Publishing & Monitoring a Power Virtual Agents Bot

Vlad Catrinescu

OFFICE APPS AND SERVICES MVP

@vladcatrinescu   https://VladTalksTech.com

Overview

Publishing a Power Virtual Agents bot

Monitoring bot and topic performance

Publishing a Power Virtual Agents Bot

Publishing a Bot

Two steps required to make your bot available

- Publishing your bot
- Configuring channels

Channels are the locations where users interact with your bot from

Multiple options built in

Difficulty varies per service

Channels

Configure your bot channels to meet your customers where they are. Learn more about channels

Demo website
Try out your bot and invite team members to do the same.

Custom website
Activate your bot on your own website.

Mobile app
Add your bot to a native or web-based mobile app.

Facebook
Connect with your customers on Messenger.

Microsoft Teams
Chat with your bot through a Teams app.

Skype
Expand your bot's reach to customers on Skype.

Cortana
Expand your bot's reach to customers on Cortana.

Slack
Expand your bot's reach to customers on Slack.

Telegram
Expand your bot's reach to customers on Telegram.

Twilio
Expand your bot's reach to customers on Twilio.

Line
Expand your bot's reach to customers on Line.

Kik
Expand your bot's reach to customers on Kik.

GroupMe
Expand your bot's reach to customers on GroupMe.

Direct Line Speech
Expand your bot's reach to customers on Direct Line Speech.

Email
Expand your bot's reach to customers on Email.

