

Demonstrate the Business Value of Power Virtual Agents (PL-900)

THE BASICS OF POWER VIRTUAL AGENTS



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Overview



Introduction to Power Virtual Agents

Power Virtual Agents terms and concepts



Introduction to Power Virtual Agents



Power Virtual Agents

Power Virtual Agents (PVA) empowers teams to easily create powerful bots using a guided, no-code graphical interface without the need for data scientists or developers.



Power Virtual Agents



Power Virtual Agents are part of the Power Platform

- General availability in December 2019

Software-as-a-Service offering aimed at power users

- No Infrastructure to maintain
- No AI / coding knowledge required



Power Virtual Agents Business Goals

Empower your teams

Allow everyone in your organization to create bots themselves, without needing to go through IT or expensive AI consultants

Reduce costs

By easily automating common inquiries and freeing human agent time to deal with more complex issues

Improve customer satisfaction

By allowing customers to self-help and resolve issues quickly 24/7 using rich personalized bot conversations



Power Platform Integration

Power Virtual Agents integrate with other Power Platform applications

- Power Automate

For example

- Chat bot to get support on products
 - If the bot cannot solve it
 - Start a Power Automate flow to open a help desk ticket for the user



Power Virtual Agents Licensing



Power Virtual Agents has its own licensing

Not included with Office 365 / Power Apps / Power Automate

Check with your Microsoft licensing professional

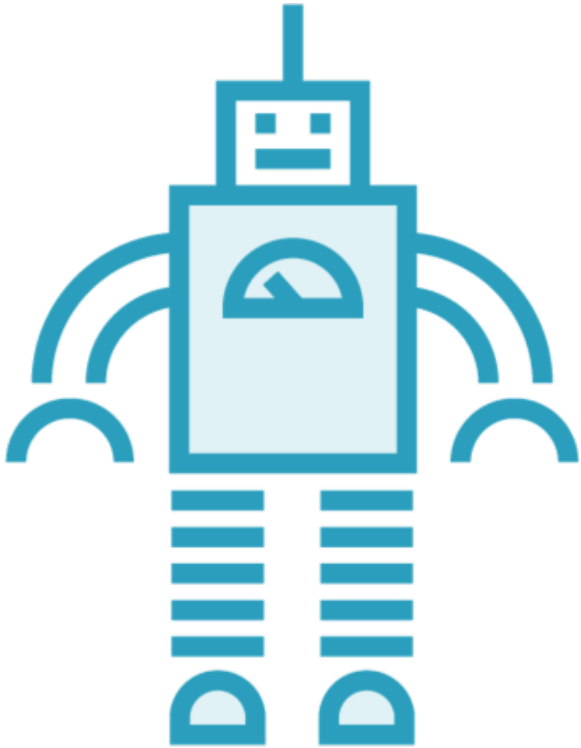
- <https://powervirtualagents.microsoft.com/en-us/pricing/>



Power Virtual Agents Terms and Concepts



Basics of Power Virtual Agents



In Power Virtual Agents we create bots

- Chatbots

Each bot has one or multiple topics

- Defines how a conversation plays out

Bots can be published via multiple channels

- Website
- Microsoft Teams
- Slack
- Facebook
- Etc.



Topics

Each topic has trigger phrases

- Those trigger phrases will allow the bot to go to the right conversation nodes

Power Virtual Agents can understand natural language

- Open hours > Store hours

Two types of topics

- **System topics:** Built-in & not customizable
- **User topics:** The topics that you create



Sample Topic

Store Hours

 Save

Setup

Analytics

Name *

Store Hours

Description

This topic covers common questions about our store hours!

Trigger phrases (4) ⓘ

How might your customers ask about this topic? Try to start with 5-10 diverse phrases.

