



# Power Platform App in a Day

Crisis Response Module 2: Crisis Communication Bot  
Hands-on Lab Step-by-Step

August 2020

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## Lab Prerequisites

Power Apps license and an environment.

# Crisis Communication Bot

The module will help you quickly build a bot using Power Virtual Agents to manage crisis response FAQ's and get information out quickly in a chat interface that can be embedded in any website.

- Sign up for trial Power Virtual Agents.
- Build a bot using FAQ's
- Test the bot
- Change the default greeting
- Publish the bot

Estimated time to complete these steps: **15–20 minutes**.

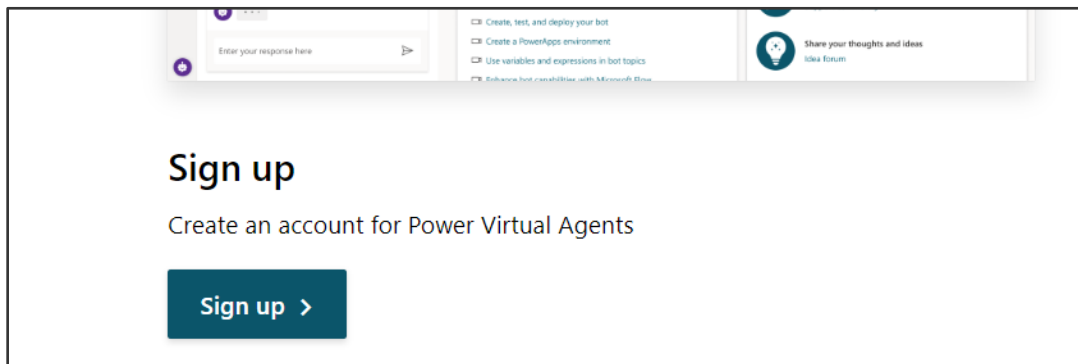
# Exercise 1: Sign up for PVA and build the bot

In this exercise, you will sign up for Power Virtual Agents trial, create a bot, build topics from the CDC FAQ site, and test the bot.

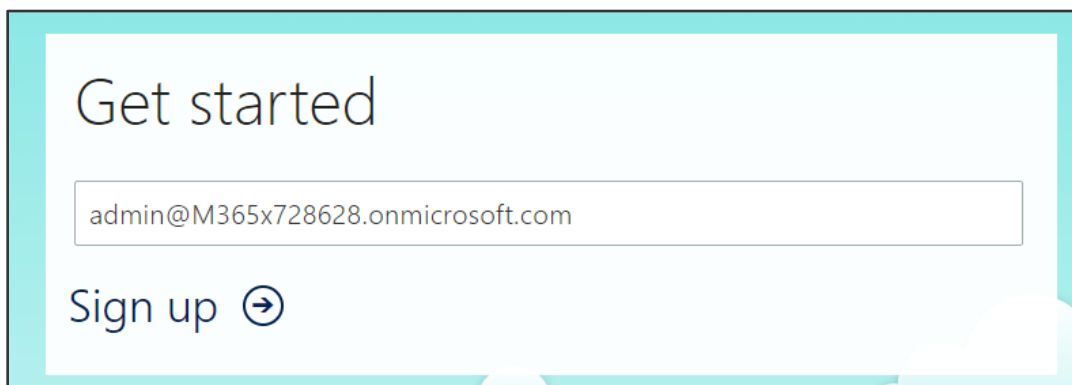
## Task 1: Sign up for PVA

In this task, you will sign up for Power Virtual Agents trial. If you already completed module S03 – Power Virtual Agents, then you can skip to step 9.

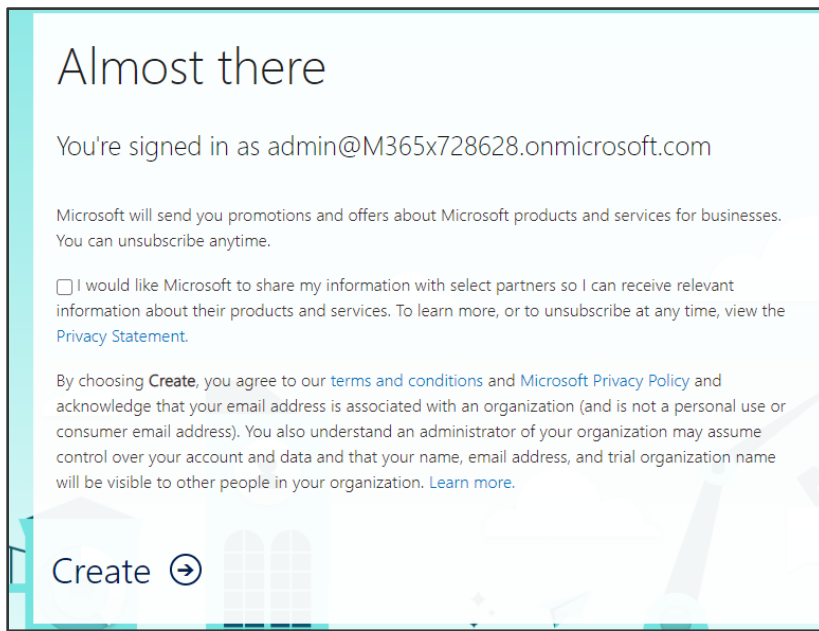
1. Navigate to [Power Virtual Agents](#)
2. Scroll down and click **Sign up**.



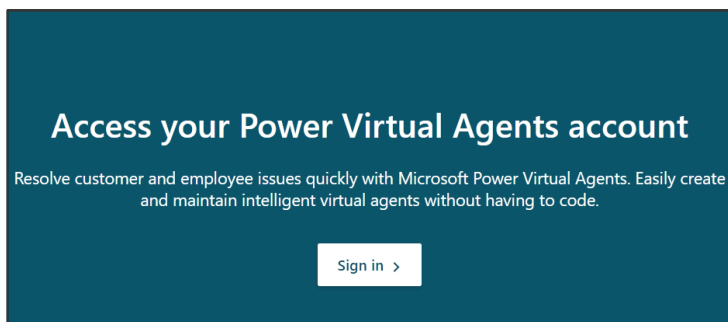
3. Provide your admin email address and click **Sign up**.



