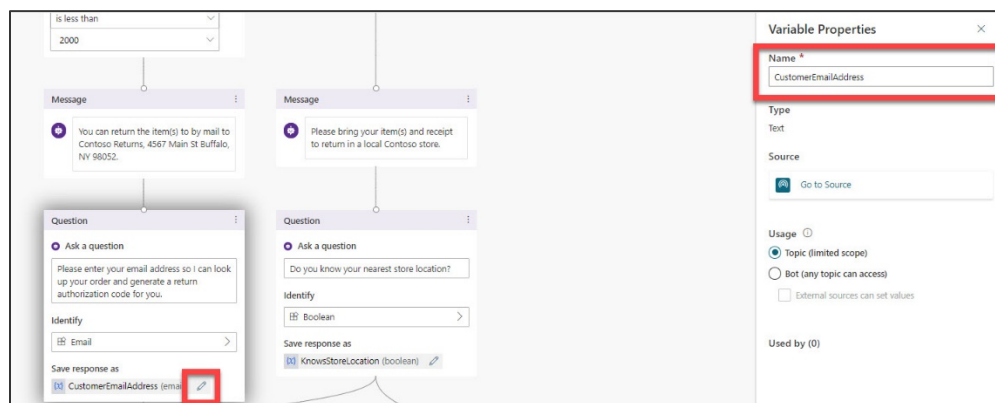


- Click **Identify** field and choose **Email** from the Entities list.

When you use the Email entity, Power Virtual Agents will ensure that what the user enters is formatted as an email address. If they enter something else, it will ask again until they add a correctly formatted email address.




- In the **Save response as** field, click the variable name **Var (text)**, and rename the variable name from **Var** to **CustomerEmailAddress**. Leave it as a Topic variable. Click **Save** and close the Variable Properties pane.

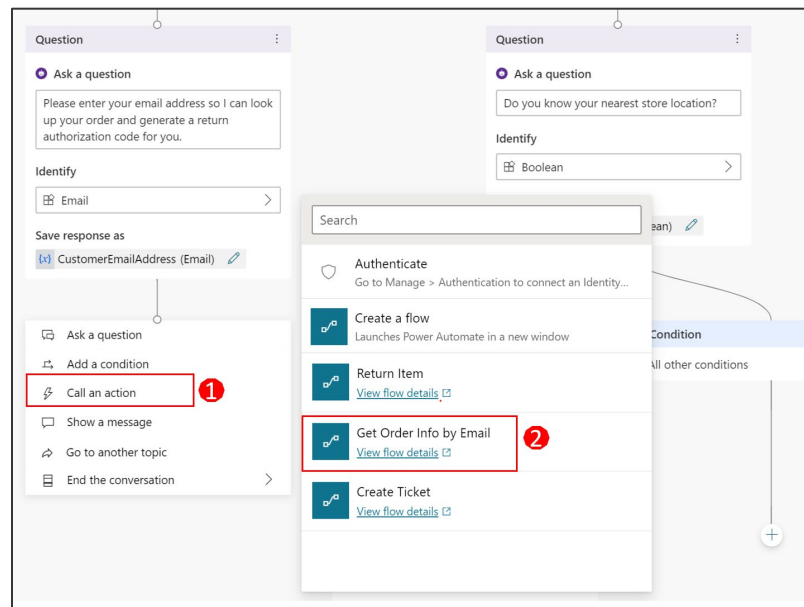


In the next task, we'll use the email address in a Power Automate action that looks up their order. Then we'll use another Power Automate flow to generate a code that authorizes the return.

