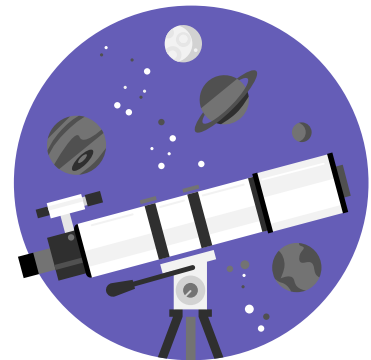


PREREQUISITE: CREATE YOUR SPACE-THEMED CHATBOT

Learn Power Virtual Agents with a Space-Themed Bot



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This activity has been created by [Rishona Elijah](#).

Approximate time: 20 minutes

In this activity you will create a space-themed chatbot in Power Virtual Agents. This bot will be used throughout the rest of the activities in the space-themed bot series. You will create the bot, customise it's greeting, change it's icon and publish it out.

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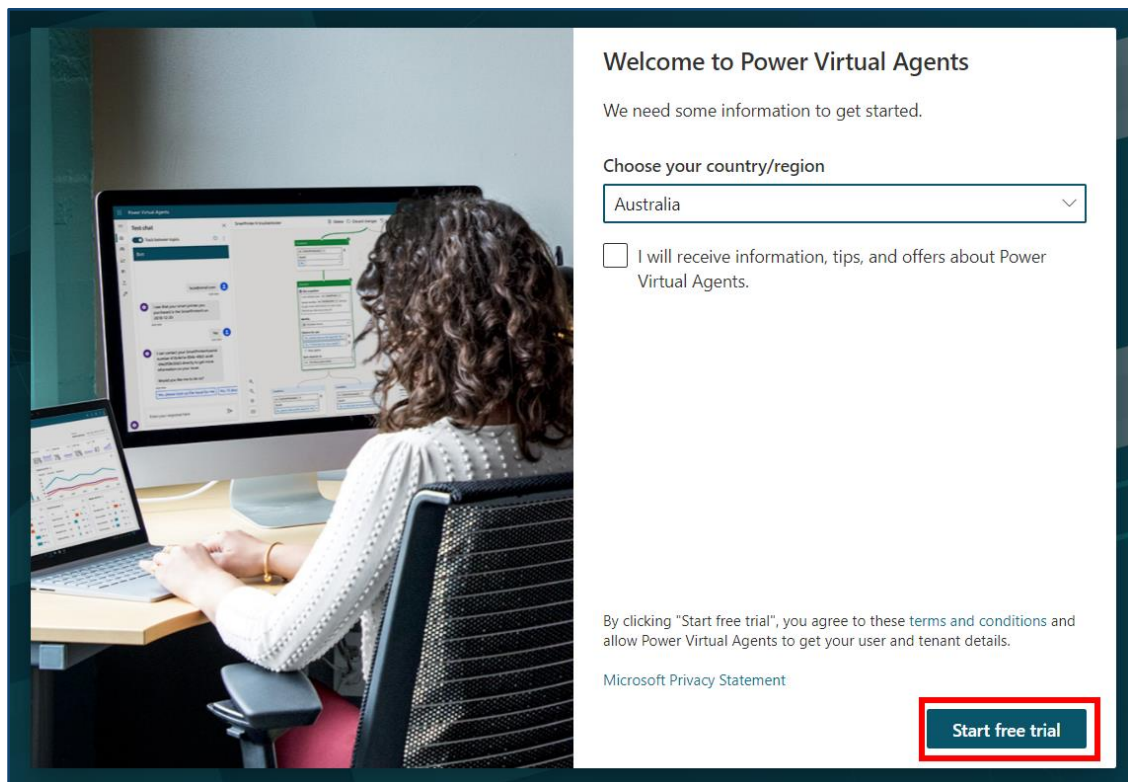
What you'll need

To complete the activity, you will need access to Power Virtual Agents. If you haven't already, you should sign up for a [developer plan environment](#). With this, you should have access to a Power Virtual Agents trial.

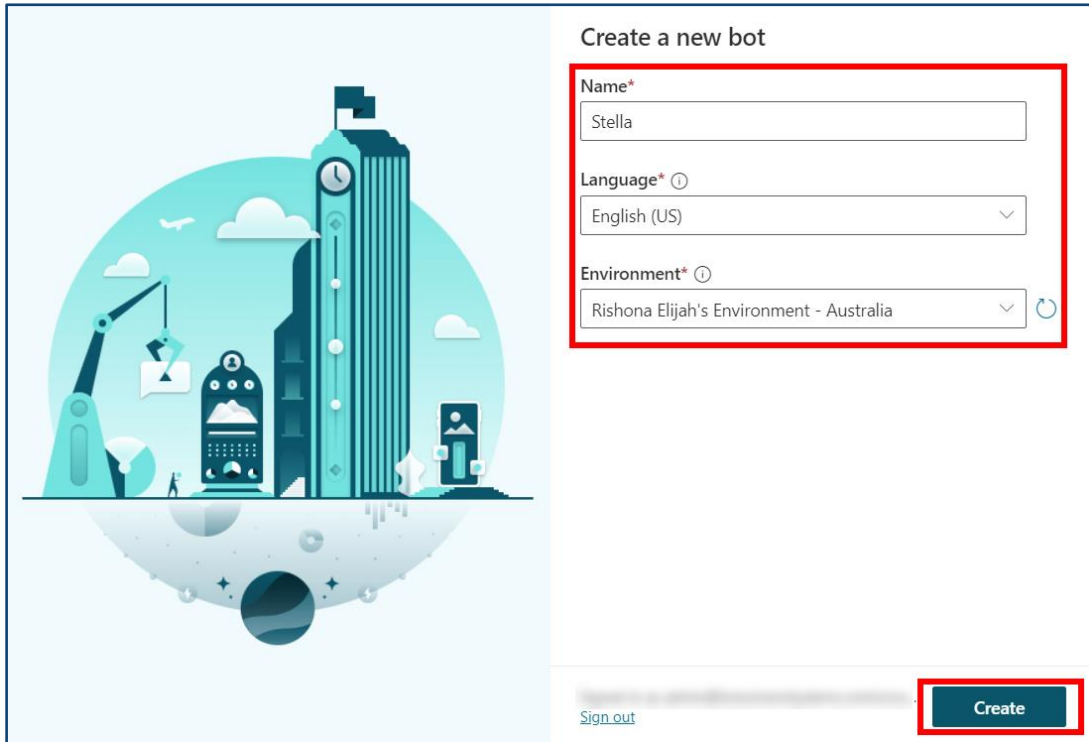
1. Create a new bot

You will start off by creating your space-themed bot in Power Virtual Agents. This bot will be used throughout the rest of the activities in the space-themed bot series.

1. In your browser, go to <https://web.powerva.microsoft.com/> and sign in with your work (Microsoft, Office 365) credentials. If prompted, select your country and click **Start free trial**.



2. Enter in a name for you bot. You can name it anything, but something space-themed would be ideal. The bot here is named **Stella**. Select **English** as the language. Ensure the Environment is that of your developer plan, i.e. it should look like the one below with **<your name>'s Environment**. Click **Create**, and your bot should be ready in a few minutes.