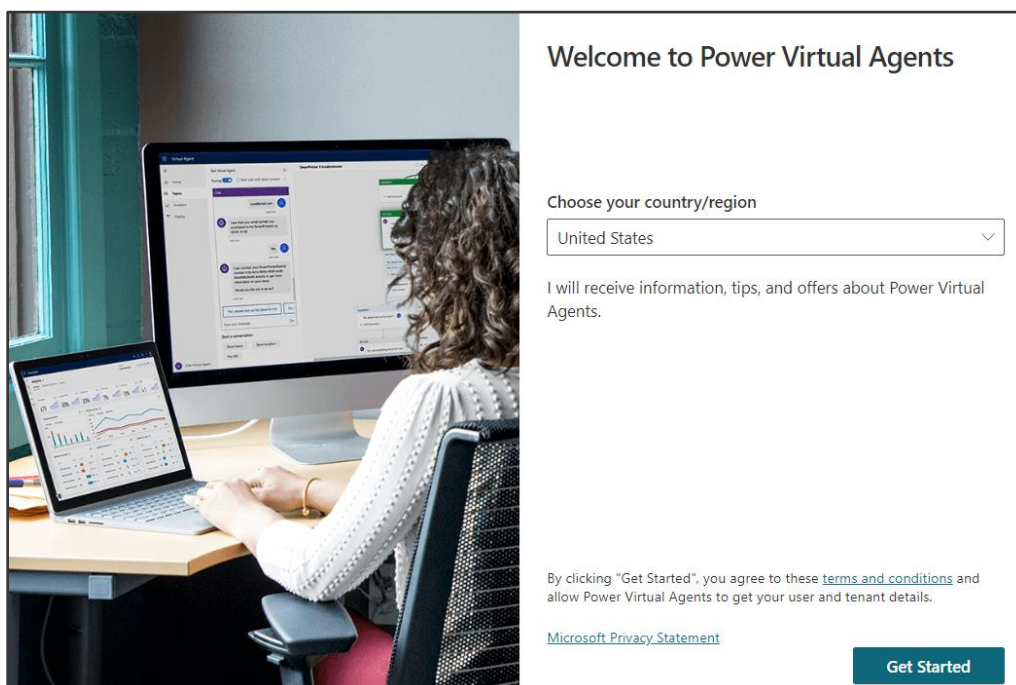
4. Click **Sign in**.
5. Provide your password and click **Sign in** again.
6. Click **Create** and wait until you see the sign in button.



7. Click **Sign in**.



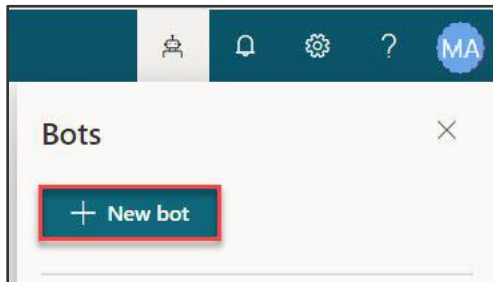
8. Select your country/region and click **Get Started**.



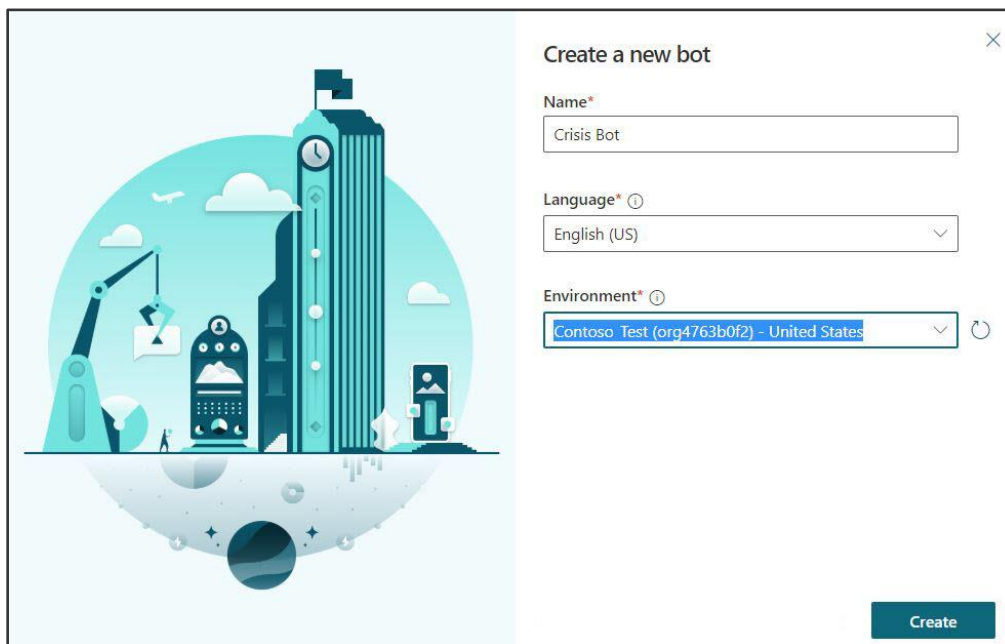
9. If you already have a Power Virtual Agents trial and have used this trial to create a bot in the past, then sign in to Power Virtual Agents and select the bot symbol.



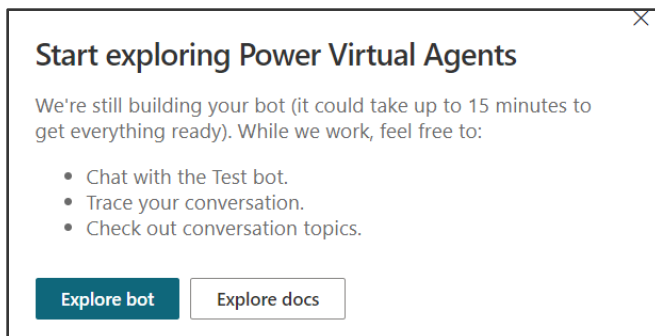
10. Select **+ New Bot**.



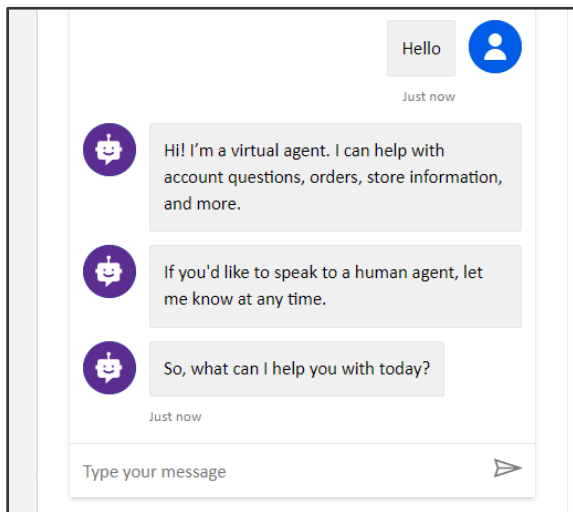
11. Enter **Crisis Bot** for name, select the environment you want to create the bot in, select a language, and click **Create**. Wait for the bot to be created.



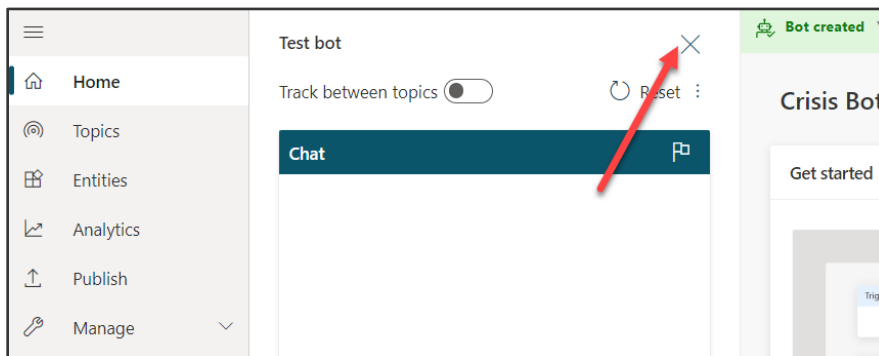
12. Click **Explore bot**.



