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	Reduce costs	Improve customer satisfaction
Allow everyone in your organization to create bots themselves, without needing to go trough IT or expensive AI consultants	By easily automating common inquiries and freeing human agent time to deal with more complex issues	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

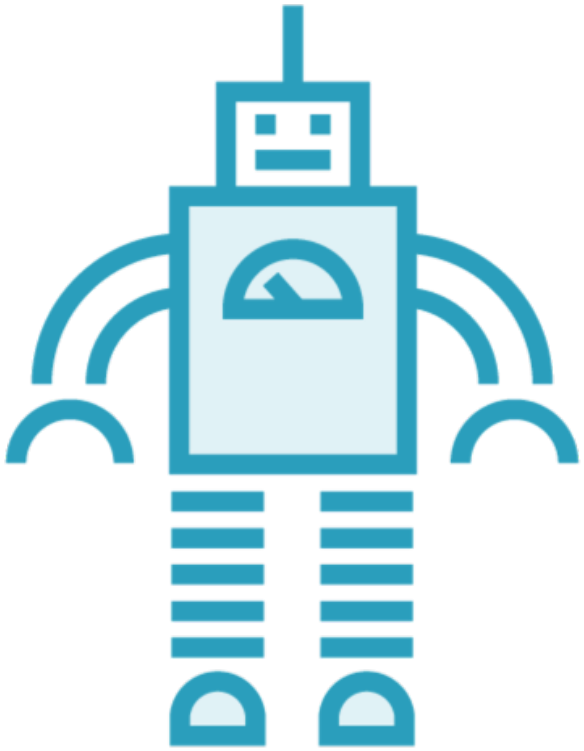
Not included with Office 365 / Power Apps / Power Automate

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

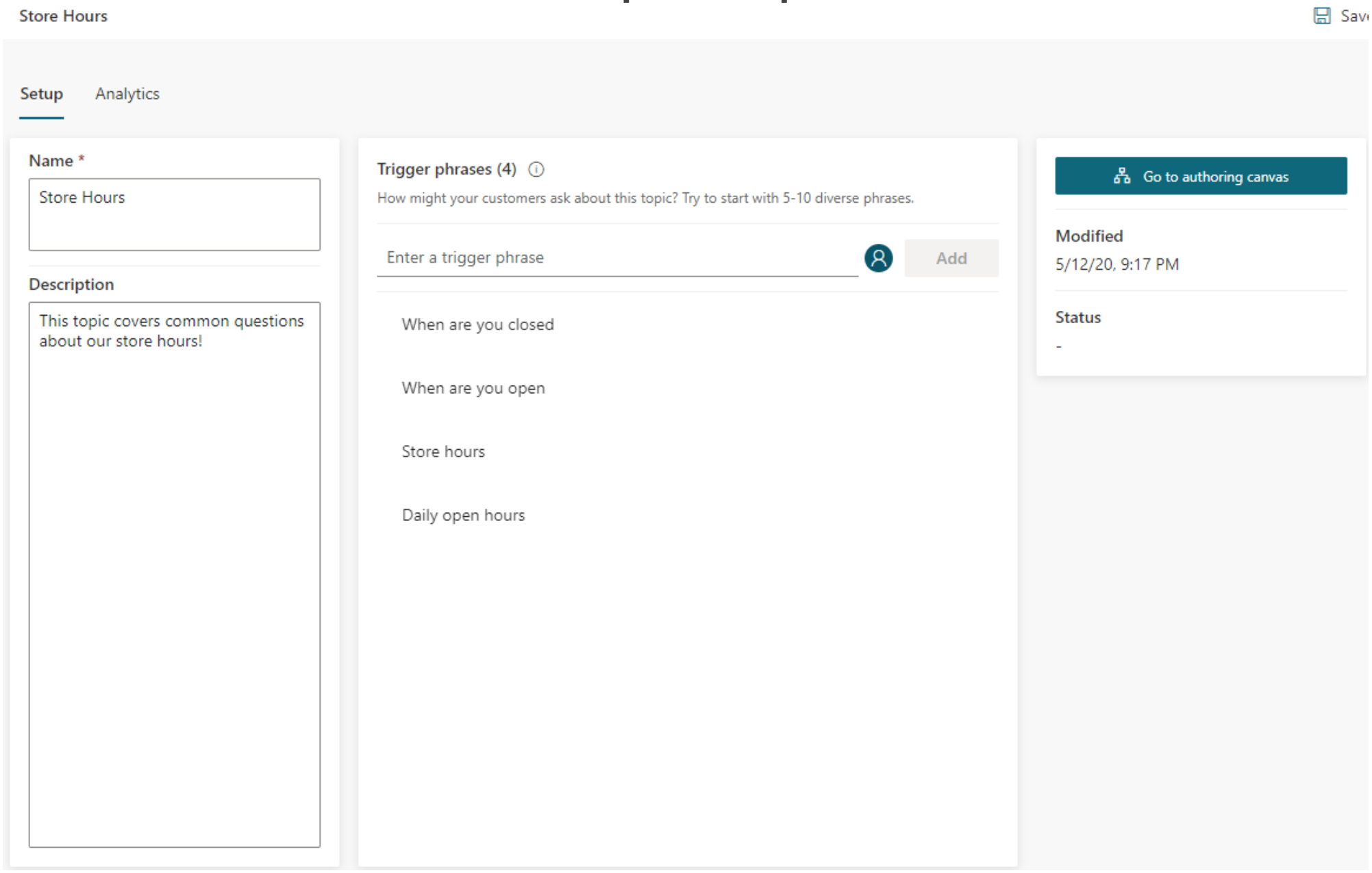
Power Virtual Agents can understand natural language