Enter a trigger phrase




Add

When are you closed

When are you open

Store hours

Daily open hours

 Go to authoring canvas

Modified

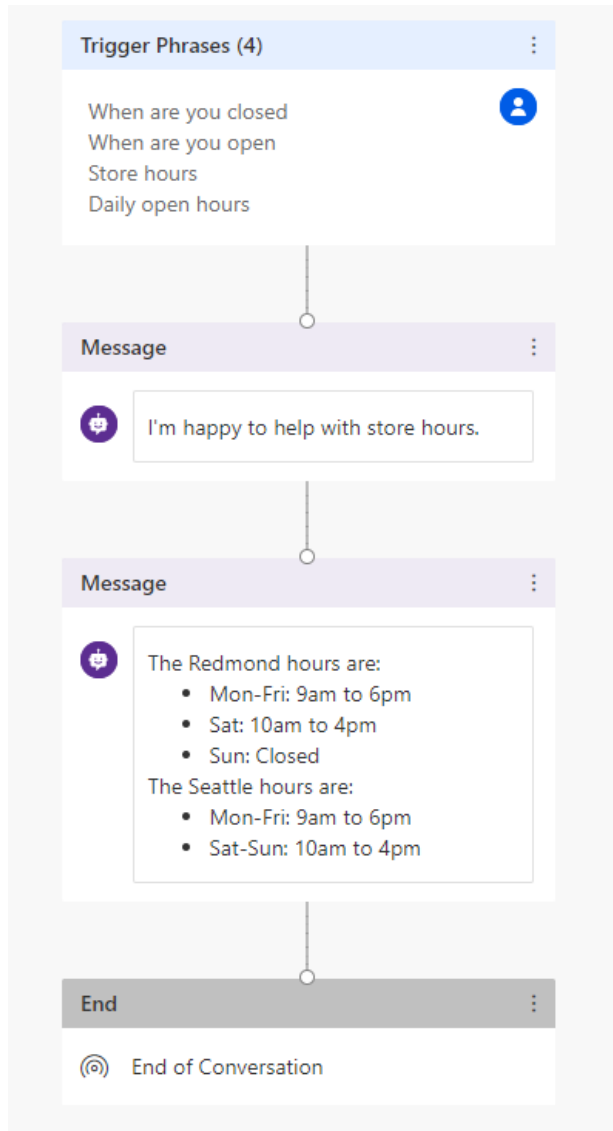
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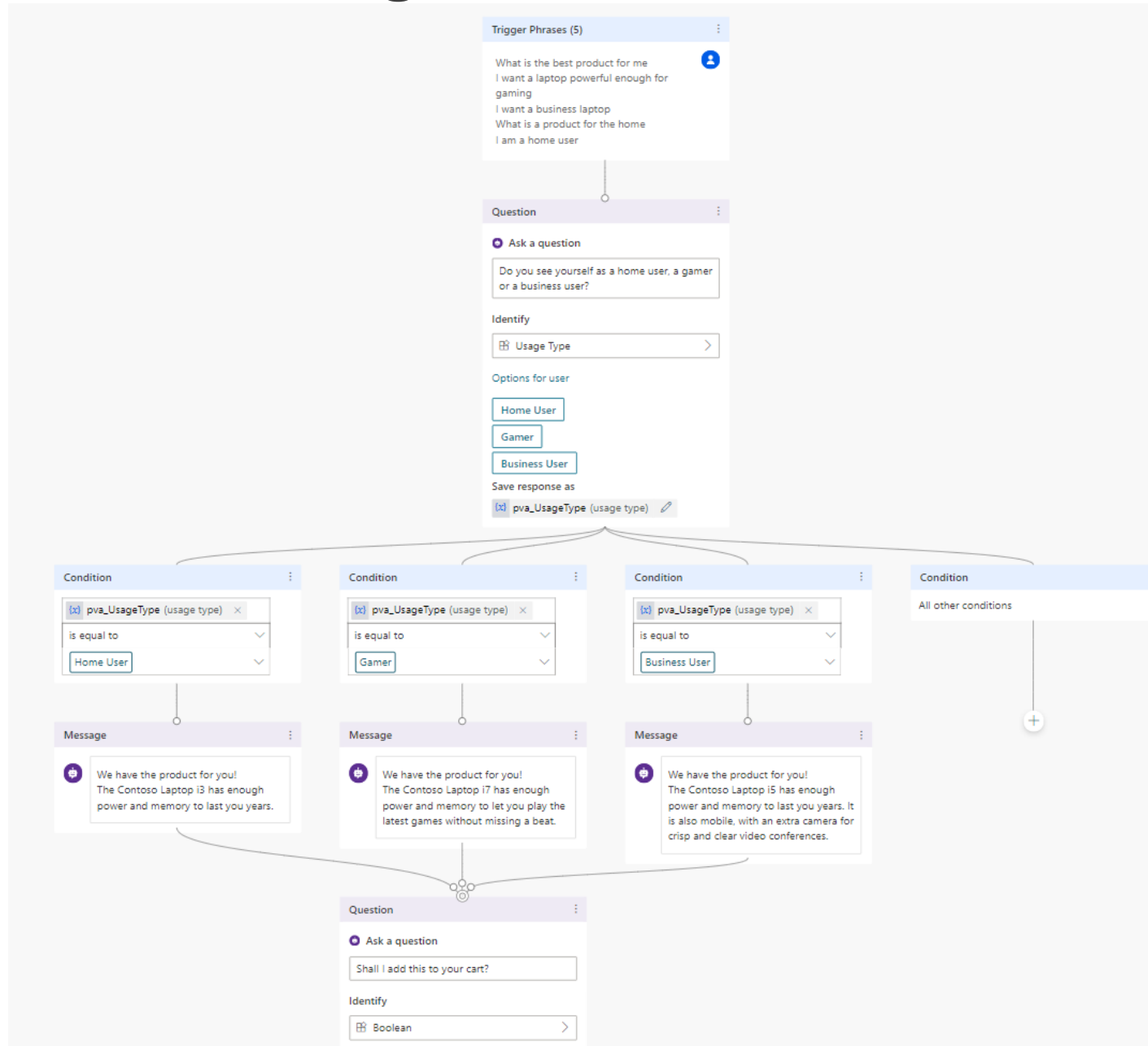
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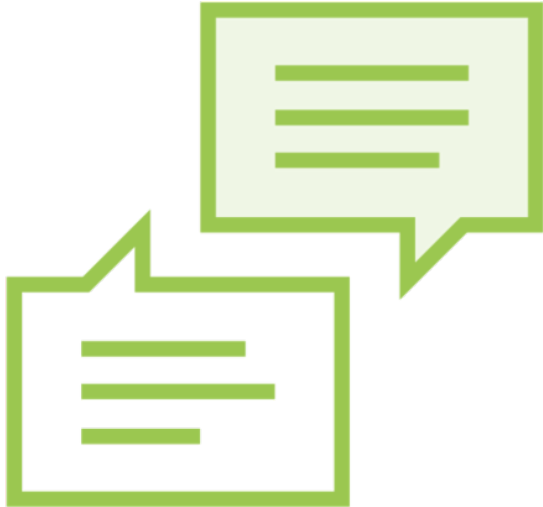
Each Topic Has Its Own Conversation Logic