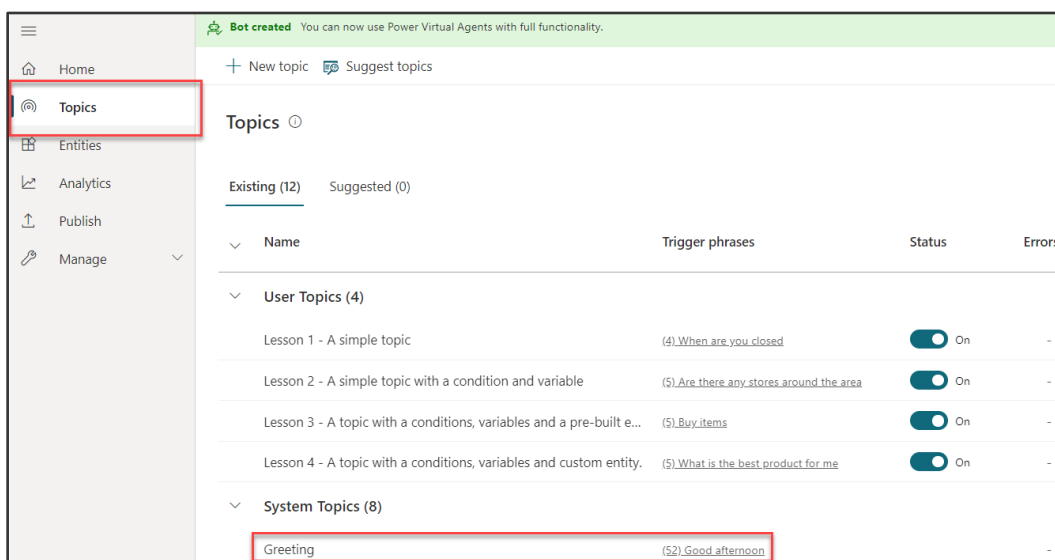
13. Test the Bot. Type **Hello** in the message box and click **Send**. The Bot should greet you and tell you what it can do.



14. Close the **Chat**.



15. Select **Topics**. The bot comes with some sample user topics and some system topics. The default greeting came from the system topics.

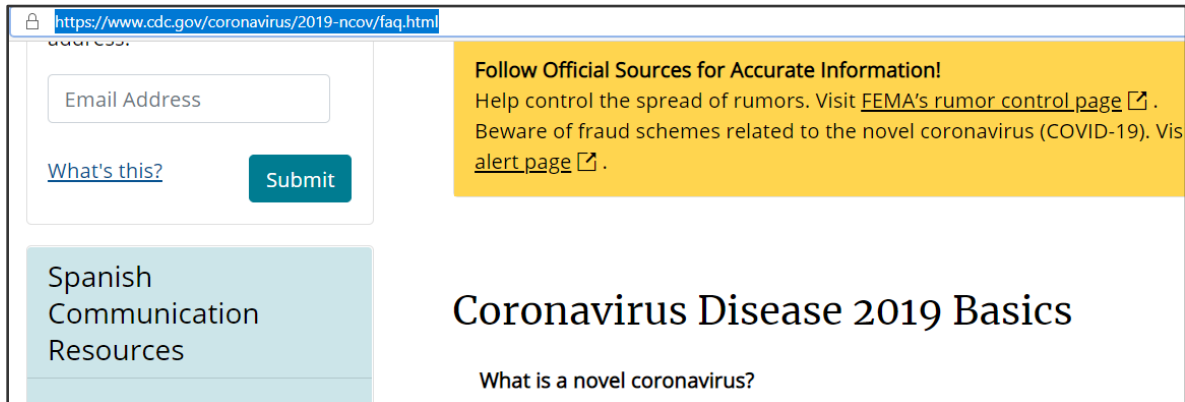


16. In the next task, you will generate your own topics from the CDC FAQ site. Do not navigate away from this browser window.

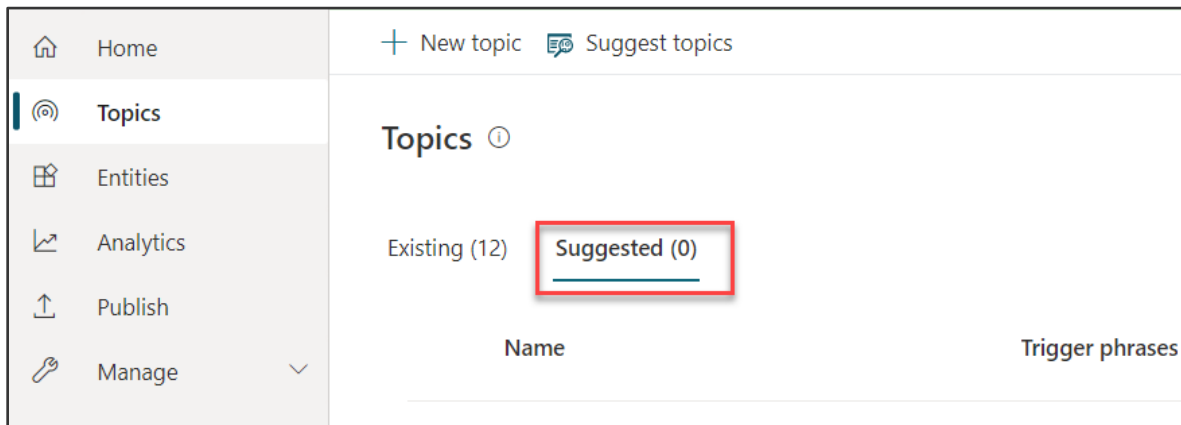
## Task 2: Create topics

In this task, you will generate topics from the CDC FAQ site.

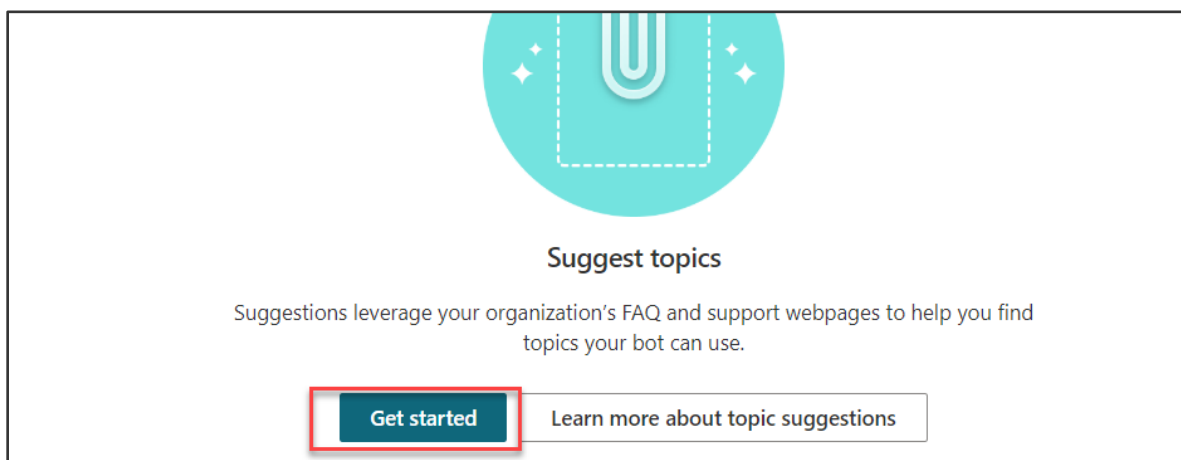
1. Navigate to [CDC FAQ](https://www.cdc.gov/coronavirus/2019-ncov/faq.html) site and examine what is on the site. You will generate your topics from these FAQs
2. Copy the URL.