- Open hours > Store hours

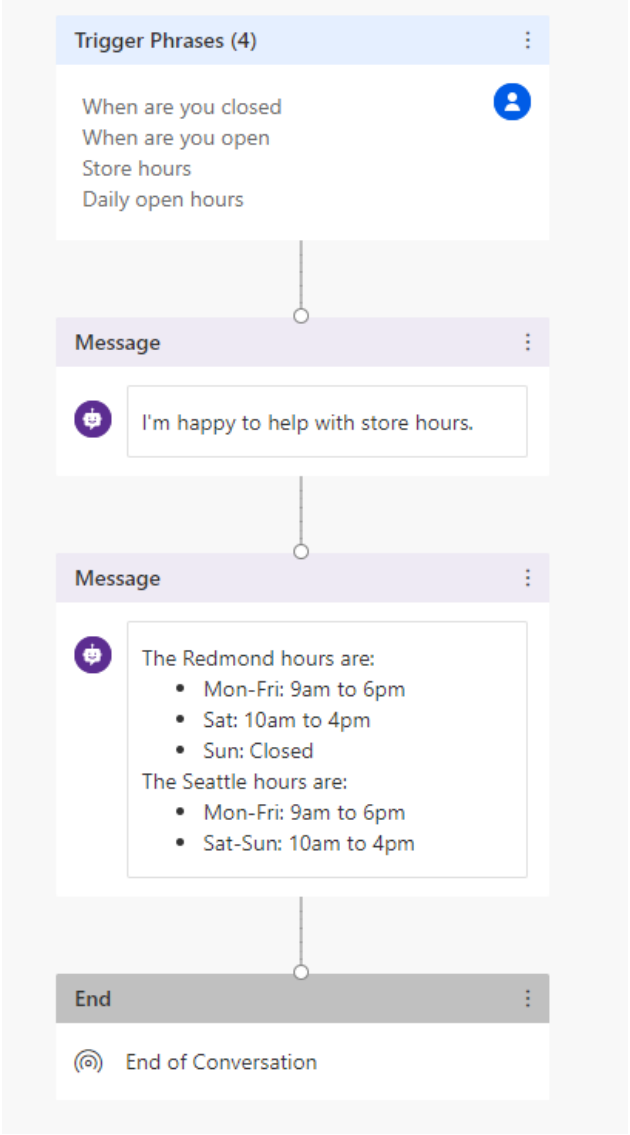
Two types of topics

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

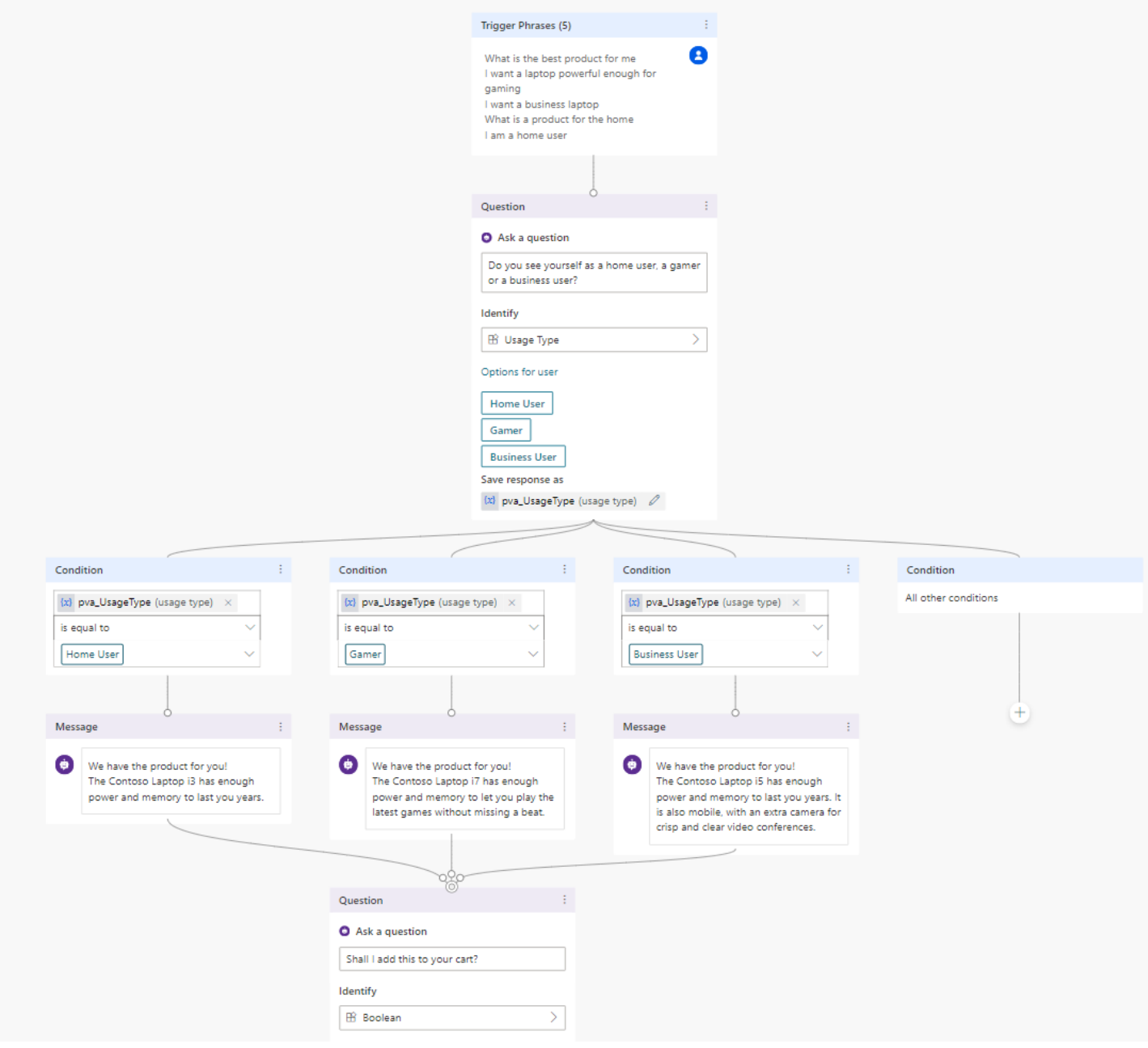
Sample Topic