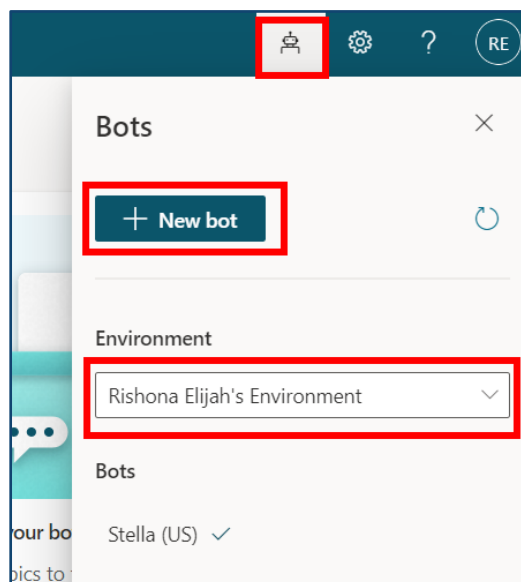


The screenshot shows the 'Create a new bot' interface. On the left is a circular illustration with a space theme, featuring a rocket, a clock tower, and a smartphone. On the right is a form with the following fields:

- Name***: A text input field containing 'Stella'.
- Language* ⓘ**: A dropdown menu set to 'English (US)'.
- Environment* ⓘ**: A dropdown menu set to 'Rishona Elijah's Environment - Australia'.

At the bottom right of the form is a blue button labeled 'Create'. A 'Sign out' link is visible at the bottom left of the form area.

Note: If you have used Power Virtual Agents before, you can create a new bot by heading here:

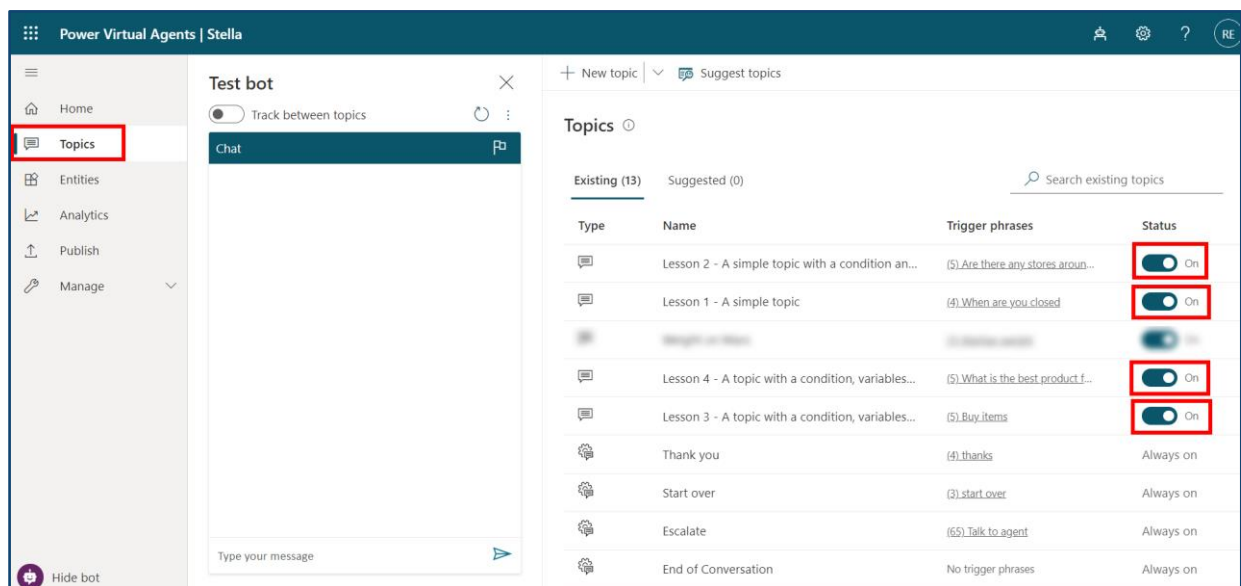


The screenshot shows the 'Bots' panel in the Power Virtual Agents interface. The panel has a dark header with a 'Bots' icon, a settings gear, a question mark, and a user profile 'RE'. The main content area is titled 'Bots' and includes a '+ New bot' button. Below this is a section for 'Environment' with a dropdown menu set to 'Rishona Elijah's Environment'. At the bottom, there is a list of bots, showing 'Stella (US)' with a checkmark.

2. Customise the bot Greeting topic

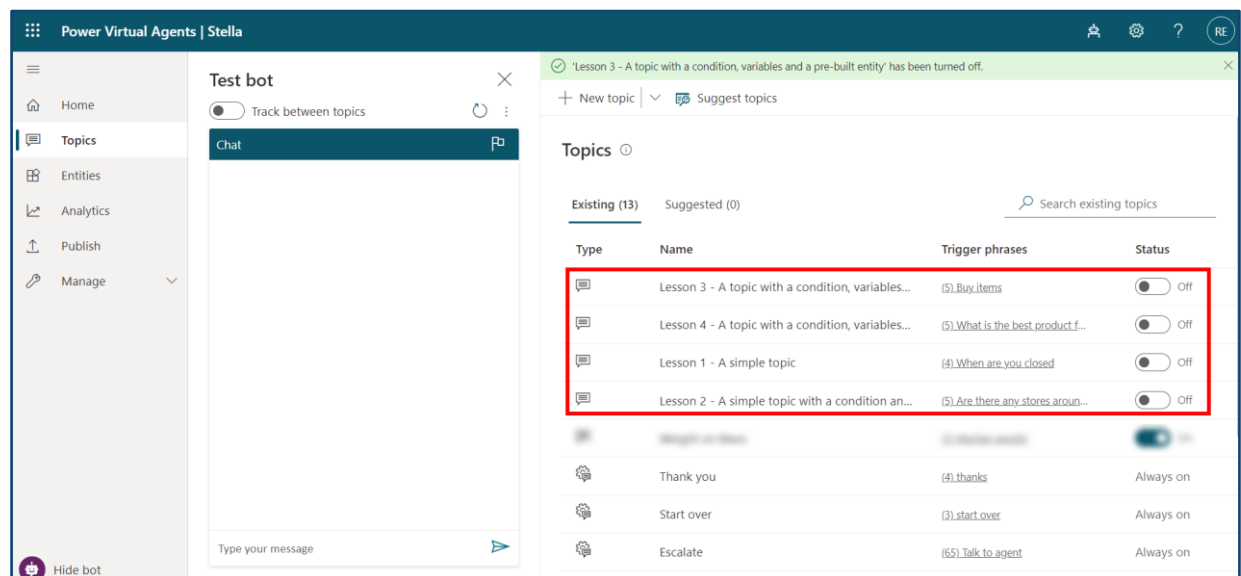
In this task, you will customise the greeting topic in Power Virtual Agents. It is how your bot will introduce itself to users and lets you give your bot a unique personality. Greeting is a system topic in Power Virtual Agents. There are 8 system topics in Power Virtual Agents which cannot be disabled, but can be customised.

1. In Power Virtual Agents, go to **Topics**. You will notice that there are 4 "Lesson" topics turned on. Switch these **OFF** by using the toggle. You will have to wait a moment until you can see that it has been switched off.



The screenshot shows the 'Topics' page in the Power Virtual Agents interface. The left sidebar has 'Topics' highlighted. The main area displays a table of existing topics. Four 'Lesson' topics are listed with their status toggles turned 'On'.