3. Go back to Power Virtual Agents and make sure you still have **Topics** selected.
4. Select the **Suggested** tab.

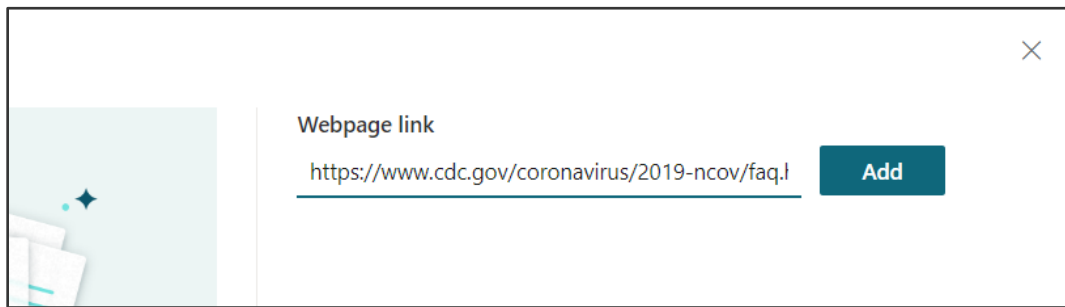


5. Click **Get started**.

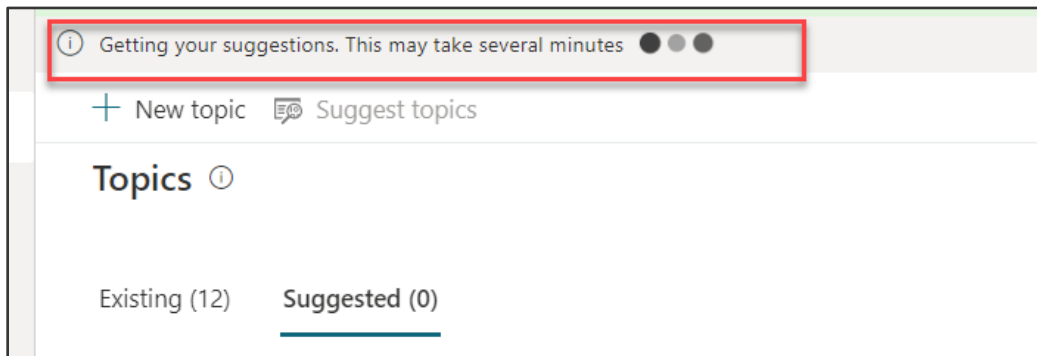




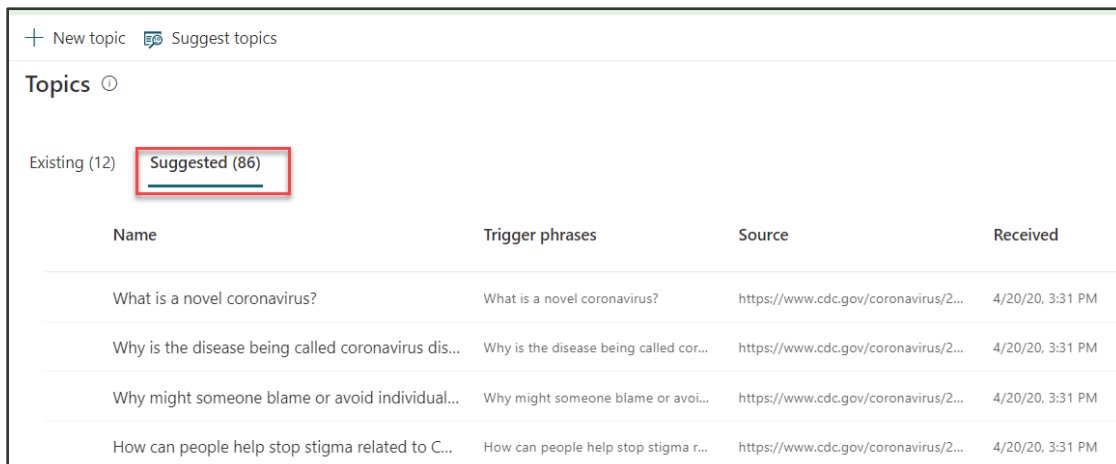
6. Paste the URL you copied in the **Web link** textbox and click **Add**.



