

Creating a Power Virtual Agents Bot



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Overview



Plan your Power Virtual Agents bot

Create your topics and conversation logic

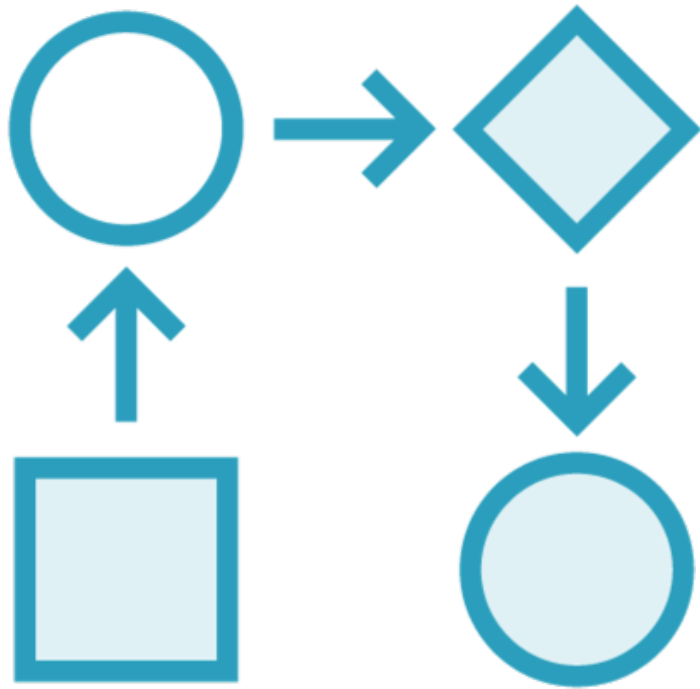
Test your Power Virtual Agents bot



Plan Your Power Virtual Agents Bot



Planning Your Bot



Planning is an important part of bot creation

What is the bot all about?

What questions should it answer?

At what point do we transfer to a real person?

What are the different topics that you need to create

The Pluralsight Help Bot

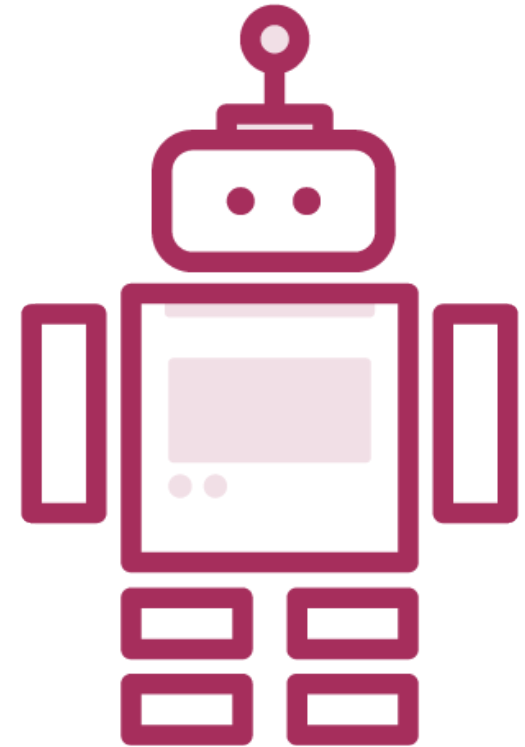
In this course, we will build a Power Virtual Agents bot that will help answer common questions about Pluralsight



The Pluralsight Help Bot

The bot will help answer questions on

- Pluralsight Services
- Pluralsight Individual Subscriptions



Demo



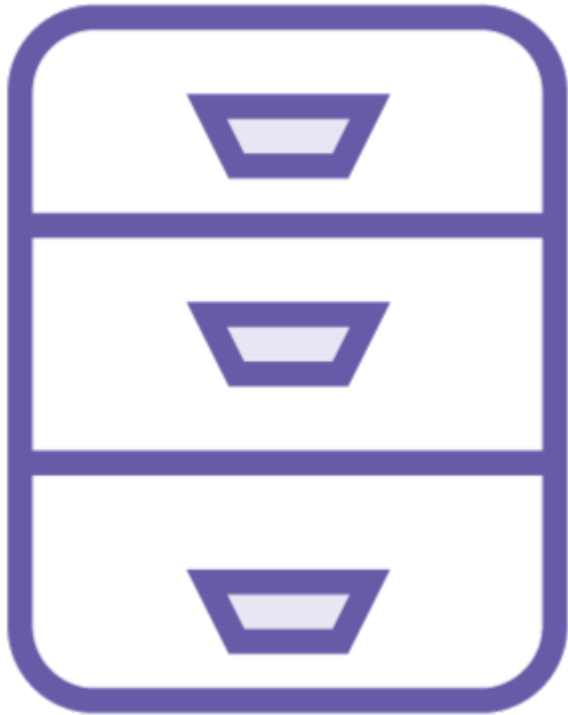
Create your Power Virtual Agents bot



Create Your Topics and Conversation Logic



Creating Your Topics



Bot will have two topics

- Pluralsight Services
- Pluralsight Subscriptions

Topic creation is split into two parts

- Configuring our trigger phrases
 - What will a user ask or say to get to this topic
- Configuring our topic logic
 - What information and questions we will communicate with the user

Designing Your Process

Try to design your process “on paper”
before implementing it

Involve your stakeholders in the design

Crowdsource your trigger phrases

- The more the better



Demo



Create the Pluralsight subscriptions topic



Demo



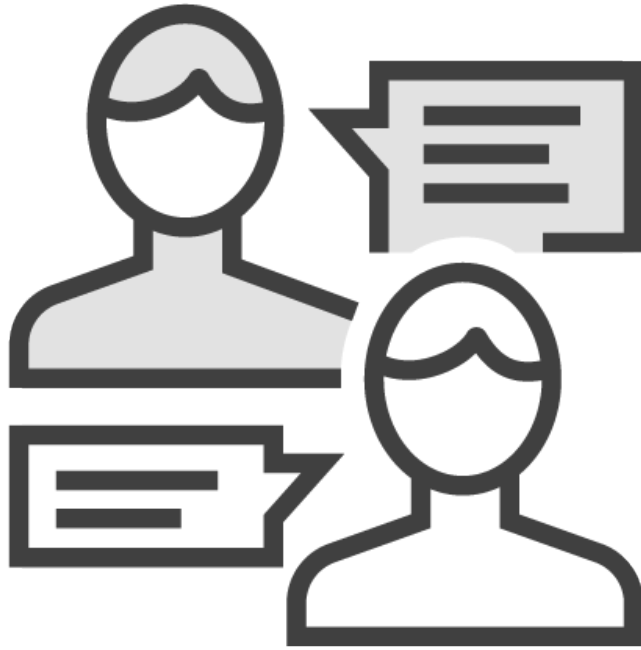
Create the Pluralsight services topic



Test Your Power Virtual Agents Bot



Testing Your Bot



Test the bot directly in the PVA interface

You can “track” the conversation between topics

Reset the conversation to start from scratch



Demo



Testing your Power Virtual Agents bot



Conclusion



Plan your Power Virtual Agents bot

What will your bot do?

When will it escalate?

Create your topics and conversation logic

Each topic has its own trigger phrases & logic

Consider working with stakeholders to plan and design the logic

Test your Power Virtual Agents bot

Using the built-in testing interface