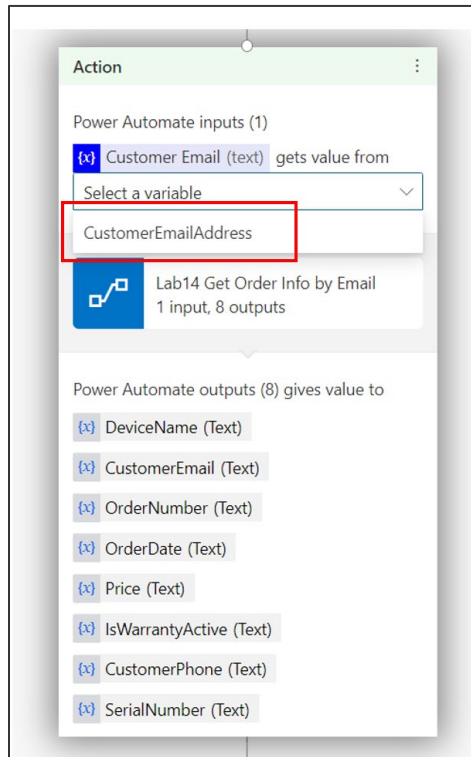
## Task 2: Call Get Order Info by Email action

Now, we're going to use the email address to find the order, by adding the **Get Order Info by Email** flow (which you imported into your bot environment during the lab pre-requisites). This Power Automate flow finds the order record associated with the user's email address and returns information about the device order.


1. Click the **Add node**  button and select **Call an action**.
2. Choose **Get Order Info by Email** from the action list. (If you don't see this listed, you may need to complete the lab pre-requisites.)



3. The Power Automate flow tells you what inputs it needs. In the **Power Automate inputs** field, set it so that the flow will receive the value for **Customer Email** from the CustomerEmailAddress variable you used to capture the customer's email address in Task 1.



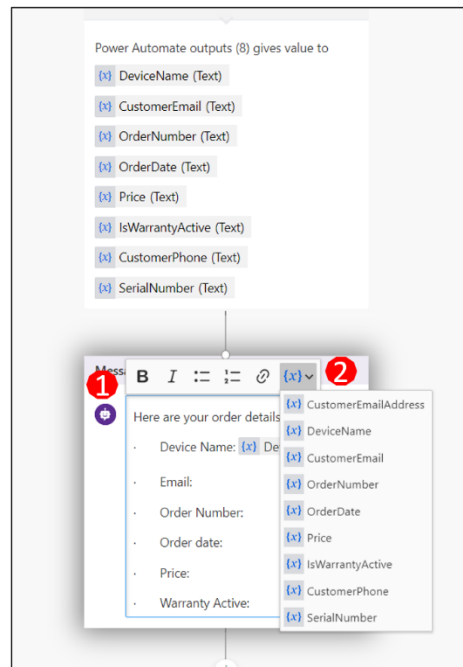
The Power Automate flow also tells you what outputs it will send you back as information stored in variables (which are named in the flow definition, not in the Power Virtual Agents topic). You can use those output variables in many ways; in this case you will show them to the user as text.

4. Click the **Add node**  button and select **Show a message**. We will show the order details to the user.
5. Copy and paste the text below into the **Show a message** node.

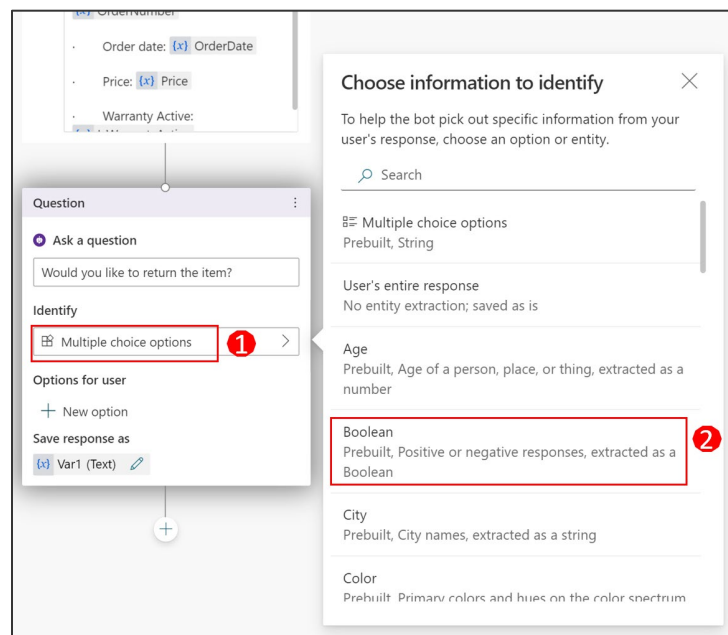
Here are your order details:

- Device name:
- Email:
- Order number:
- Order date:
- Price:
- Warranty Active:

6. For each line item in the text (such as "Device name:"), click to place your cursor after the colon (":"), add a space, and select the corresponding variable from the **{x}** drop-down list in the node's editor bar. (Follow the screenshot below.)

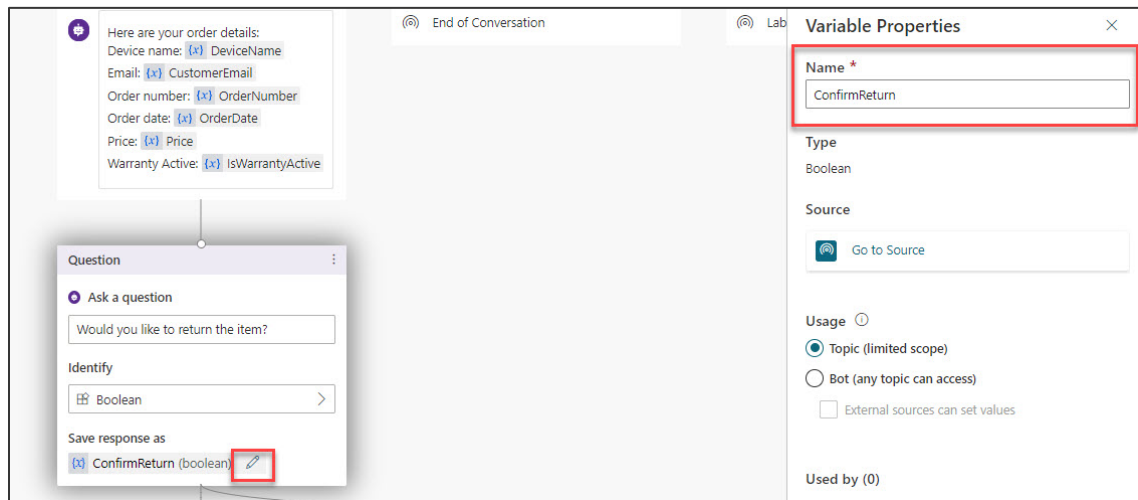


7. Add an **Ask a question** node.
8. Use the question "Would you like to return the item?" and choose **Boolean** as the entity type to identify. (This will show the user "Yes" and "No" buttons in the chat, though you won't see them in the authoring canvas.)