7. Click **Start** and wait. This can take few minutes.

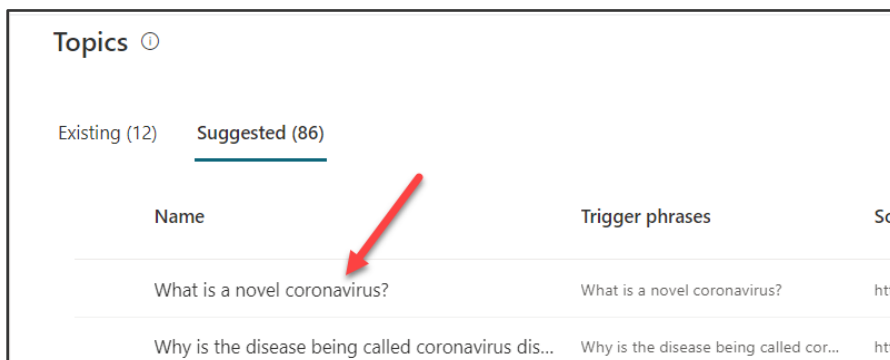


8. You should get some suggested topics created for you.

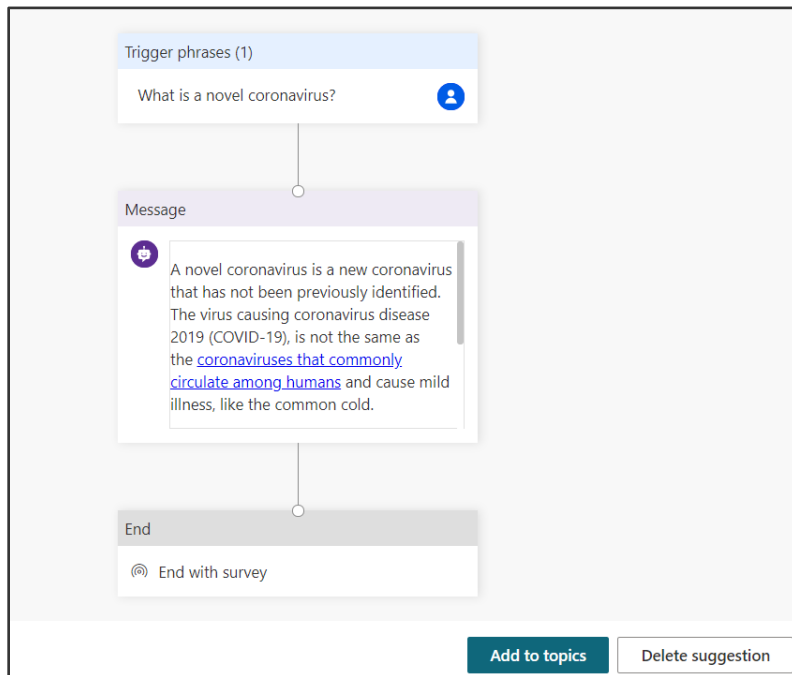


Name	Trigger phrases	Source	Received
What is a novel coronavirus?	What is a novel coronavirus?	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
Why is the disease being called coronavirus dis...	Why is the disease being called cor...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
Why might someone blame or avoid individual...	Why might someone blame or avoi...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM
How can people help stop stigma related to C...	How can people help stop stigma r...	https://www.cdc.gov/coronavirus/2...	4/20/20, 3:31 PM

9. Click to open one of the suggested topics.



10. You should see the trigger phrase and what the bot reply will be. **Click Add to topics.**



The suggested topic should be added to your topics. Select all the suggested topics and click **Add to topics.**

<a href="#">+ New topic</a> <a href="#">Suggest topics</a> <a href="#">Add to topics</a> <a href="#">Delete</a>				
<b>Topics</b> ⓘ				
Existing (13) <u>Suggested (85)</u>				
<input checked="" type="checkbox"/>	Name	Trigger phrases	Source	Received
<input checked="" type="checkbox"/>	Why is the disease being called coro...	Why is the disease being called cor...	https://www.cdc.gov/coronavirus/2...	4/20/20...
<input checked="" type="checkbox"/>	Why might someone blame or avoid ...	Why might someone blame or avoi...	https://www.cdc.gov/coronavirus/2...	4/20/20...
<input checked="" type="checkbox"/>	How can people help stop stigma rel...	How can people help stop stigma r...	https://www.cdc.gov/coronavirus/2...	4/20/20...

11. Select the Topics tab. You should see the new topics with their status set to Off.

<a href="#">+ New topic</a> <a href="#">Suggest topics</a>					
Existing (98) <u>Suggested (0)</u>					
<input type="text" value="Search existing topics"/>					
✓	Name	Trigger phrases	Status	Errors	Modified ↓
✓	<b>User Topics (90)</b>				
	Where can I get tested for COVID-19?	(1) Where can I get tested for COVID-19?	<input type="checkbox"/> Off	-	4/20/20, 3:48 PM
	Can a person test negative and later test positive for COVID-19?	(1) Can a person test negative and later...	<input type="checkbox"/> Off	-	4/20/20, 3:48 PM
	What kind of test is being used to diagnose if I have COVID-19?	(1) What kind of test is being used to di...	<input type="checkbox"/> Off	-	4/20/20, 3:48 PM
	What is serology testing? And can I be tested using this metho...	(1) What is serology testing? And can I...	<input type="checkbox"/> Off	-	4/20/20, 3:48 PM

12. Click on the toggle button of the status column to turn them all on. If you are short on time, you may turn on the first ten, but ensure you've turned **"How can I protect myself"** to On.

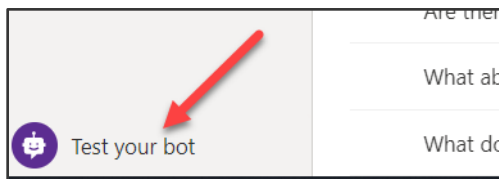
Existing (98)		Suggested (0)	
▼ Name	Trigger phrases	Status	Errors
▼ User Topics (90)			
Where can I get tested for COVID-19?	(1) <a href="#">Where can I get tested for COVID-19?</a>	<input checked="" type="checkbox"/> On	-
Can a person test negative and later test positive for COVID-19?	(1) <a href="#">Can a person test negative and later...</a>	<input checked="" type="checkbox"/> On	-
What kind of test is being used to diagnose if I have COVID-19?	(1) <a href="#">What kind of test is being used to di...</a>	<input checked="" type="checkbox"/> On	-
What is serology testing? And can I be tested using this metho...	(1) <a href="#">What is serology testing? And can I...</a>	<input checked="" type="checkbox"/> On	-
If I have recovered from COVID-19, will I be imm...	(1) <a href="#">If I have recovered from COVID-19_...</a>	<input checked="" type="checkbox"/> On	-
Who is at higher risk for serious illness from COVID-19?	(1) <a href="#">Who is at higher risk for serious illne...</a>	<input checked="" type="checkbox"/> On	-

13. Do not navigate away from this browser window.

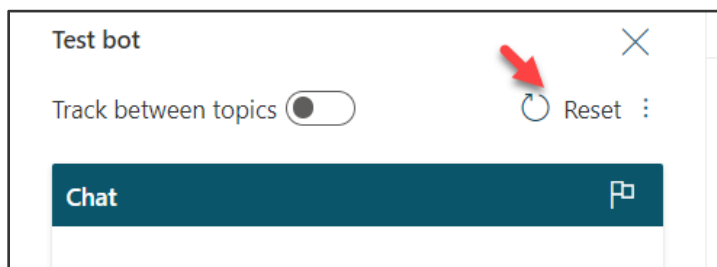
## Task 3: Test topics

In this task, you will test the topics you added.

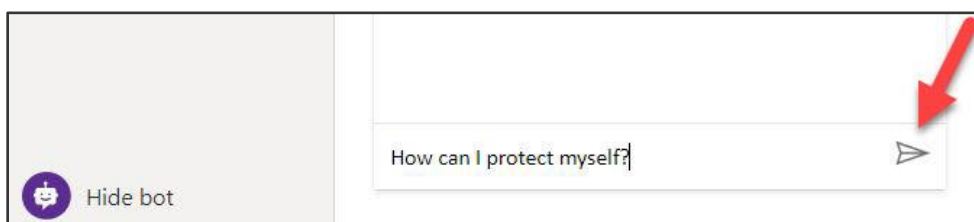
1. Click **Test your bot**.