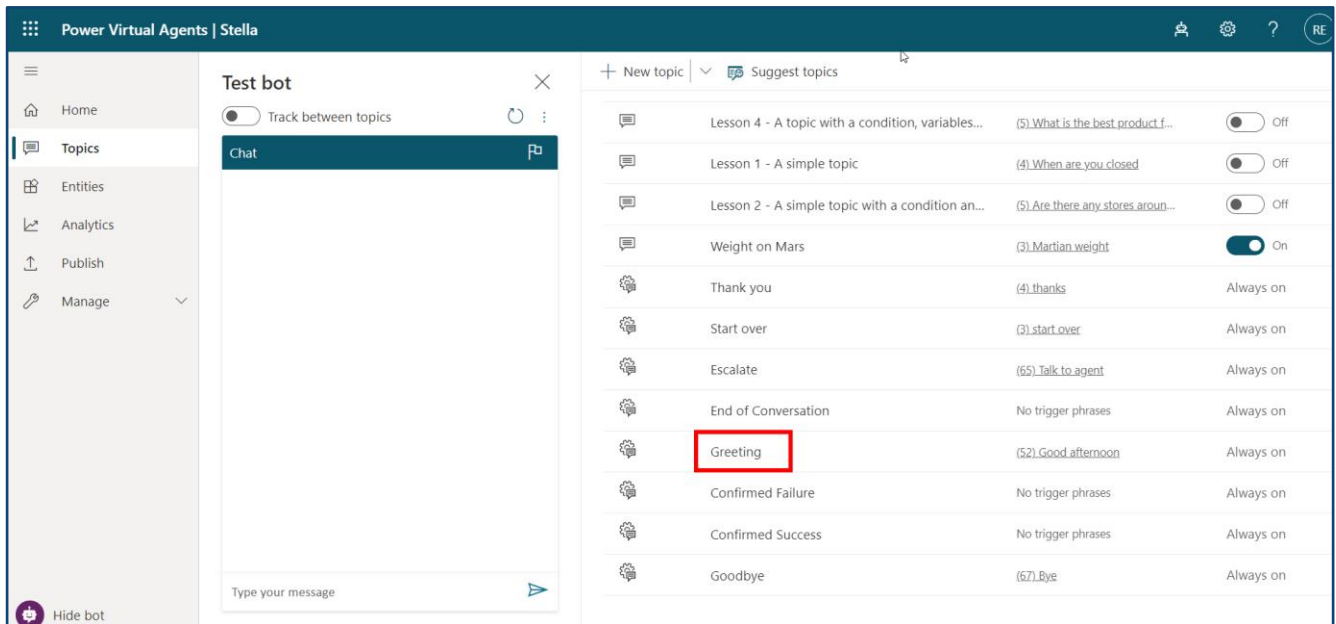
Type	Name	Trigger phrases	Status
Lesson	Lesson 2 - A simple topic with a condition an...	(5) Are there any stores aroun...	On
Lesson	Lesson 1 - A simple topic	(4) When are you closed	On
Lesson	Lesson 4 - A topic with a condition, variables...	(5) What is the best product f...	On
Lesson	Lesson 3 - A topic with a condition, variables...	(5) Buy items	On
System	Thank you	(4) thanks	Always on
System	Start over	(3) start over	Always on
System	Escalate	(65) Talk to agent	Always on
System	End of Conversation	No trigger phrases	Always on



The screenshot shows the 'Topics' page after the four 'Lesson' topics have been turned off. A green notification banner at the top states: 'Lesson 3 - A topic with a condition, variables and a pre-built entity' has been turned off. The status toggles for the four 'Lesson' topics are now 'Off'.

Type	Name	Trigger phrases	Status
Lesson	Lesson 3 - A topic with a condition, variables...	(5) Buy items	Off
Lesson	Lesson 4 - A topic with a condition, variables...	(5) What is the best product f...	Off
Lesson	Lesson 1 - A simple topic	(4) When are you closed	Off
Lesson	Lesson 2 - A simple topic with a condition an...	(5) Are there any stores aroun...	Off
System	Thank you	(4) thanks	Always on
System	Start over	(3) start over	Always on
System	Escalate	(65) Talk to agent	Always on

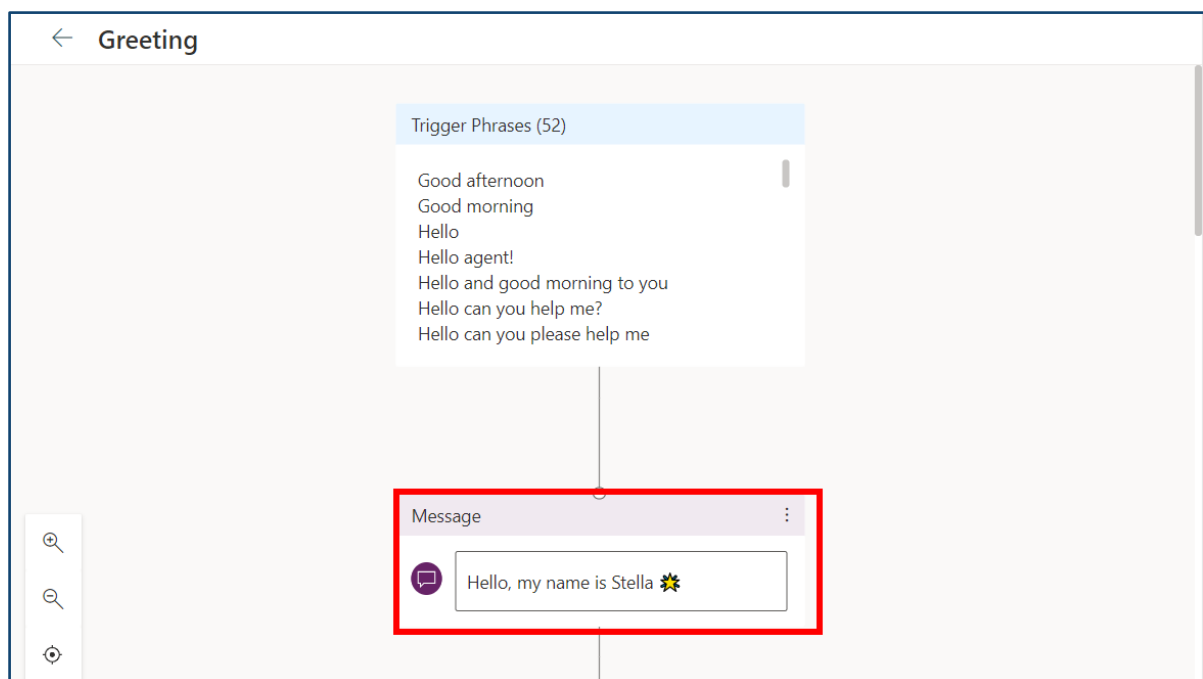
2. Click to open the **Greeting** topic.