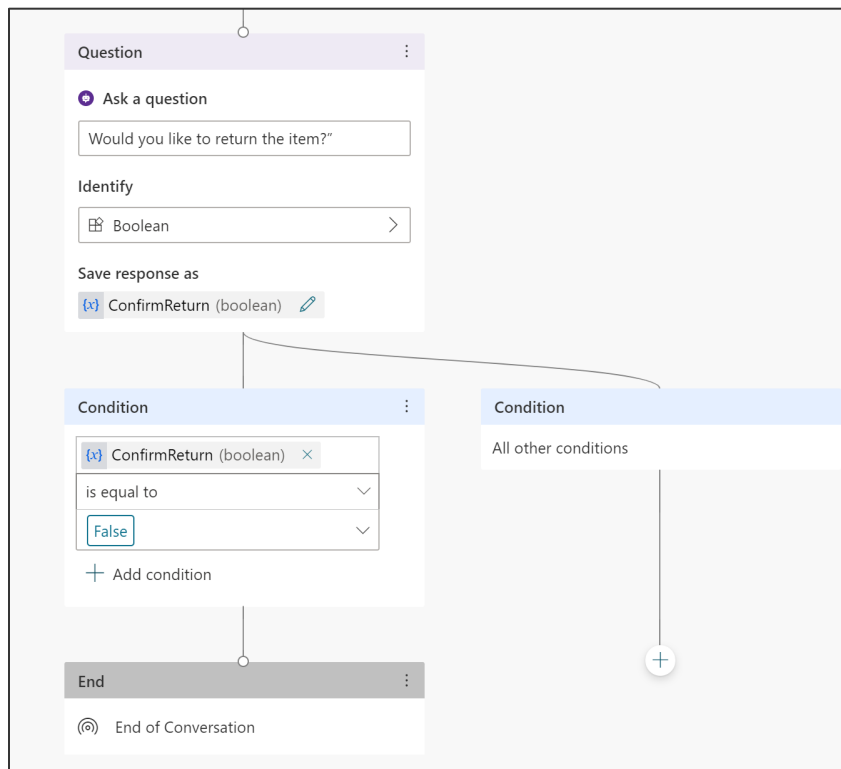


9. Name the variable **ConfirmReturn**. Leave it as a Topic variable. Click **Save** and close the Variable Properties pane.




10. Add a **Conditional branch** to the conversation. In the Conditional branch, set up the node to test for the **ConfirmReturn** variable equal to False. (This branch will be for users who don't want to return their order after all.)

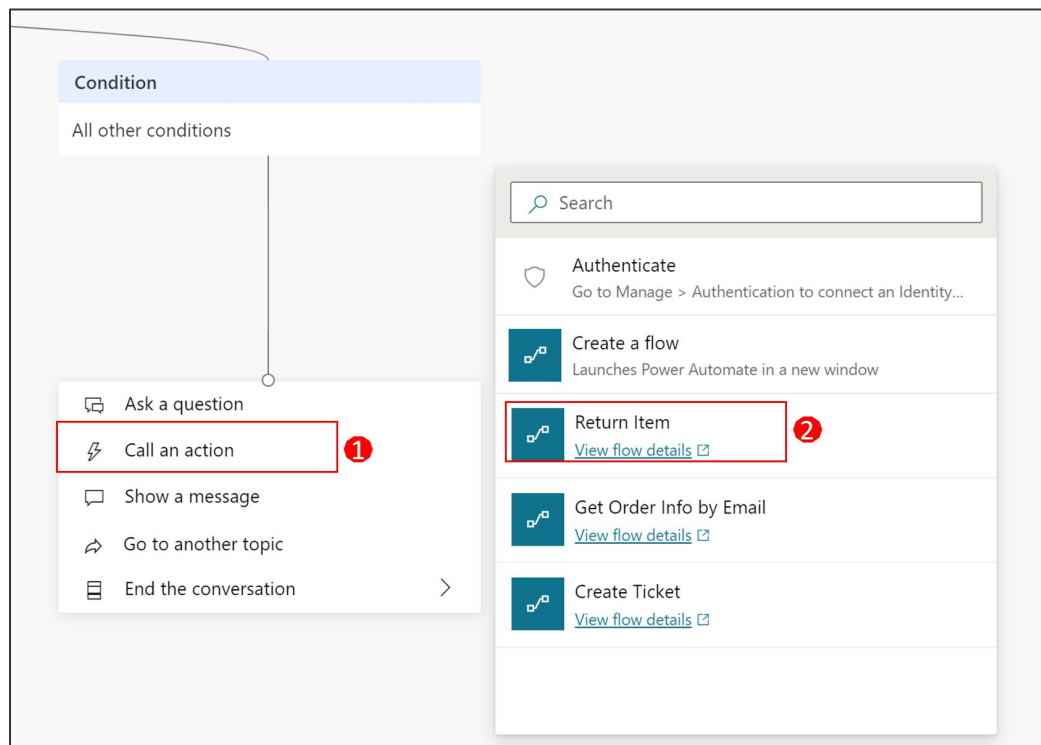
11. Add an **End the conversation > End with survey** node.