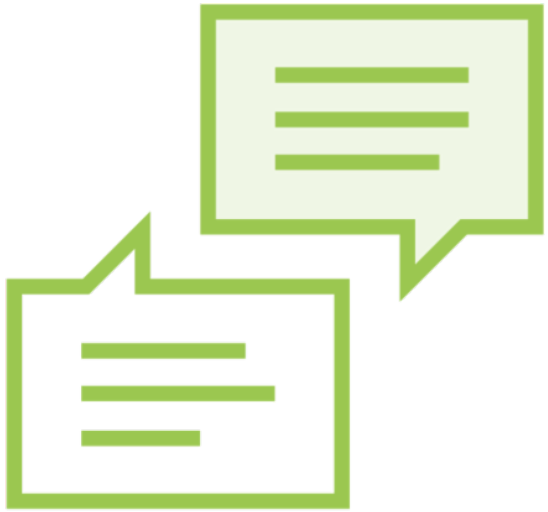
Each Topic Has Its Own Conversation Logic



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

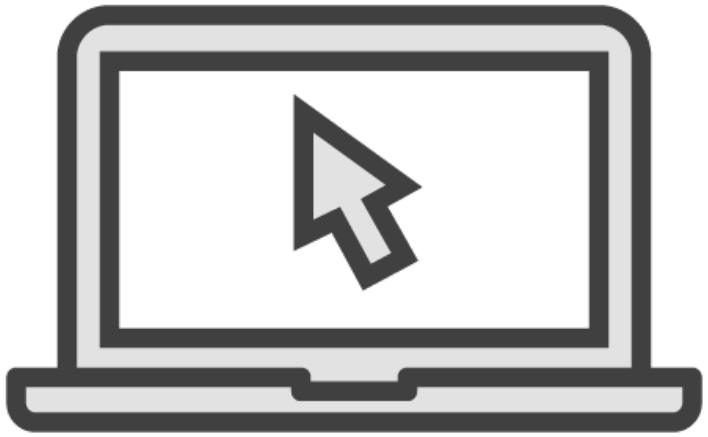
Prebuilt entities for common information