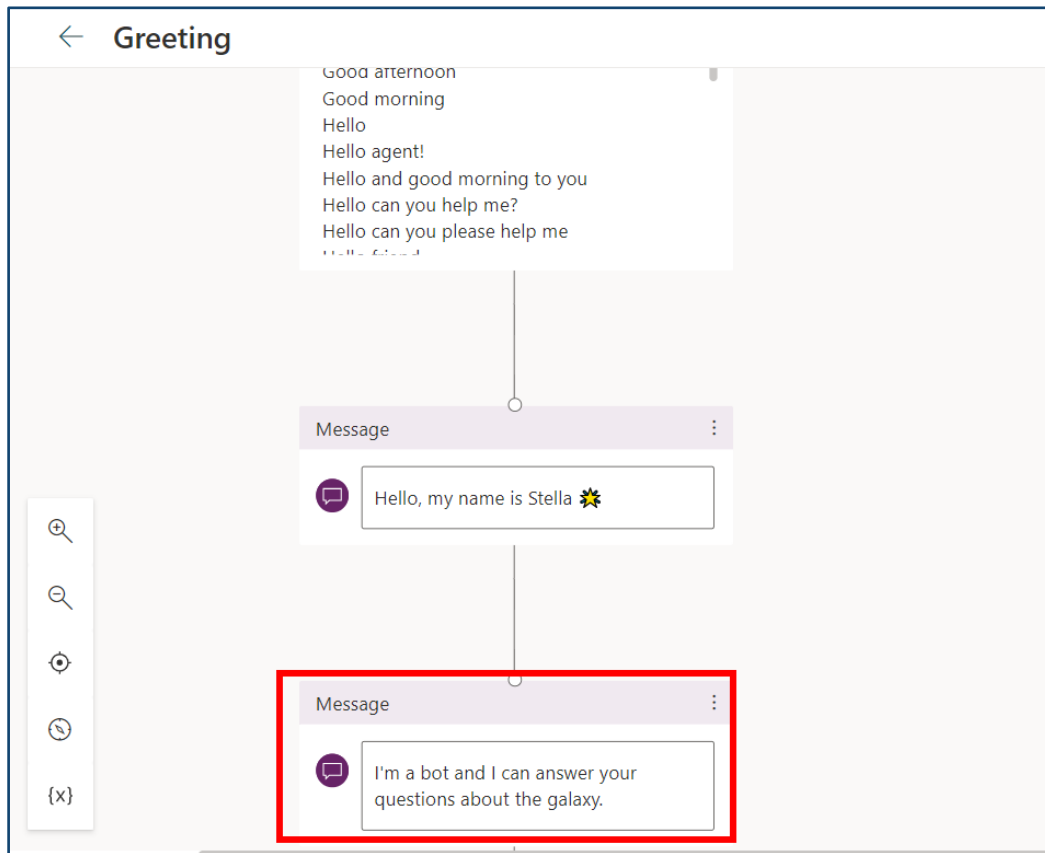
3. Replace the current text in the first message node to:

Hello, my name is Stella

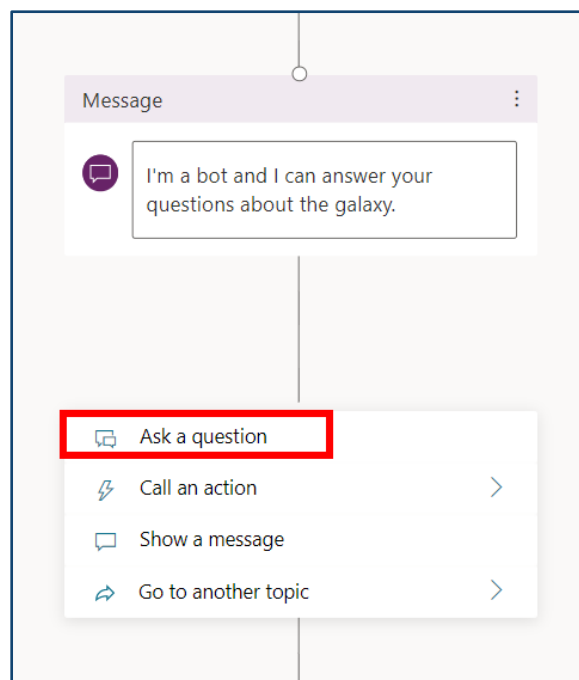
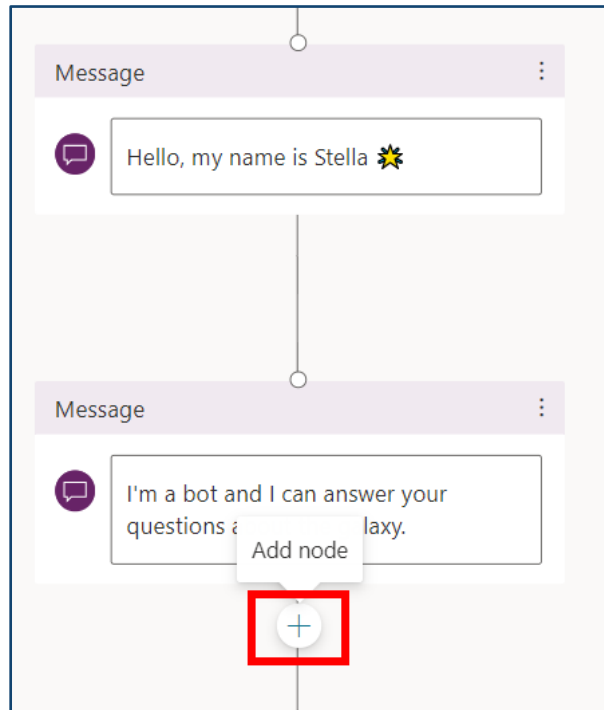
You can add emojis into your conversation too. In the screenshot below a star is used. To add an emoji, press **Windows Key + . key** on your keyboard to bring up the emoji options.



4. In the message node underneath, change the current text to:
I'm a bot and I can answer your questions about the galaxy.



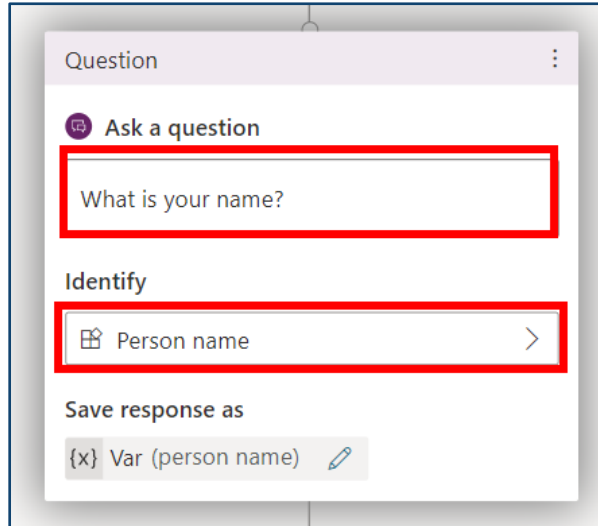
- Underneath the message node you just edited, add a new node for a question. To do this, click on the + **Add node** button as shown below. Then select **Ask a question**.



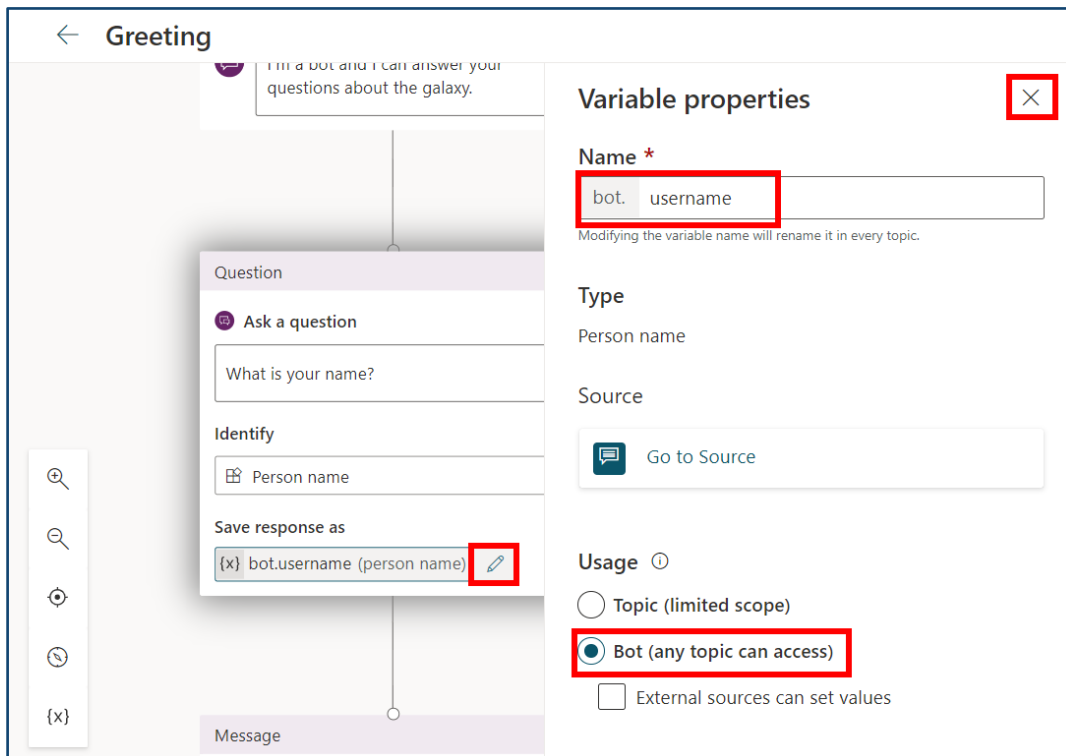
- We will ask for the user's name, so that we can use it throughout the conversation. Type the following as the question:

What is your name?