Conversation Logic Can Be Basic or Advanced



Actions & Nodes



Each topic conversation logic has conversation nodes

- Show message
- Ask a question

You can also call actions

- Power Automate flows



Entities

Represents information that the bot might want to pick out of a conversation

- Places
- Products
- People

Prebuilt entities for common information

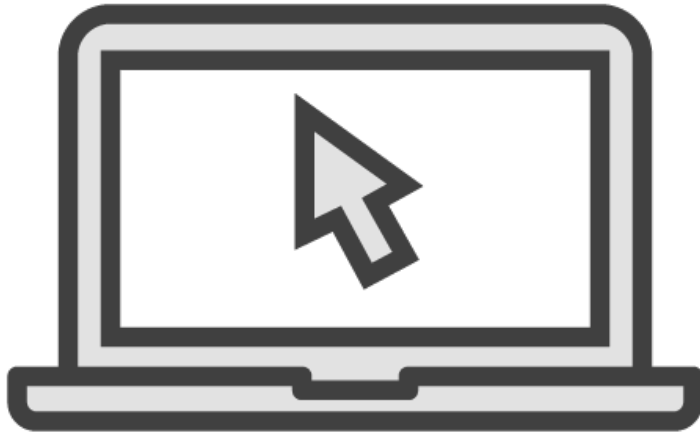
Create your own custom entities

Use entities to store your business information

- Ex: Departments



Accessing the Power Virtual Agents Center



Web based interface

- <https://powerva.microsoft.com/>

You can sign up for a free 30-day trial if your organization doesn't have a subscription