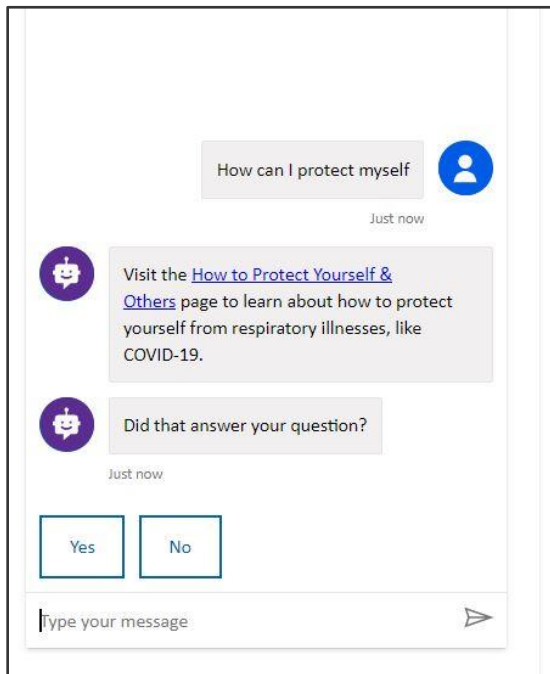
2. Click **Reset**.



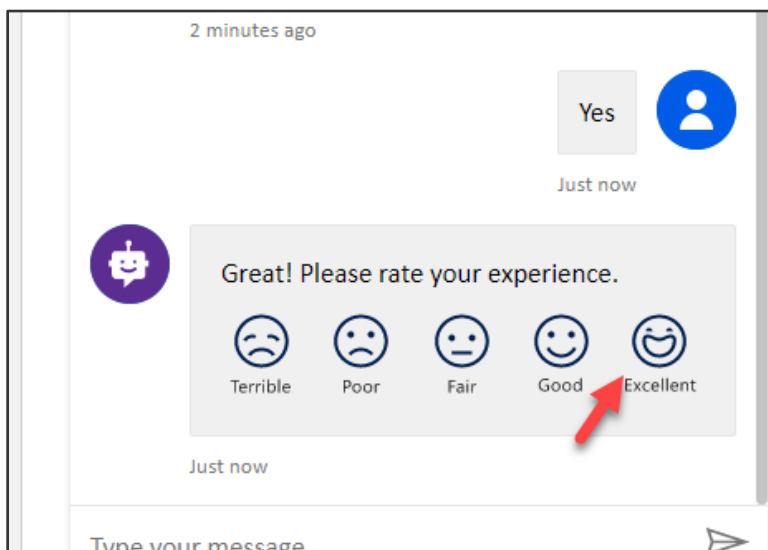
3. Type **How can I protect myself?** And click Send.



- The bot should give you the correct information and ask if it answered your question. Click **Yes**.



- The bot should ask you the rate how it did. Give it an excellent rating.



- The bot should ask if it can help you with anything else. Click **No, Thanks**.
- The bot should conclude the chat session.
- Type **hello** and click **Send**.
- The bot should greet you and tell you what it can do. Your bot can now help users with Covid-19 FAQs, you will change the greeting message in the next task. Do not navigate away from this browser window.

## Task 4: Change the greeting

In this task, you will change the greeting to Covid-19 specific.

1. Make sure you have **Topics** selected and select the **Existing** tab.
2. Collapse the **User Topics** section.




**Topics** ⓘ

Existing (98) Suggested (0)

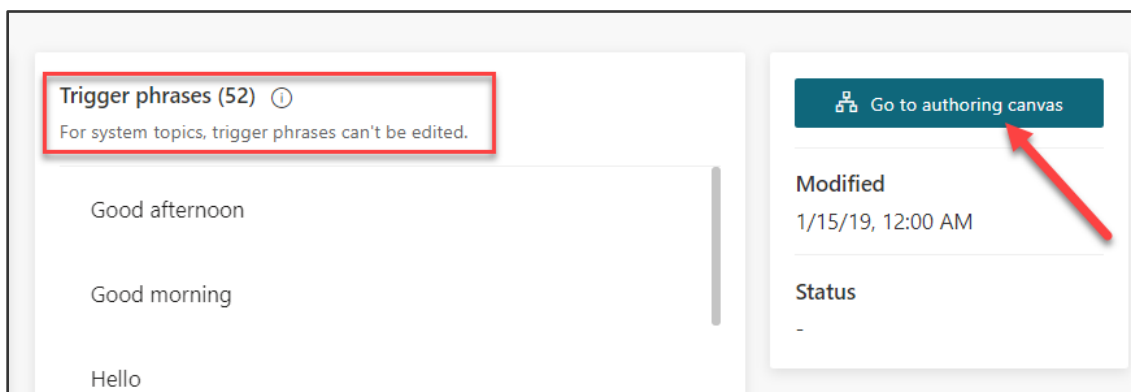
▼ Name	Trigger phrases	Status
▼ <b>User Topics (90)</b>		
Where can I get tested for COVID-19?	(1) <a href="#">Where can I get tested for C...</a>	<input checked="" type="checkbox"/> On
Can a person test negative and later test posi...	(1) <a href="#">Can a person test negative a...</a>	<input checked="" type="checkbox"/> On

3. Click to open the **Greeting** topic of the System Topics.



▼ Name	Trigger phrases
> <b>User Topics (90)</b>	
▼ <b>System Topics (8)</b>	
Greeting	(52) <a href="#">Good afternoon</a>
Escalate	(65) <a href="#">Talk to agent</a>

4. The greeting topic has 52 trigger phrases, click **Go to authoring canvas**.



**Trigger phrases (52)** ⓘ

For system topics, trigger phrases can't be edited.