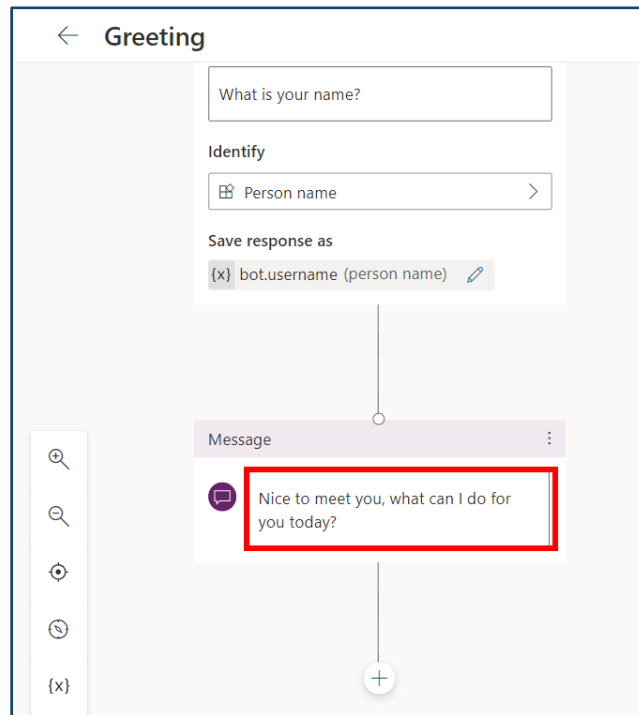
Set the Identify field to **Person name**.



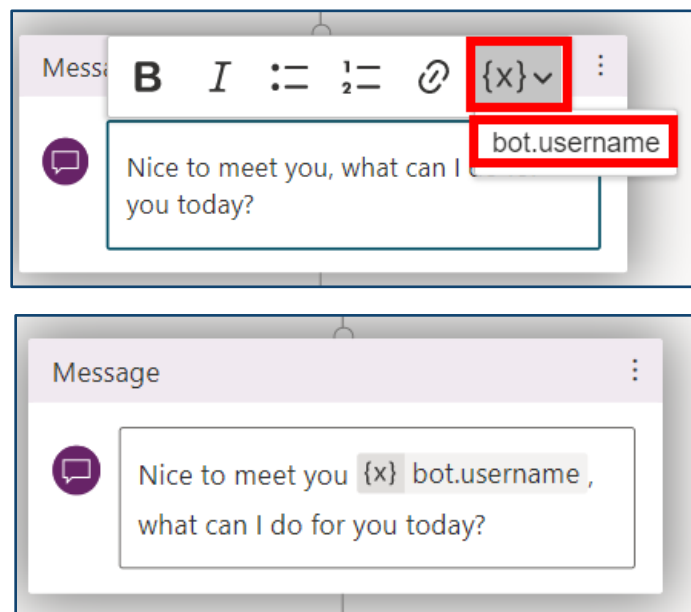
- Click on the **Save response as** pen icon. Rename the variable to **username** and set the usage to **Bot (any topic can access)**. Then, close the pop-out window.



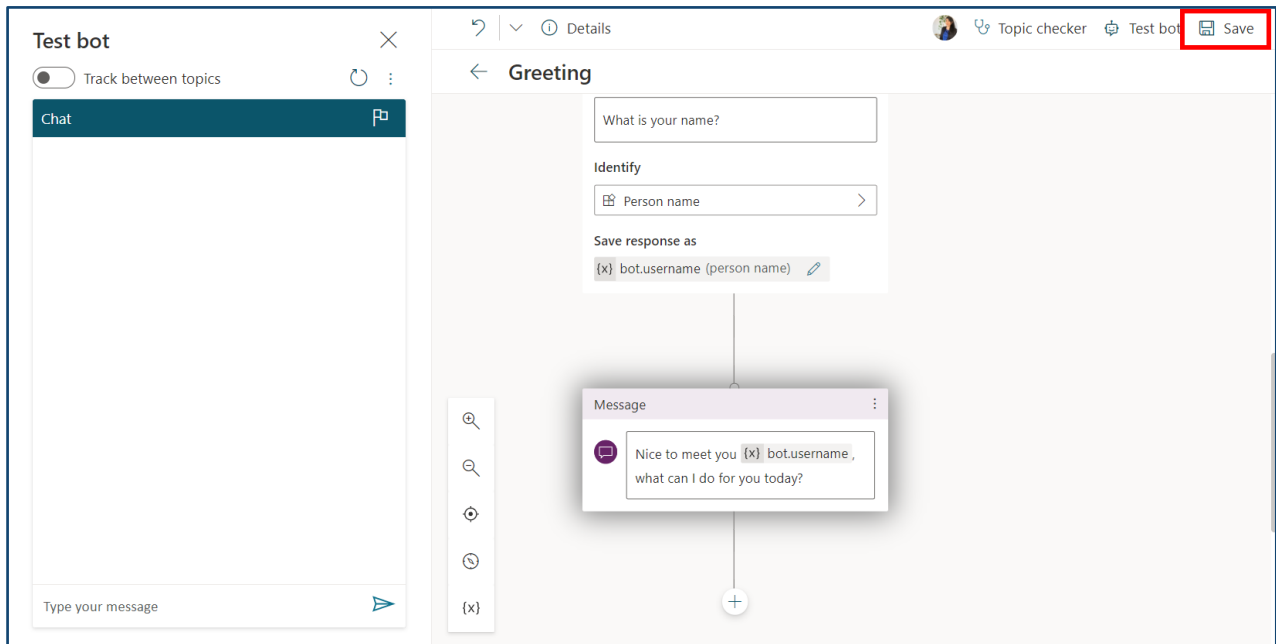
8. Replace the text in the last message node to the following.
Nice to meet you , what can I do for you today?