Create your own custom entities

Use entities to store your business information

- Ex: Departments

Accessing the Power Virtual Agents Center

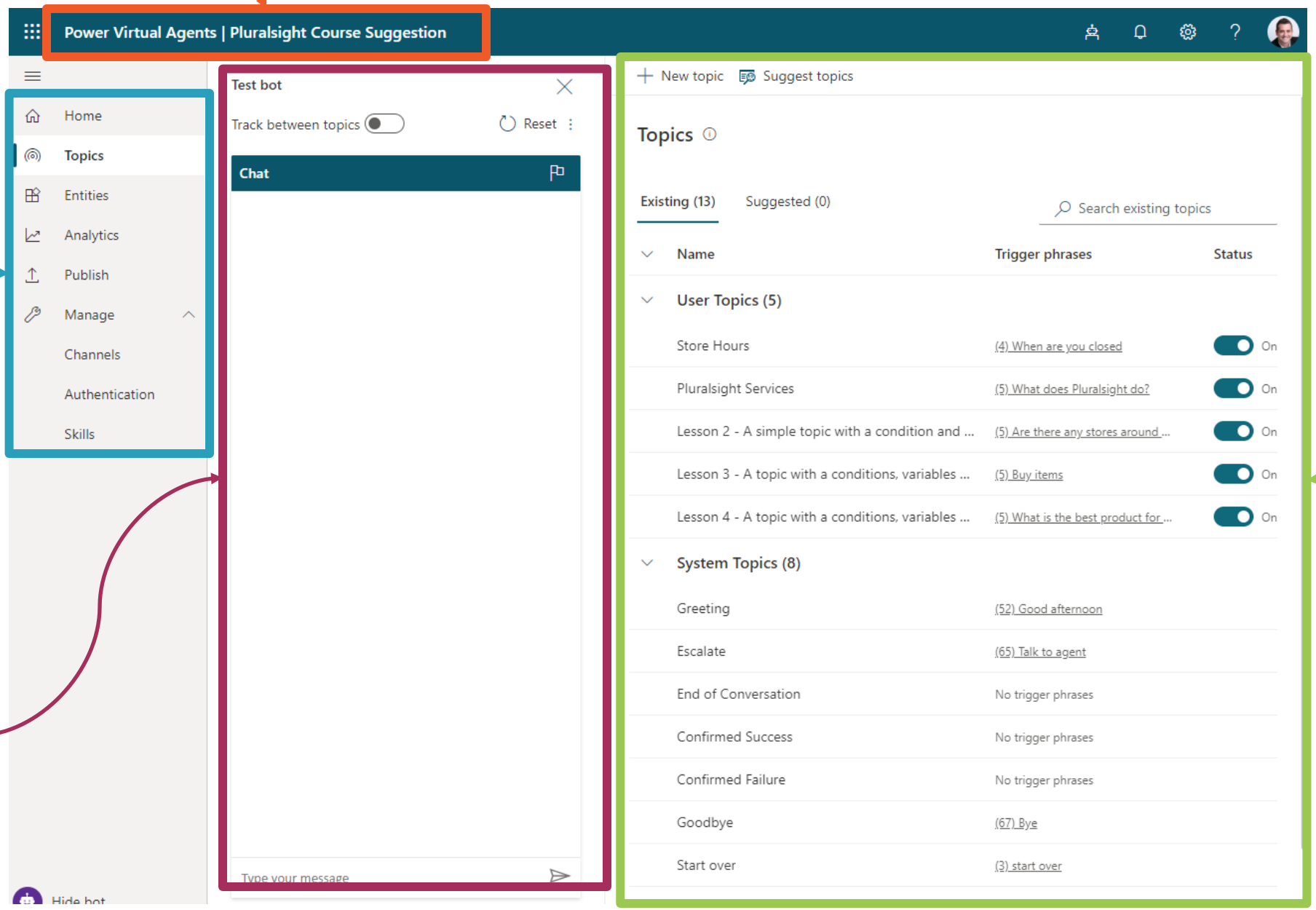


Web based interface

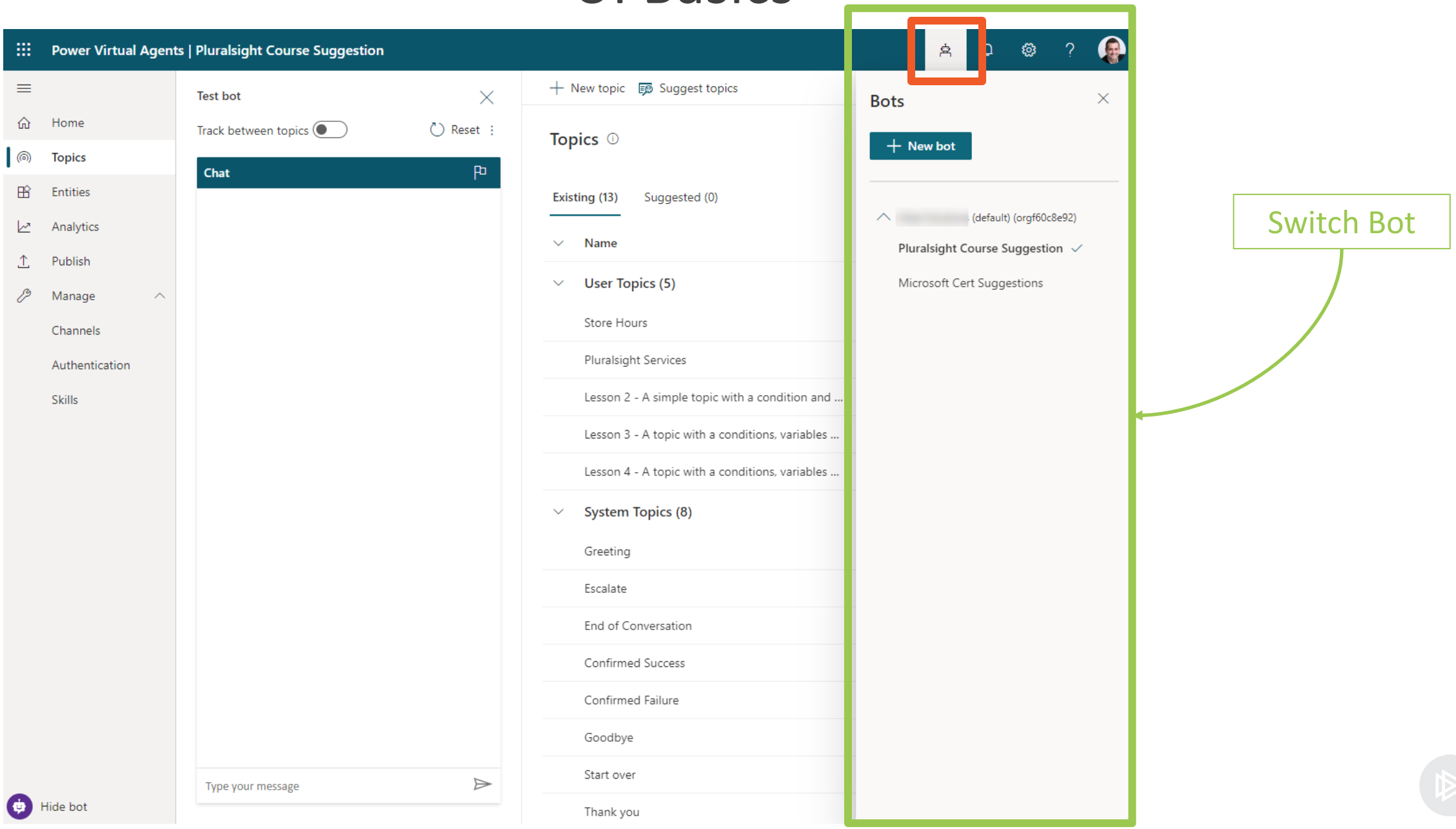
- https://powerva.microsoft.com/

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

UI Basics


Bot Name
Power Virtual Agents | Pluralsight Course Suggestion
Navigation
Home
Topics
Entities
Analytics
Publish
Manage
Channels
Authentication
Skills
Test bot
Track between topics
Reset
Chat
Type your message
Hide bot
Bot Tester
New topic
Suggest topics
Topics
Existing (13)
Suggested (0)
Search existing topics
Name
Trigger phrases
Status
User Topics (5)
Store Hours
(4) When are you closed
On
Pluralsight Services
(5) What does Pluralsight do?
On
Lesson 2 - A simple topic with a condition and ...
(5) Are there any stores around ...
On
Lesson 3 - A topic with a conditions, variables ...
(5) Buy items
On
Lesson 4 - A topic with a conditions, variables ...
(5) What is the best product for ...
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
Work Canvas

UI Basics


Power Virtual Agents | Pluralsight Course Suggestion
Home
Topics
Entities
Analytics
Publish
Manage
Channels
Authentication
Skills
Hide bot
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