

Publishing & Monitoring a Power Virtual Agents Bot



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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

Demo Website



You created a bot. Great job! Let's set up a website to share with team members so they can try your bot.

Welcome message

Introduce your bot and its purpose to your team members.

Try out the chatbot we made!

Conversation starters

Provide some common trigger phrases to help your team members start a conversation with your bot.

"Hello"
"Start over"
"Talk to a person"

Share your website

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

https://powerva.microsoft.com/canvas?ccj_bot_id=73e9a2f7-f8ef-4c0a-95


Copy


Easiest way to start testing your bot

You can also invite stakeholders to test it



Demo Website

 Microsoft Power Platform

 Learn more about Power Virtual Agents

Try out the chatbot we made!

Here are some things my bot can help you with:

Hello


Start over

Talk to a person


Pluralsight Course Suggestion

What is Pluralsight Flow?


Just now



Hello! It seems you are interested in what services Pluralsight offers! Let me help you out!



Flow is an organizational tool, pioneering a different way of measuring and communicating about productivity in software engineering.



Is there anything else I can help you with?

Just now


Yes

No

I would like to speak to someone

Type your message

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Demo



Publishing your bot

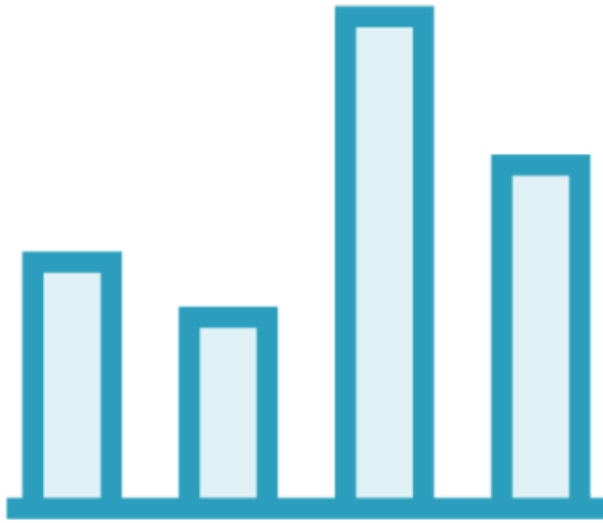
Checking out channels



Monitoring Bot and Topic Performance



Bot Analytics



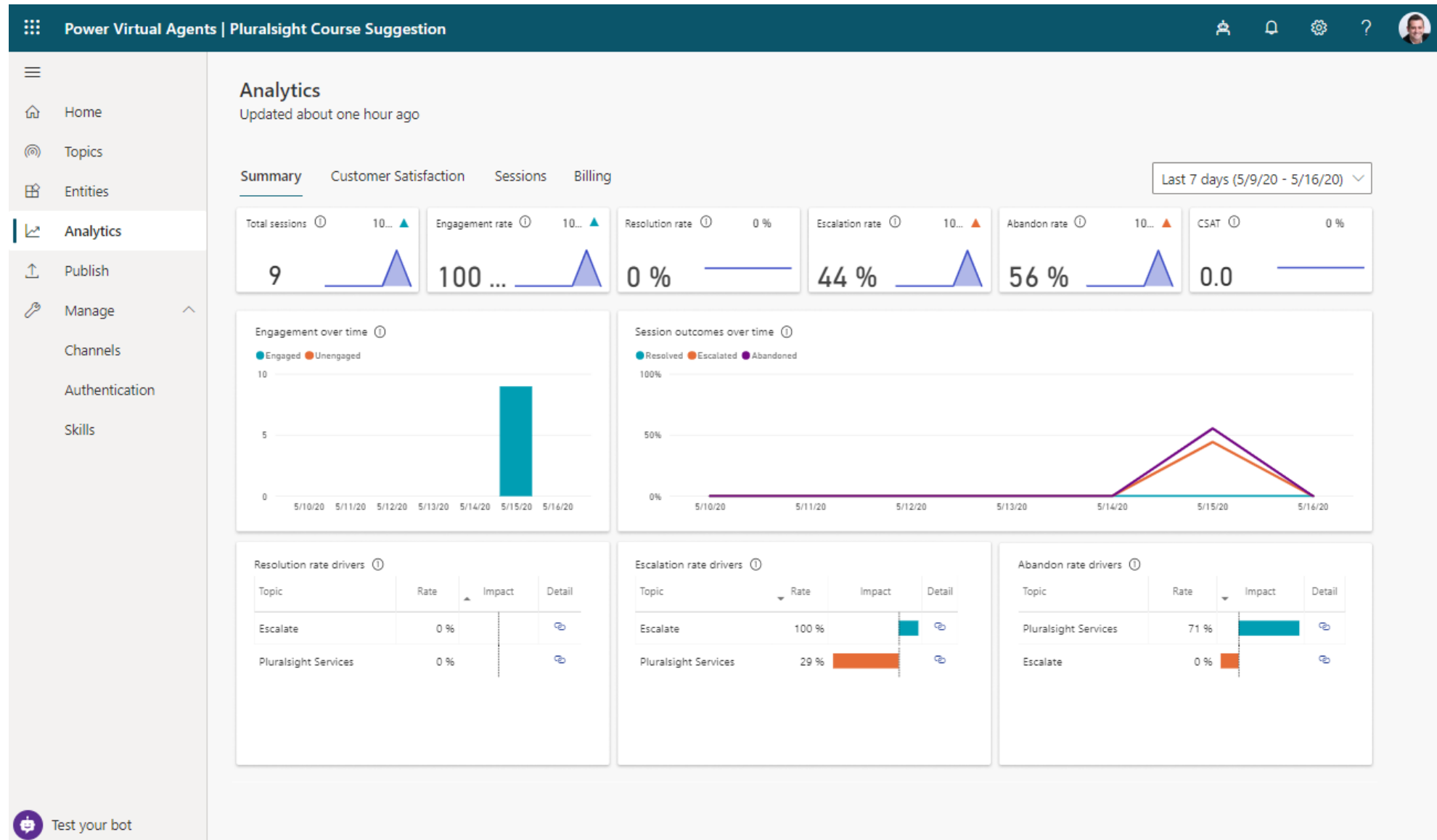
Multiple built-in reports

- Summary
- Customer Satisfaction
- Sessions
- Billing

Analytics kept for 30 days



Analytics



Topic Analytics

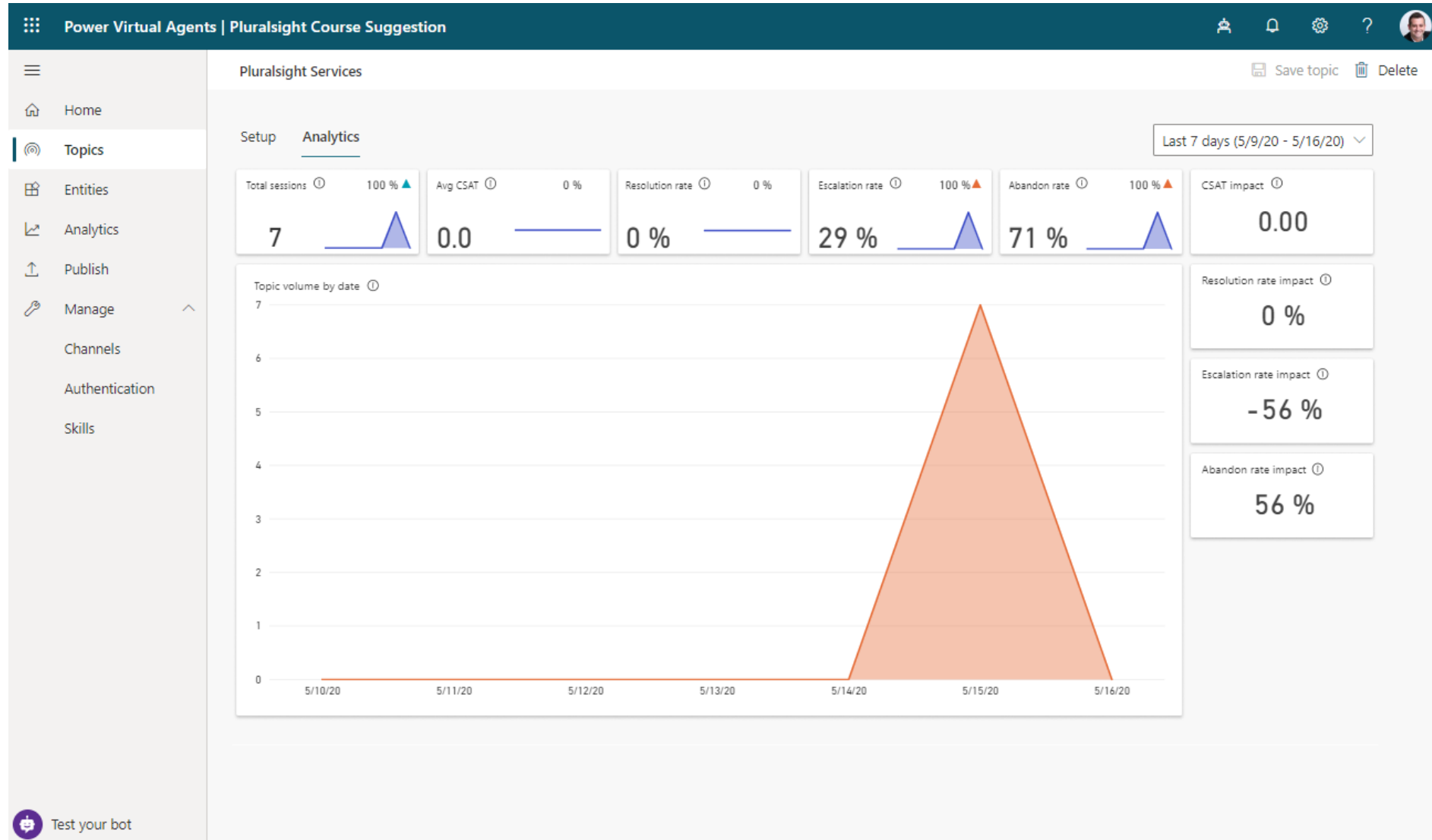
Analytics per topic

- 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