Good afternoon

Good morning

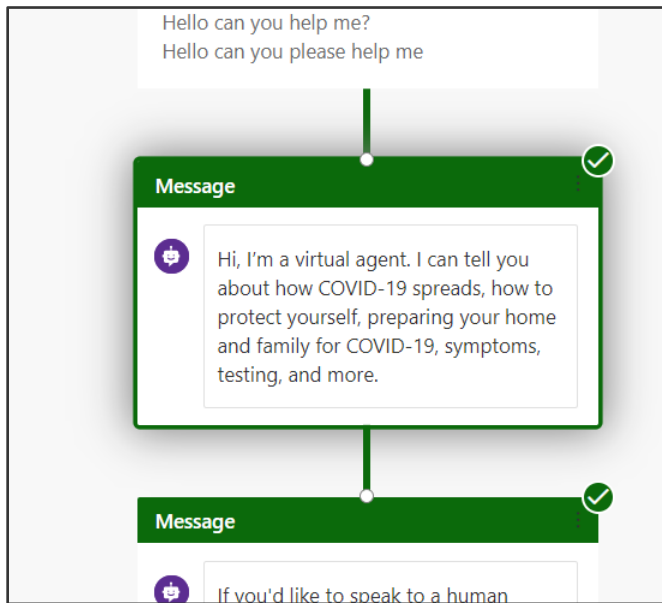
Hello

**Go to authoring canvas**

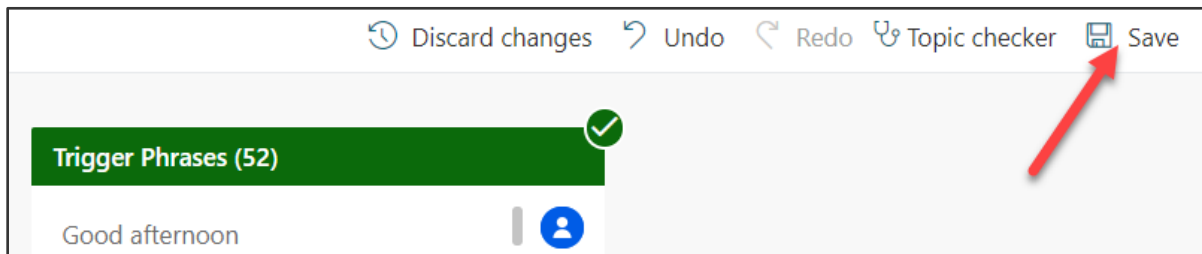
**Modified**  
1/15/19, 12:00 AM

**Status**  
-

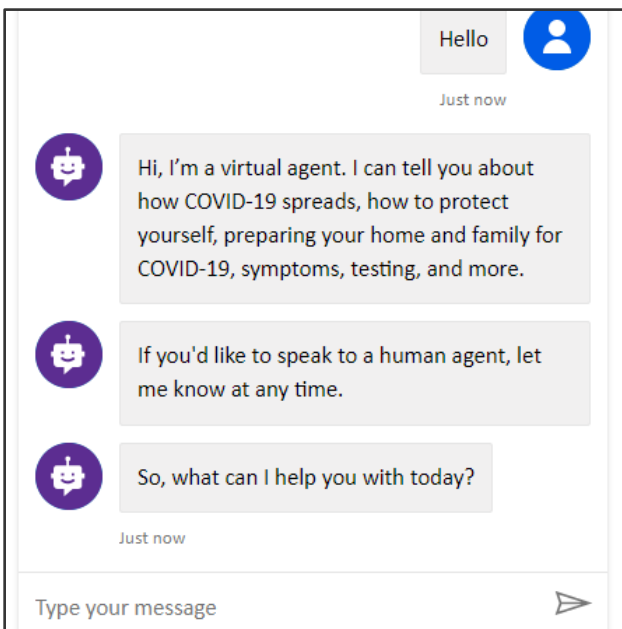
- Go to the first message and replace it with **Hi, I'm a virtual agent. I can tell you about how COVID-19 spreads, how to protect yourself, preparing your home and family for COVID-19, symptoms, testing, and more.**



- Click **Save**.



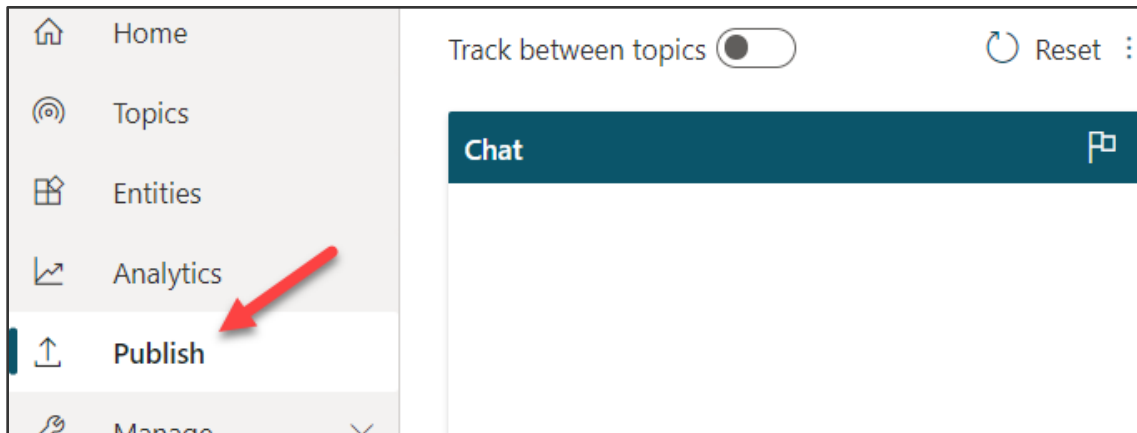
- Click **Test Bot** and then Click **Reset** to reset the chat.
- Type hello and click **Send**.
- The bot should now reply with correct information.



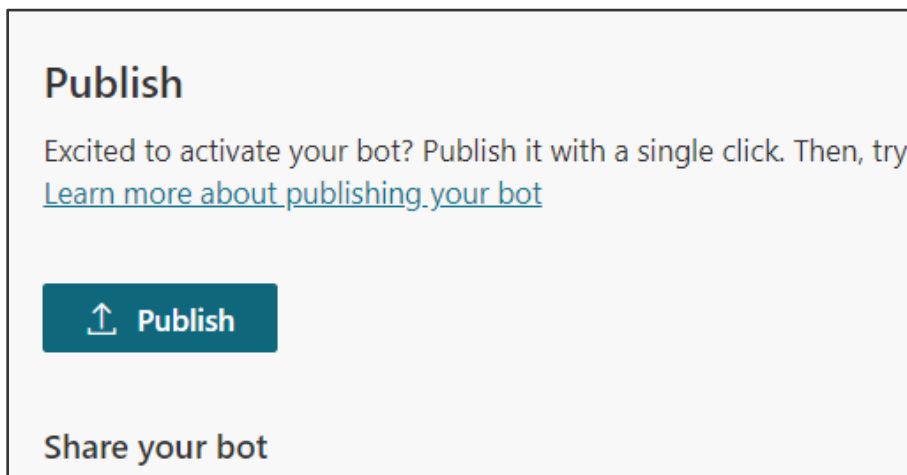
## Task 5: Publish the bot

In this task, you will publish the bot.

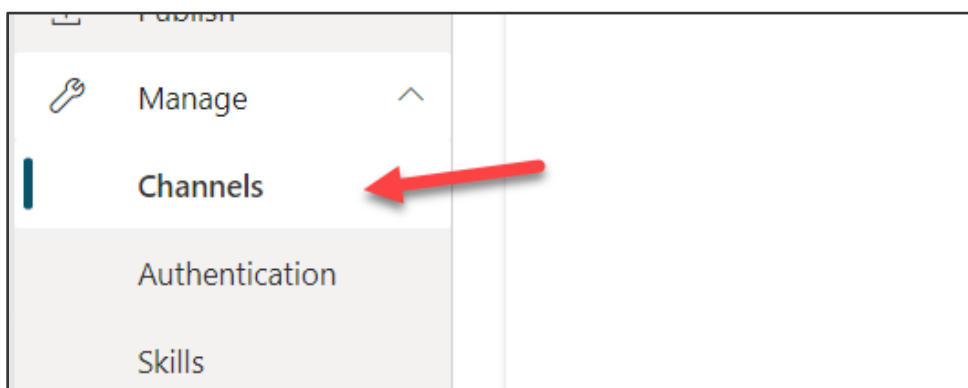
1. Select Publish.