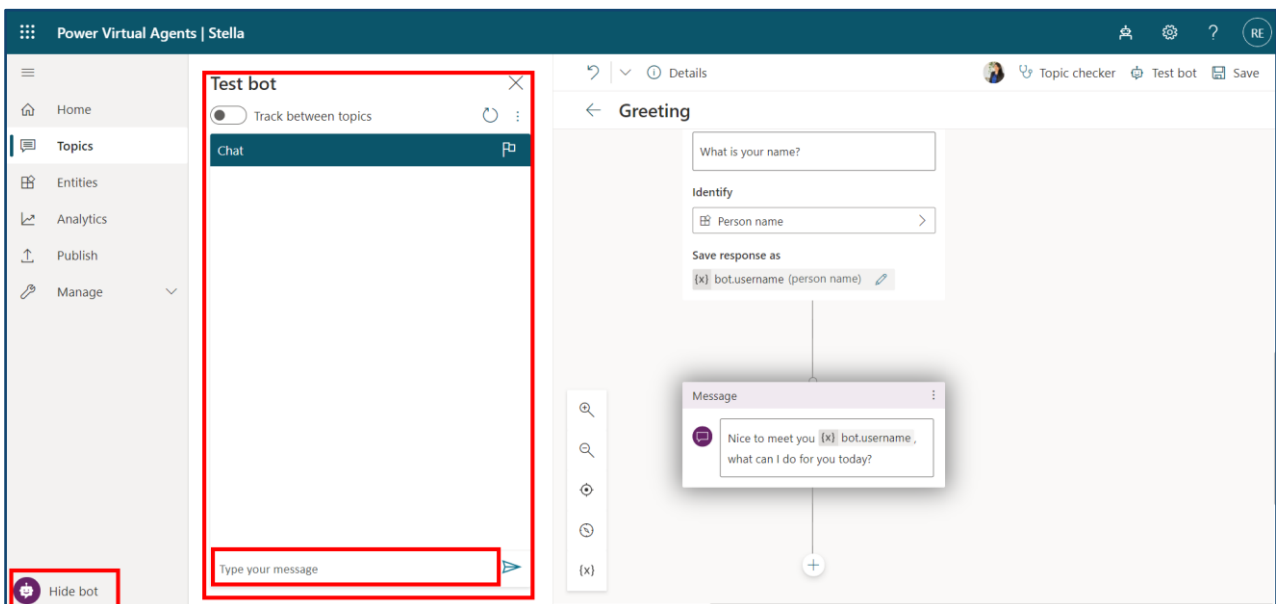
9. In the same message, place your cursor in between the words *you* and *,*
We will insert the variable for the person name here. Click on the **Insert variable** button and select **bot.username**.



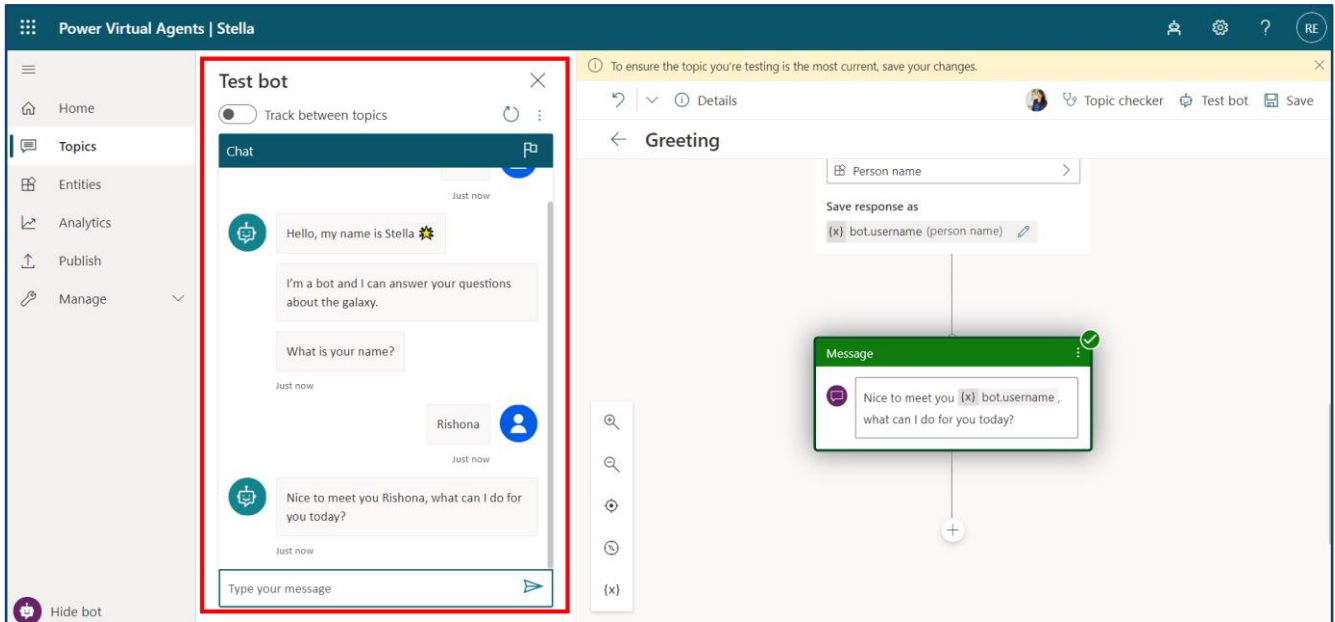
10. The greeting is now ready and you can test it out. Click **Save** in the top right of the screen.



11. Test out the bot in the Test bot pane that appears on the left. If you can't see it, you may need to click on the button that says **Test your bot**.



12. Start by typing in a greeting such as "Hello", then respond with your name when prompted.

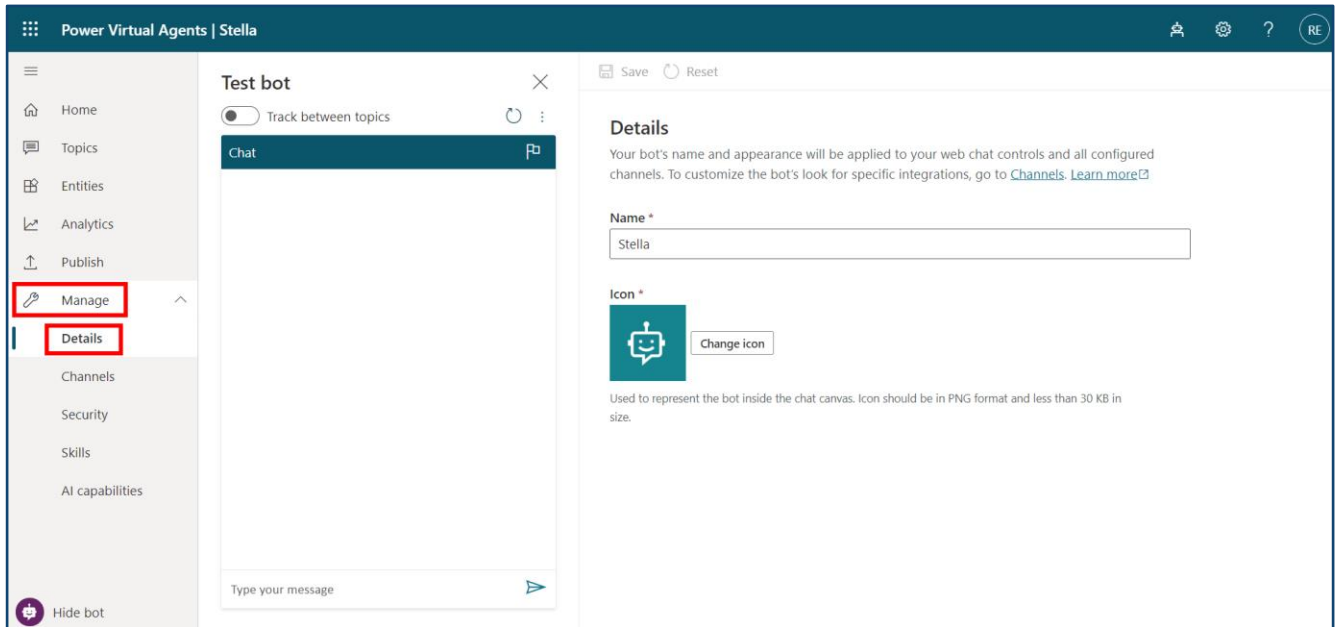


The screenshot displays the Power Virtual Agents interface for a bot named 'Stella'. On the left, a sidebar contains navigation options: Home, Topics, Entities, Analytics, Publish, and Manage. The main area is divided into two panes. The left pane, titled 'Test bot', shows a chat conversation. The bot's messages are: 'Hello, my name is Stella 🌟', 'I'm a bot and I can answer your questions about the galaxy.', and 'What is your name?'. The user's response is 'Rishona'. The bot's next message is 'Nice to meet you Rishona, what can I do for you today?'. The right pane, titled 'Greeting', shows the configuration for the bot's response. It includes a 'Person name' entity, a 'Save response as' field with the value '[x] bot.username (person name)', and a 'Message' box containing the text 'Nice to meet you [x] bot.username, what can I do for you today?'. A yellow banner at the top of the right pane reads: 'To ensure the topic you're testing is the most current, save your changes.'