Demo Website

Easiest way to start testing your bot

You can also invite stakeholders to test it

Demo Website

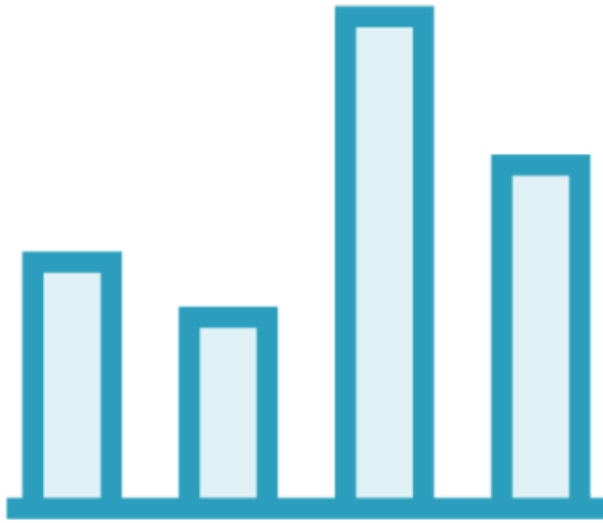# Demo

Publishing your bot

Checking out channels

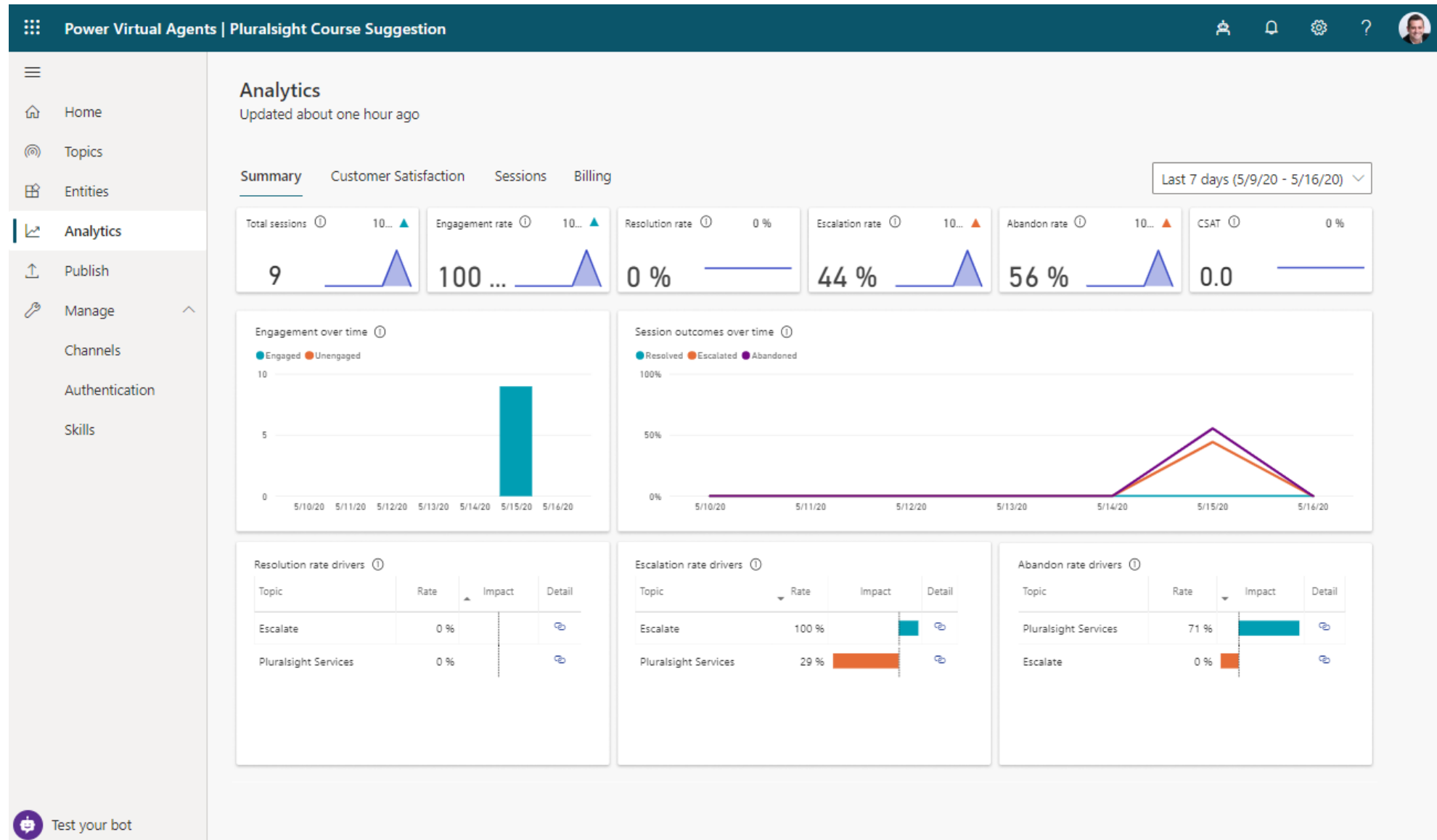# Monitoring Bot and Topic Performance

Bot Analytics

Multiple built-in reports

- Summary
- Customer Satisfaction
- Sessions
- Billing

Analytics kept for 30 days

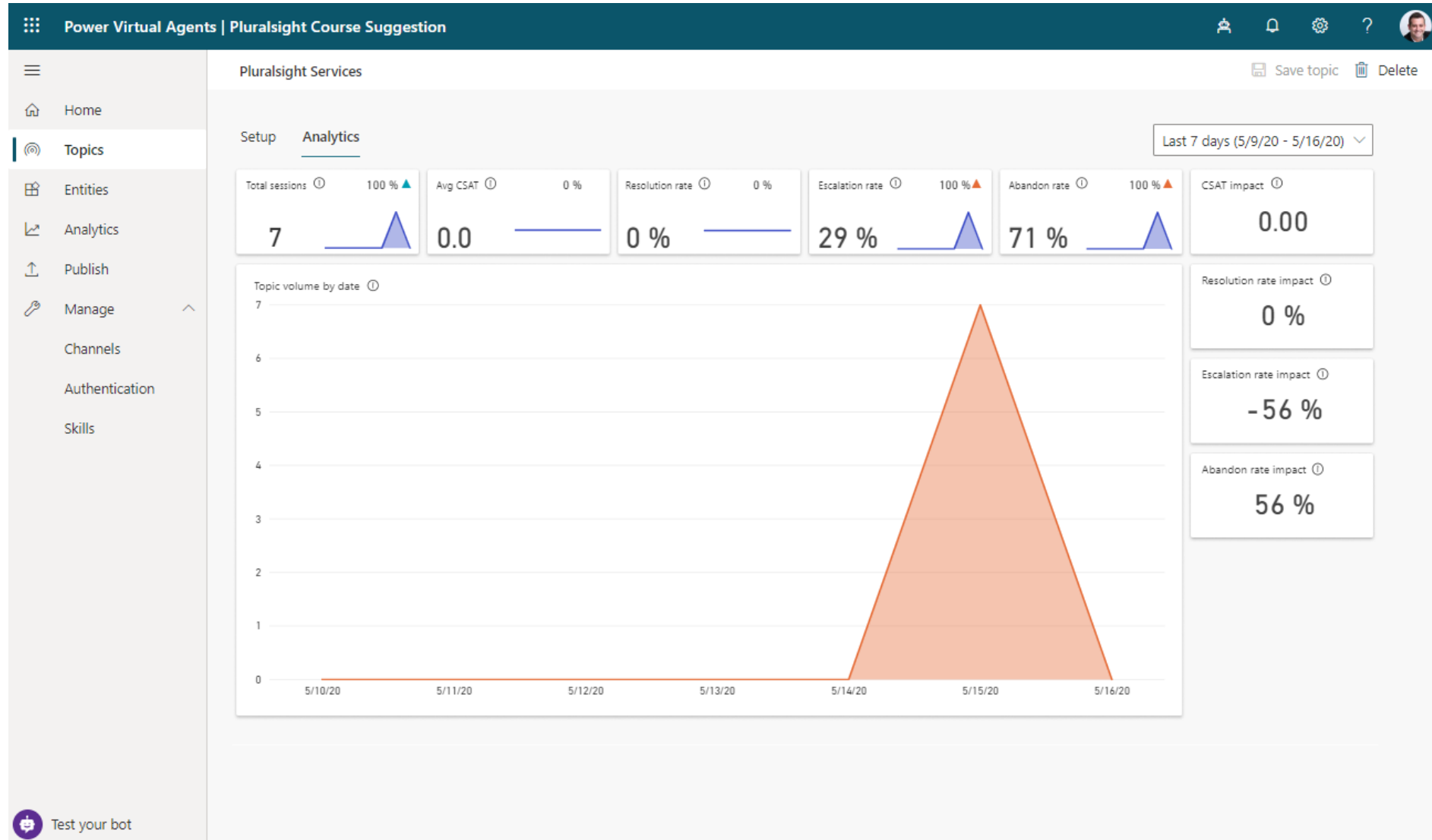# Analytics

Topic Analytics

Analytics per topic

- Total sessions
- Escalation rate
- Abandon rate

Allows you to optimize logic at the topic level

Topic Analytics

Demo

Viewing bot analytics

Conclusion

Publishing a Power Virtual Agents bot

    Demo website

    Other channels

Monitoring bot and topic performance

    Bot analytics

    Topic analytics