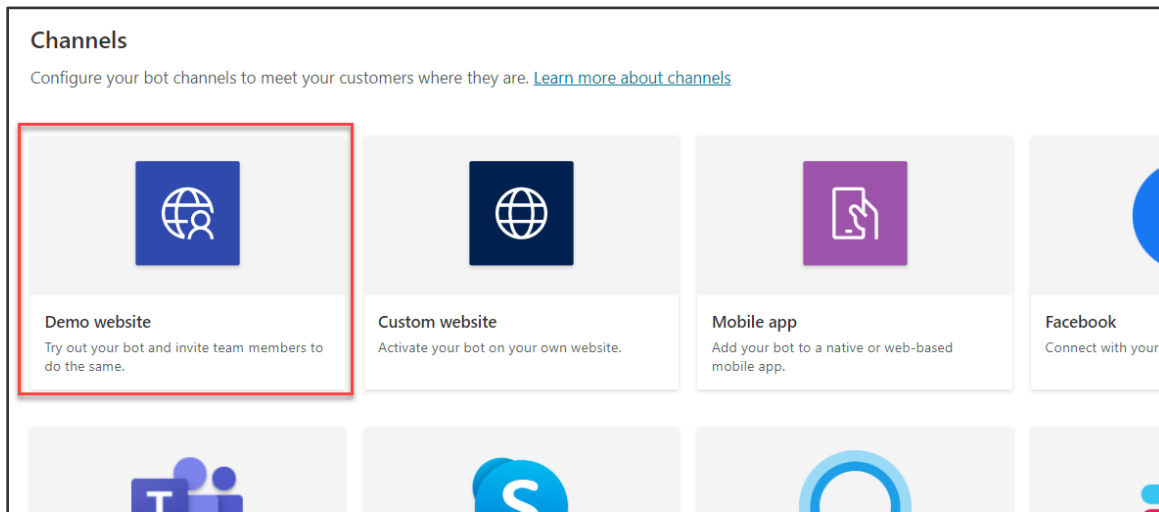
2. Click **Publish**.



3. Click **Publish** again and wait for the publishing to complete.
4. Expand **Manage** and select **Channels**.



5. You will get list of available channels you can publish your bot to. Select **Demo website**.



6. Change the welcome message to **Try my COVID-19 FAQ bot**.
7. Enter "Who is at higher risk for serious illness from COVID-19", "What does more severe illness mean" and "What is CDC doing about COVID-19" for conversation starters and click **Save**.

Note that if you skipped turning all of the topics to On that you may need to find different trigger phrases as the phrase must be turned on for the Bot to recognize the topic.

The screenshot shows the 'Demo Website' configuration window. It has a title bar with a close button. The main content area includes: a sub-header 'Demo Website' with a close button; a message 'You created a bot. Great job! Let's set up a website to share with team members so they can try your bot.'; a 'Welcome message' section with the instruction 'Introduce your bot and its purpose to your team members.' and a text input field containing 'Try my COVID-19 FAQ Bot'; a 'Conversation starters' section with the instruction 'Provide some common trigger phrases to help your team members start a conversation with your bot.' and a text input field containing three lines: 'Who is at higher risk for serious illness from COVID-19', 'What does more severe illness mean', and 'What is CDC doing about COVID-19'; a 'Share your website' section with the instruction 'To invite team members to see your bot in action, copy the link below.' and a text input field containing a URL: 'https://powervia.microsoft.com/canvas?cci\_bot\_id=de8d4099-5b2f-494c-8d78-64fcdf3e84ff&cci\_tenant\_id=f'. There is a 'Copy' button next to the URL. At the bottom right are 'Save' and 'Cancel' buttons.

8. Copy the **URL**.

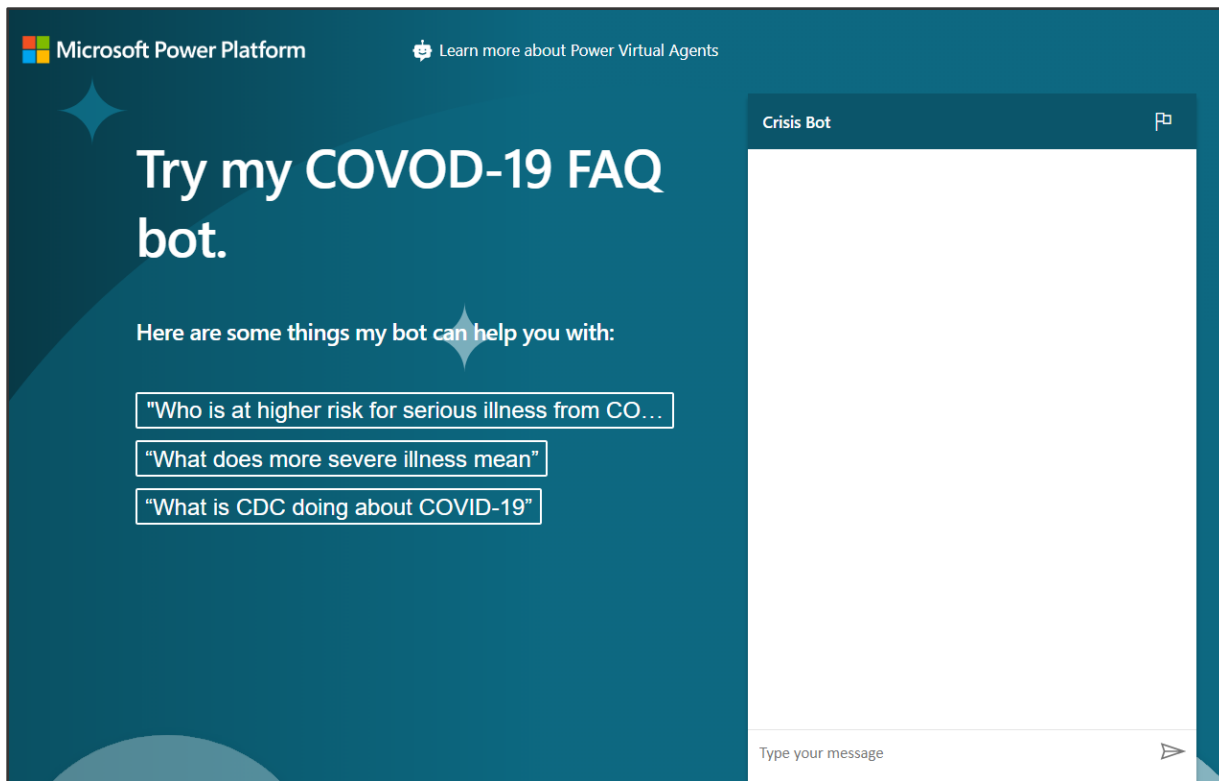


**Share your website**  
To invite team members to see your bot in action, copy the link below.

[https://powerva.microsoft.com/canvas?cci\\_bot\\_id=0e0a2358-fe3d-4e92-a0e3-46dbd31fa832&cci\\_tenr](https://powerva.microsoft.com/canvas?cci_bot_id=0e0a2358-fe3d-4e92-a0e3-46dbd31fa832&cci_tenr)

Copy

9. You can share the URL with your colleagues and get feedback from them. Start a new browser window or tab and navigate to the URL you copied. The demo website should look like the image below.



10. Go ahead and start chatting with the bot.

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