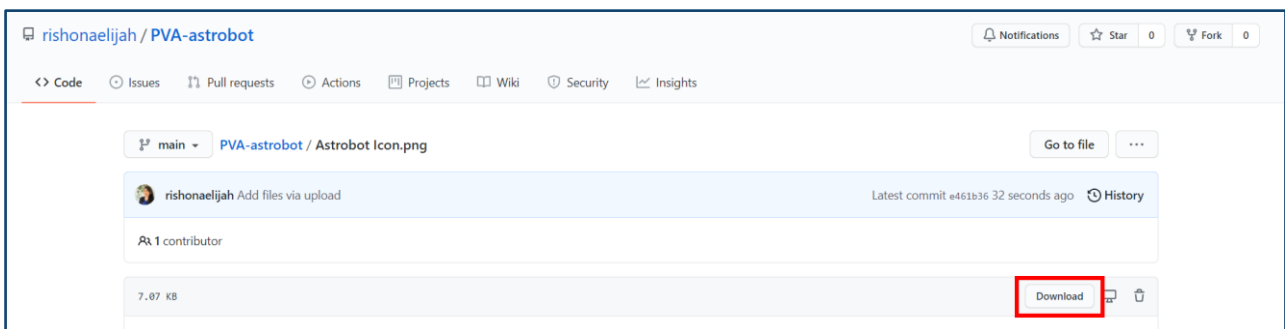
3. Change the bot icon

In this task you will customise the icon used for the bot.



1. Go to **Manage** > **Details** from the menu. You can go here when you want to change the bot's name or icon.




2. You can use any image you like, however it must be PNG format and less than 30KB in size. [An image has been provided, click here to download it.](#) The link will take you to a file on GitHub.



3. Click **Change icon**, select the image, then click **Save**.

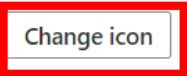

 Save  Reset

Details

Your bot's name and appearance will be applied to your web chat controls and all configured channels. To customize the bot's look for specific integrations, go to [Channels](#). [Learn more](#) 

Name *

Icon *

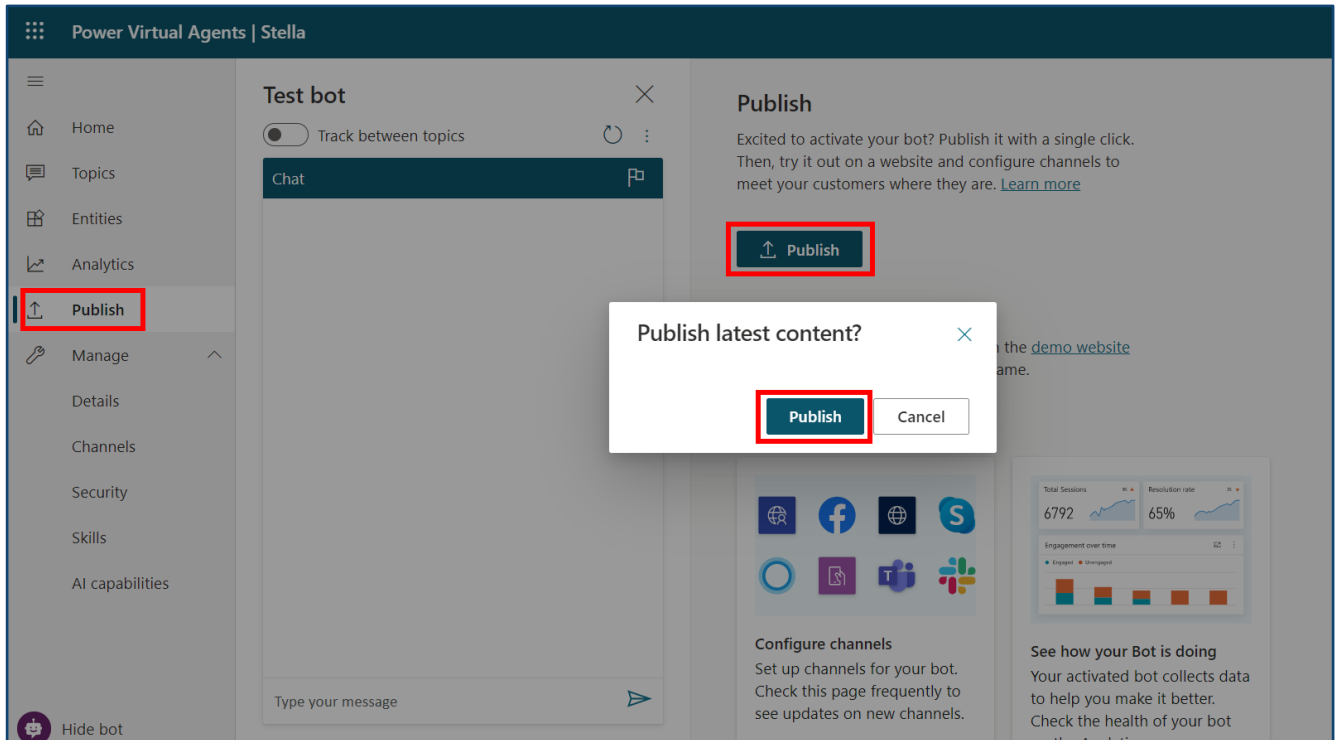


Used to represent the bot inside the chat canvas. Icon should be in PNG format and less than 30 KB in size.