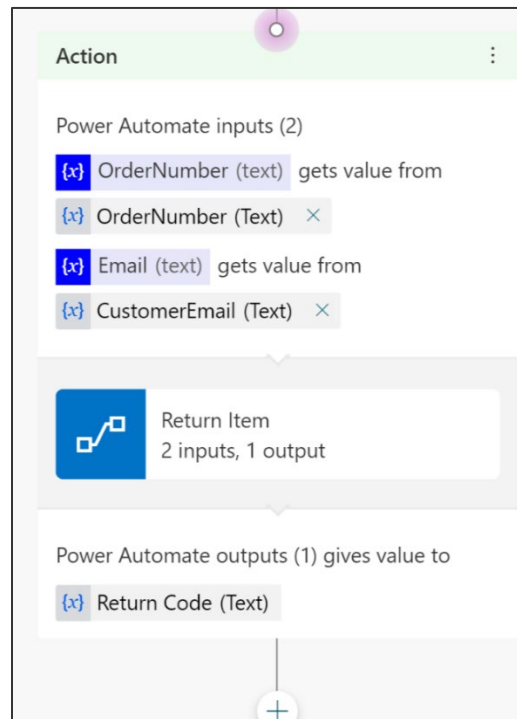
## Task 3: Add Return Item action to the conversation

Next, we will add another Power Automate action, to return the device.

1. Under **All other conditions** (which will handle the “yes” response to the “Would you like to return the order?” question), click the **Add node**  button and select **Call an action**.
2. From the actions list, select **Return Item**.



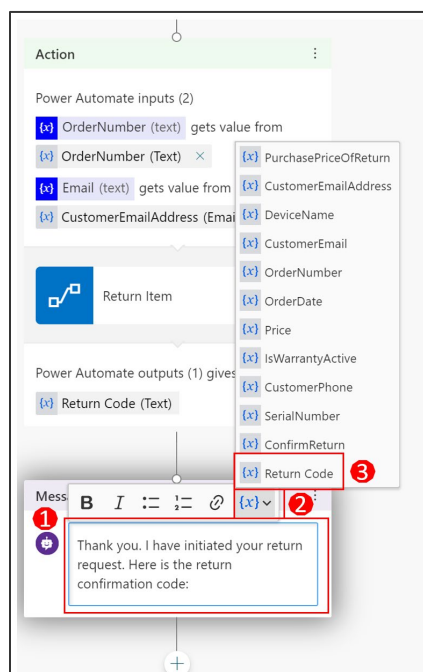
3. For **Power Automate inputs**, select the OrderNumber and CustomerEmailAddress variables. (See the following screenshot.)



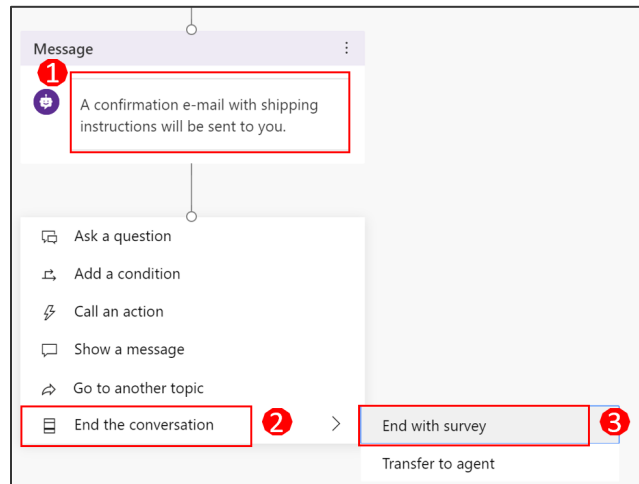
4. Add a **Message** node after the action.

