

Course Conclusion



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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

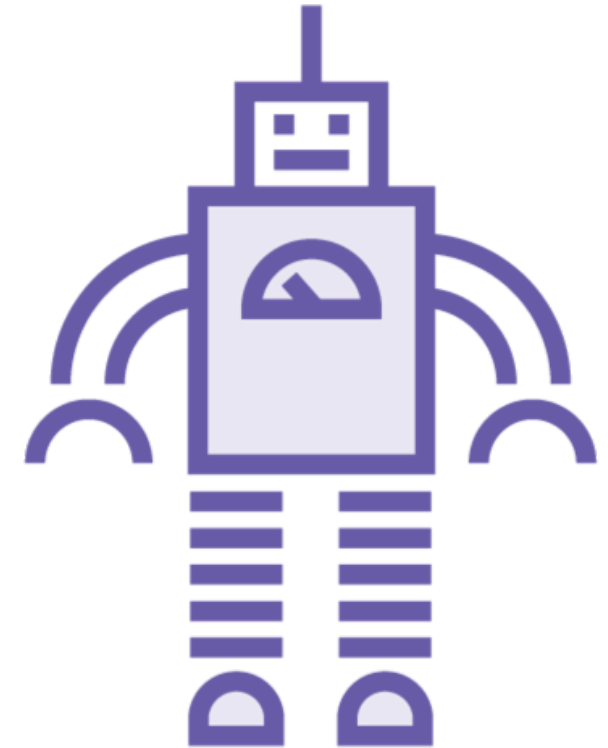
- No AI / coding knowledge required
- No Infrastructure to maintain

Basics of Power Virtual Agents

In Power Virtual Agents we create bots

Each bot has one or multiple topics

- Each topic has its own conversation logic & actions



The Pluralsight Help Bot

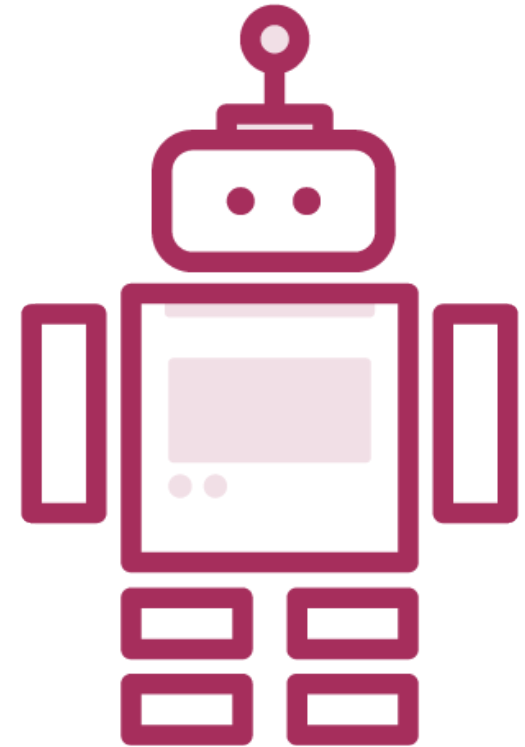
In this course, you built a Power Virtual Agents bot that will help answer common questions about Pluralsight



The Pluralsight Help Bot

The bot helps answer questions on

- Pluralsight Services
- Pluralsight Individual Subscriptions



You can publish your bot to multiple channels

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.

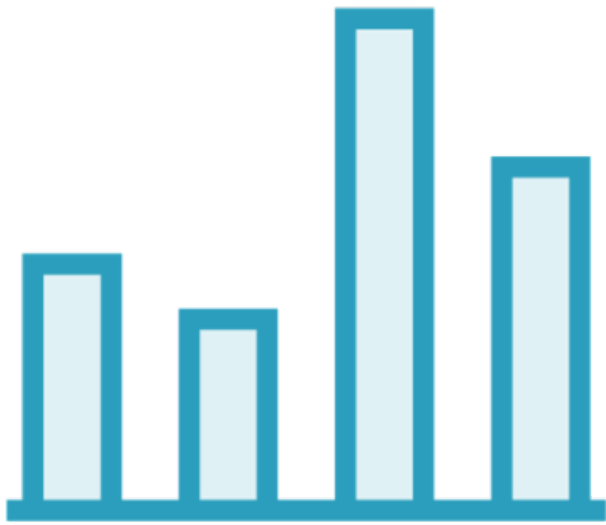


Email

Expand your bot's reach to customers on Email.