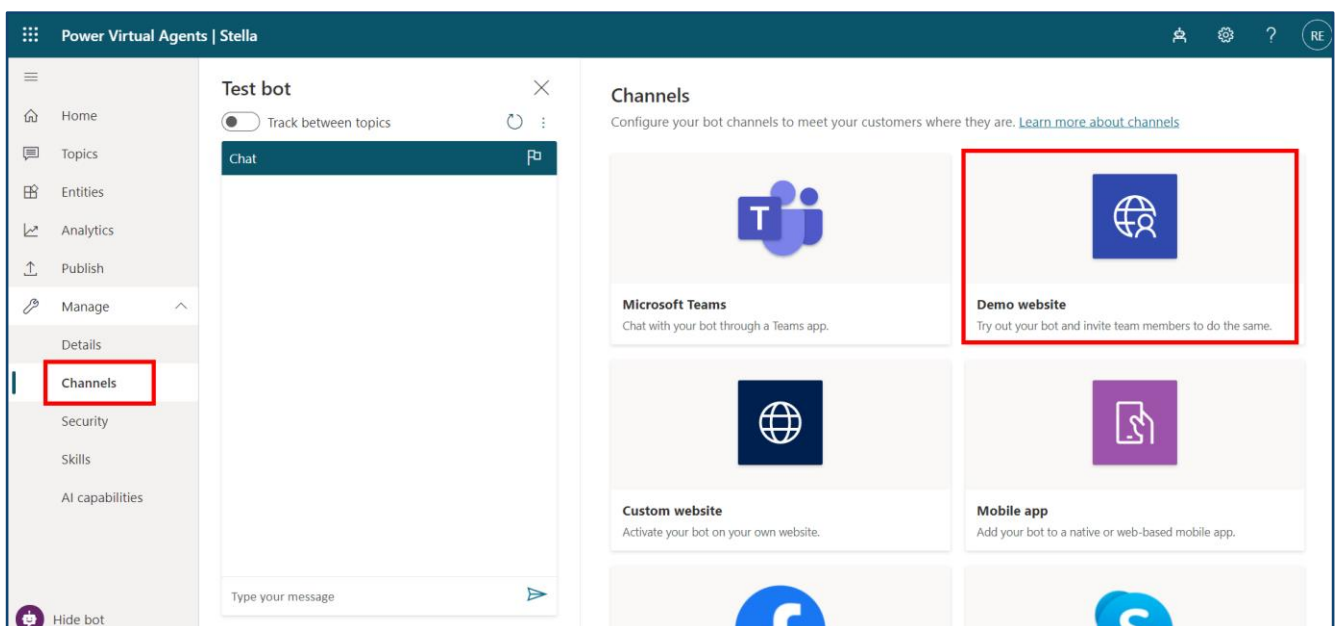
4. Publish the bot

You can now publish the bot to test it out. At this stage, the bot has not been set up with any topics, but you can publish it anyway to test out the greeting.

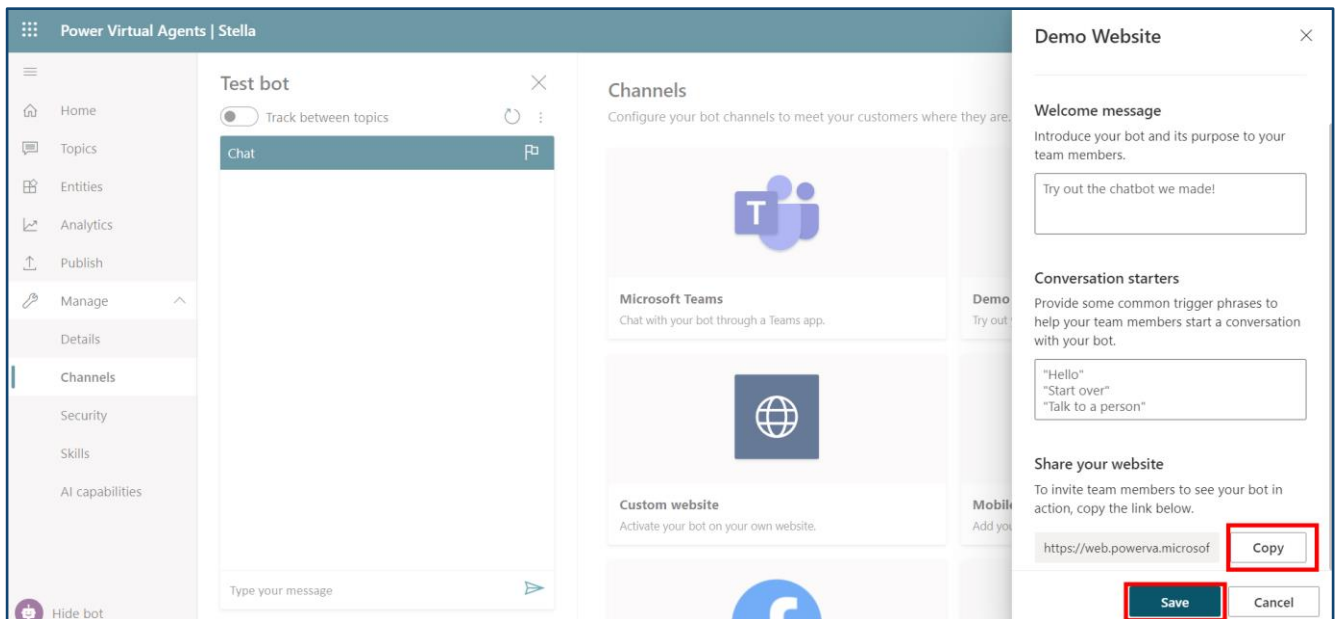
1. Go to the **Publish** area and click on the **Publish** button. Click to confirm Publish latest content.



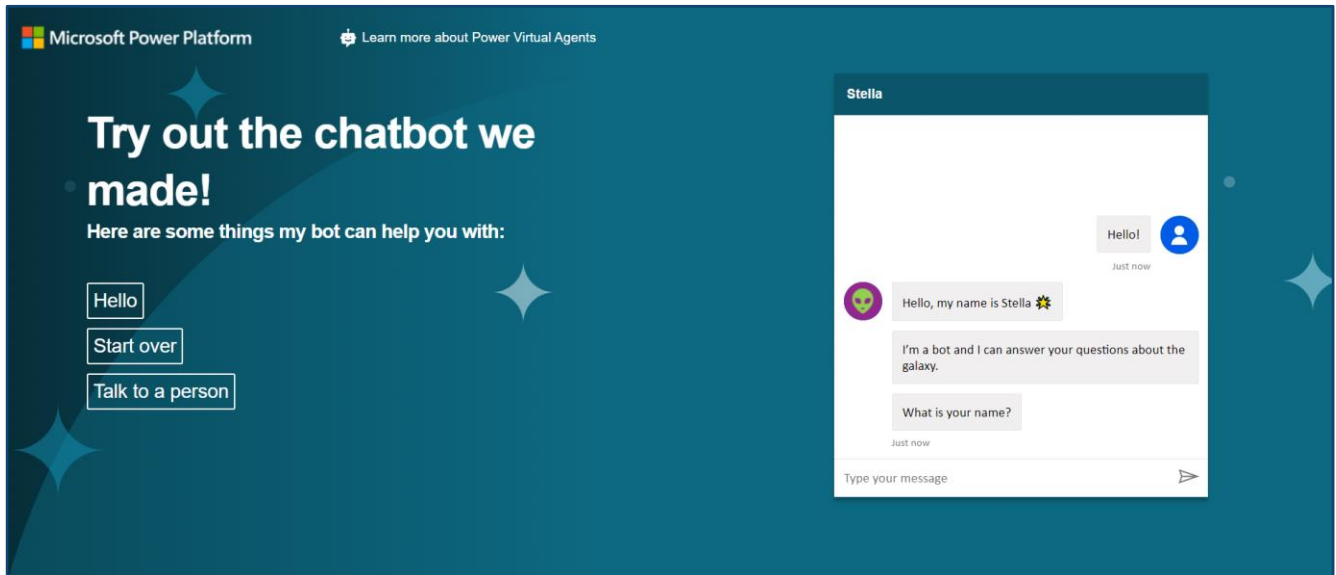
2. You can get a link to a demo website to try out the bot. This link can be shared with anyone, so pass it along and show others what you have made! Click **Channels** > **Demo website**.



- Note that you can customise the Welcome message if you like. Click Save if you make any changes. The Share your website link can be shared with anyone, so pass it along and show others what you have made! Copy the link, and paste it in a new browser tab.








- On the demo website, you can interact with your bot.



Next Steps

You can also customise the other system topics, similar to how the Greeting was shown in this activity. Give it a go to, and customise the messages to suit the personality of your bot.

	Thank you	<u>(4) thanks</u>
	Start over	<u>(3) start over</u>
	Escalate	<u>(65) Talk to agent</u>
	End of Conversation	No trigger phrases
	Confirmed Failure	No trigger phrases
	Confirmed Success	No trigger phrases
	Goodbye	<u>(67) Bye</u>

Continue on with the rest of the activities in the space-themed bot series. Each activity is standalone and does not need to be completed in order (unless specified). The exercises are step-by-step instructions on how to enhance your bot with new topics.