5. Enter the text below and insert the **Return Code** variable from Return Item's output:

Thank you. I have initiated your return request. Here is the return confirmation code: {x}Return Code.



6. Add a new **Message** node with message  
A confirmation e-mail with shipping instructions will be sent to you.
7. Then add an **End the conversation – End with survey**.

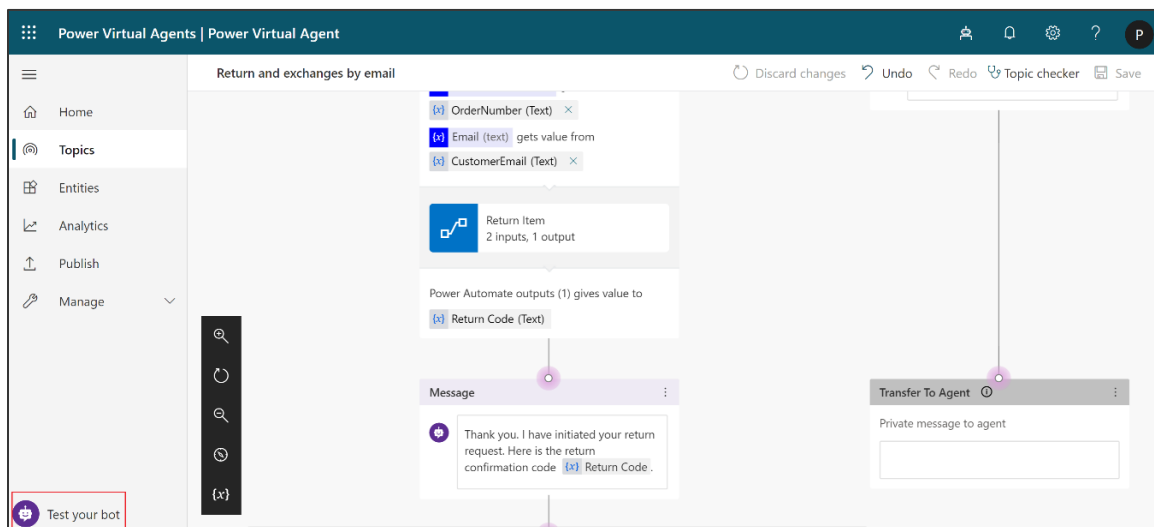


8. Save the topic.

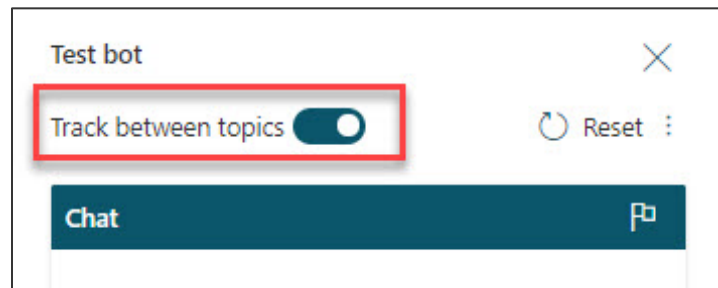
*Note: the final message is just an example. You can challenge yourself by building your own Power Automate flow to send emails through your chatbot.*