Bot Name

UI Basics

Navigation

Bot Tester

Work Canvas

The screenshot displays the Power Virtual Agents interface for a bot named "Pluralsight Course Suggestion". The interface is divided into several sections:

- Bot Name:** Located at the top left, it identifies the bot as "Power Virtual Agents | Pluralsight Course Suggestion".
- Navigation:** A sidebar menu on the left containing options: Home, Topics, Entities, Analytics, Publish, Manage, Channels, Authentication, and Skills.
- Bot Tester:** A central chat window titled "Test bot" with a "Track between topics" toggle and a "Reset" button. It includes a "Chat" header and a text input field at the bottom labeled "Type your message".
- Work Canvas:** A panel on the right titled "Topics" showing a list of existing topics. It includes a search bar and a table with columns for Name, Trigger phrases, and Status.

Name	Trigger phrases	Status
User Topics (5)		
Store Hours	(4) When are you closed	<input checked="" type="checkbox"/> On
Pluralsight Services	(5) What does Pluralsight do?	<input checked="" type="checkbox"/> On
Lesson 2 - A simple topic with a condition and ...	(5) Are there any stores around ...	<input checked="" type="checkbox"/> On
Lesson 3 - A topic with a conditions, variables ...	(5) Buy items	<input checked="" type="checkbox"/> On
Lesson 4 - A topic with a conditions, variables ...	(5) What is the best product for ...	<input checked="" type="checkbox"/> On
System Topics (8)		
Greeting	(52) Good afternoon	
Escalate	(65) Talk to agent	
End of Conversation	No trigger phrases	
Confirmed Success	No trigger phrases	
Confirmed Failure	No trigger phrases	
Goodbye	(67) Bye	
Start over	(3) start over	



UI Basics

The screenshot displays the Power Virtual Agents interface. On the left is a sidebar with navigation options: Home, Topics, Entities, Analytics, Publish, Manage, Channels, Authentication, and Skills. The main area is divided into three panels. The top panel is the 'Test bot' section, which includes a 'Track between topics' toggle and a 'Reset' button. Below this is a 'Chat' window with a text input field labeled 'Type your message' and a send button. The middle panel shows a list of 'Topics' under the heading 'Existing (13) Suggested (0)'. The topics are categorized into 'User Topics (5)' and 'System Topics (8)'. The 'User Topics' include 'Store Hours', 'Pluralsight Services', 'Lesson 2 - A simple topic with a condition and ...', 'Lesson 3 - A topic with a conditions, variables ...', and 'Lesson 4 - A topic with a conditions, variables ...'. The 'System Topics' include 'Greeting', 'Escalate', 'End of Conversation', 'Confirmed Success', 'Confirmed Failure', 'Goodbye', 'Start over', and 'Thank you'. The right panel is the 'Bots' section, which features a '+ New bot' button and a list of bots. The first bot is '(default) (orgf60c8e92)' with the name 'Pluralsight Course Suggestion' and a checkmark. Below it is 'Microsoft Cert Suggestions'. A green box highlights the 'Bots' panel, and a green arrow points from a 'Switch Bot' label to the bot list. In the top right corner of the interface, a red box highlights the 'Bots' icon in the navigation bar.

Power Virtual Agents | Pluralsight Course Suggestion

Home Topics Entities Analytics Publish Manage Channels Authentication Skills

Test bot

Track between topics ☐ Reset

Chat

Type your message

+ New topic Suggest topics

Topics ⓘ

Existing (13) Suggested (0)

▼ Name

▼ User Topics (5)

Store Hours

Pluralsight Services

Lesson 2 - A simple topic with a condition and ...

Lesson 3 - A topic with a conditions, variables ...

Lesson 4 - A topic with a conditions, variables ...

▼ System Topics (8)

Greeting

Escalate

End of Conversation

Confirmed Success

Confirmed Failure

Goodbye

Start over

Thank you

Bots

+ New bot

^ (default) (orgf60c8e92)

Pluralsight Course Suggestion ✓

Microsoft Cert Suggestions

Switch Bot

Demo



Navigating the Power Virtual Agents user interface



Conclusion



Introduction to Power Virtual Agents

- Software-as-a-Service offering part of the Power Platform
- Easily create powerful bots using a guided, no-code graphical interface

Power Virtual Agents terms and concepts

- Bots
- Topics
- Entities
- Action

