# Power Platform Community Agent Installation Guide

## Prepare for Installation

Create a Microsoft Teams team: Contoso Power Platform Community

Rename the General channel: Power Platform General

## Import the solution into a Power Platform Environment

Import the unmanaged solution: PowerPlatformCommunityAgent\_N\_N\_N\_N.zip

Ensure all connection references are validated and created.

Set the Environment Variables

* Service Account as the Agent Id: the id of this Microsoft Entra Id account
  + E.g 693cd2f8-b09f-4fca-8105-b1c7fcec011c
* Microsoft Teams Team Id: the id of this Microsoft Teams team
  + E.g 038d30ef-b899-4507-9816-2bbb5f77437b
* Microsoft Teams Channel Id: the id of this Microsoft Teams channel
  + E.g. 19:nEBRFLfEfp9LKgPNk2IIkIK9ZUbr0-nT6m9dgheO7ss1@thread.tacv2

Publish All Customizations.

Open the Agent in Copilot Studio: Power Platform Community Agent

Publish the Agent

## Configure the Solution

### Import Test Data Into “Power Platform Community Tickets” app

Open the app.

Navigate to Tickets.

Click on “Import from Excel” from the menu

Select the “TicketsDataImport.xlsx” file.

Click Import.

## Review the video “Technical Overview”

Review the video to understand the technical architecture, i.e. how the solution was built.

*Technical Overview.mp4*

## Use the Customer Demo video in lieu of Actual Demo

*Demonstration - Video.mp4*