## Task 4: Test your conversation

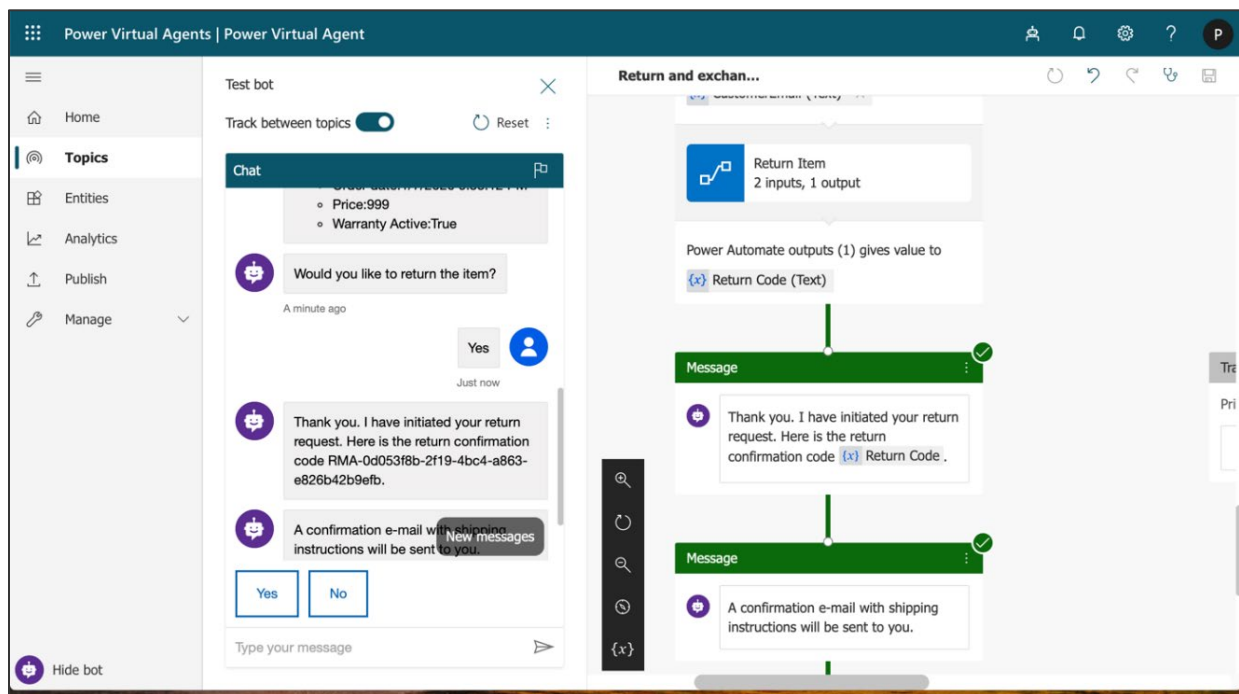
1. Click **Test your bot**.



2. Turn on the **Track between topics** toggle

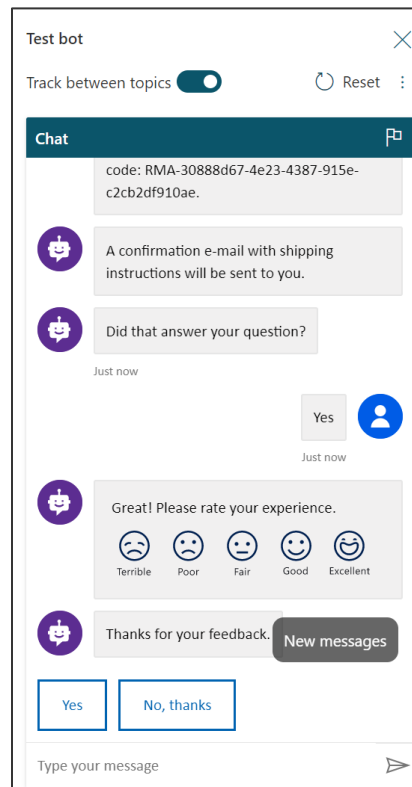


3. Tell the bot **"I want to return a product"**, then click **Send**.
4. When the chatbot asks for your email address, provide the email address you are using for the labs. The bot calls your Power Automate flow, and returns details of your order. Note this is the same order you submitted using the Power App in the pre-requisites.
5. Answer **"Yes"** to the question "Would you like to return the item?"



The chatbot generates a return confirmation code.

## 6. Rate your experience.



## 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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