Bot & Topic Analytics



Multiple built-in reports for both bots and topics

- Customer satisfaction
- Sessions
- Billing
- Escalation rate
- Abandon rate

Analytics kept for 30 days



Learn More



Master the products of the Power Platform

- Power Automate
- Power Apps
- Power BI



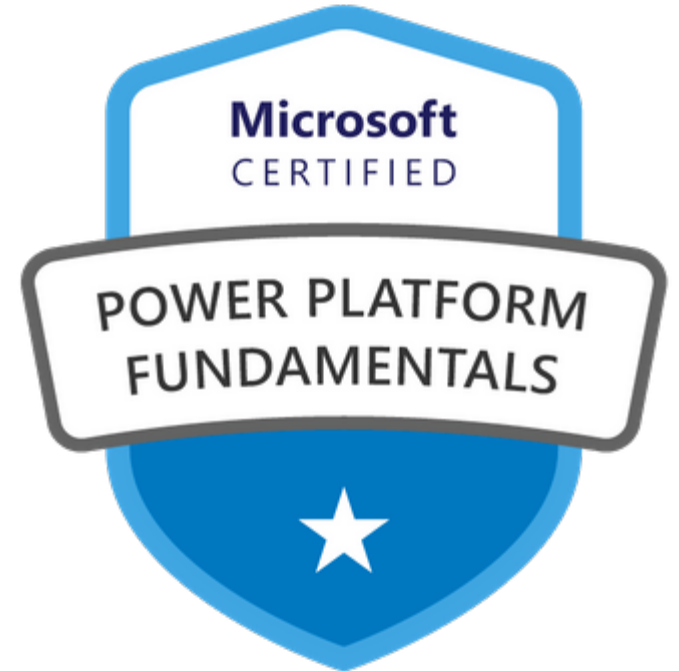
Get Power Platform Certified

Microsoft Certified: Power Platform Fundamentals

- Candidates for this exam are users who aspire to improve productivity by automating business processes, analyzing data to produce business insights, and acting more effectively by creating simple app experiences.

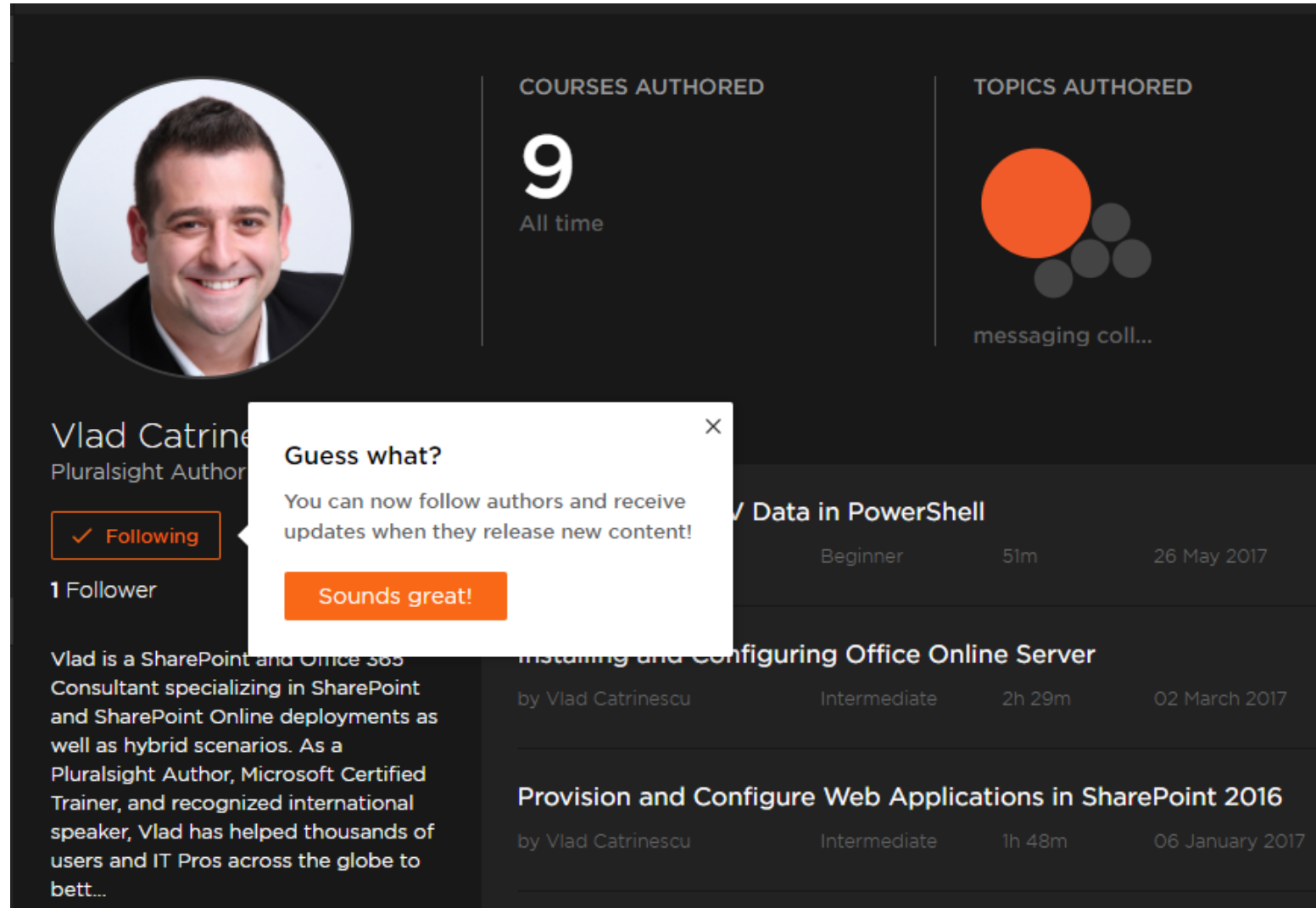
Learn more on Microsoft Learning

- <https://docs.microsoft.com/en-us/learn/certifications/exams/pl-900>



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1 Follower

Vlad is a SharePoint and Office 365 Consultant specializing in SharePoint and SharePoint Online deployments as well as hybrid scenarios. As a Pluralsight Author, Microsoft Certified Trainer, and recognized international speaker, Vlad has helped thousands of users and IT Pros across the globe to bett...

Course Title	Level	Duration	Release Date
Working with Data in PowerShell	Beginner	51m	26 May 2017
Installing and Configuring Office Online Server	Intermediate	2h 29m	02 March 2017
Provision and Configure Web Applications in SharePoint 2016	Intermediate	1h 48m	06 January 2017



Thank You!



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