Power Virtual Agents in 10 Minutes

Alexander Klein



Less code more power

or

no code more power

Who am I ?



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Dataverse



Power Apps



Power Automate



Power BI



AI Builder

What is Power Platform



Power Virtual Agents

What are Power Virtual Agents?

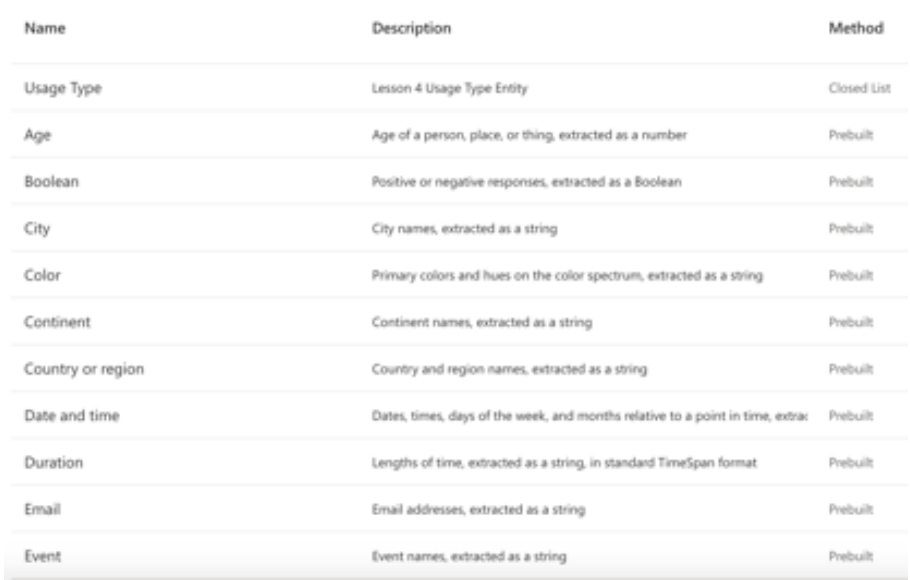
- Easily create customizable chatbots
- Using AI (Artificial Itelligence)
- Can solve easy problems
  Employees can concentrat on tougher problems and high-value interaction
- No-code graphical user interface
- Integrate with products and services you know
- Building custom workflows using Power Automate
- Complex Scenarios: Microsoft Bot Framework
- AI driven Dashboard to monitor and improve the bot

Topics

- Defines conversations of chatbot
- Author topics
  - Customize provided templates
  - Creat new topics from scratch
  - Get suggestions from help sites
- Topic has trigger phrases – relates to specific issue
  - Keywords
  - Phrases
  - Questions
  - Define how chatbot responds
- Uses AI to understand natural language
- Test in Test Chatbot Pane

Entities

- Key part: Natural Language understanding
- Identifying entities
- Entity is real world object
  - ZIP Code
  - City
  - Person‘s Name
- Prebuild Entities (most commen things)
  - Age
  - Color
  - Number
- Custom Entities
  - User definde entities
  - For a special purpose



Name	Description	Method
Usage Type	Lesson 4 Usage Type Entity	Closed List
Age	Age of a person, place, or thing, extracted as a number	Prebuilt
Boolean	Positive or negative responses, extracted as a Boolean	Prebuilt
City	City names, extracted as a string	Prebuilt
Color	Primary colors and hues on the color spectrum, extracted as a string	Prebuilt
Continent	Continent names, extracted as a string	Prebuilt
Country or region	Country and region names, extracted as a string	Prebuilt
Date and time	Dates, times, days of the week, and months relative to a point in time, extrac	Prebuilt
Duration	Lengths of time, extracted as a string, in standard TimeSpan format	Prebuilt
Email	Email addresses, extracted as a string	Prebuilt
Event	Event names, extracted as a string	Prebuilt

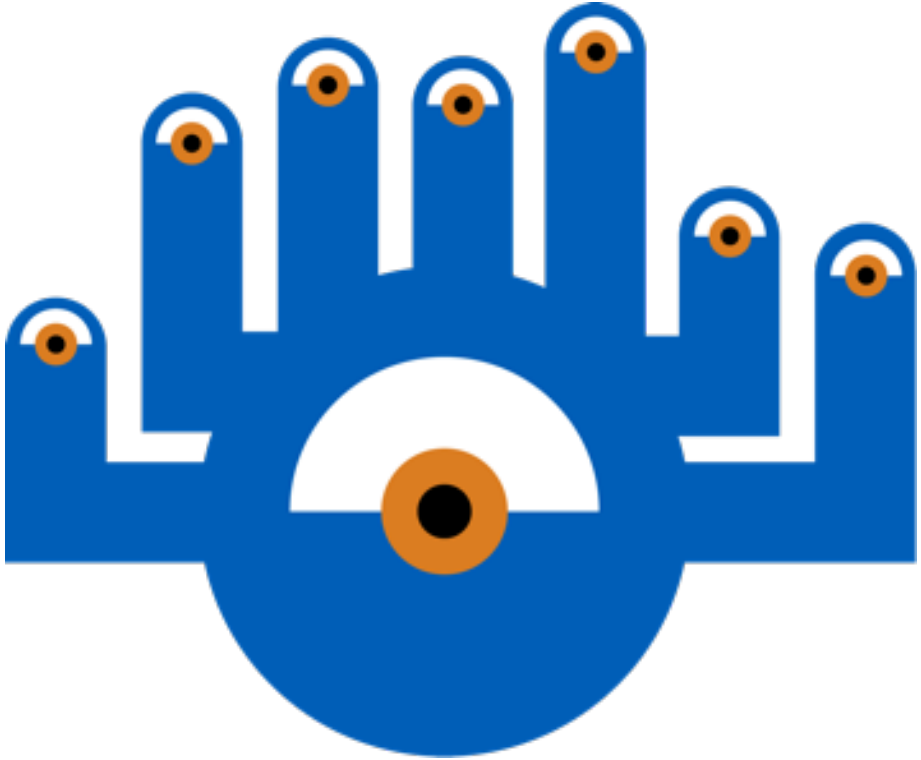
Actions

- Perform actions by call Power Atomate Flow
- Automate Activities
- Call Backend Systems
- Flow can only be called from topic in the same dataverse that th bot is in
- Flows use varibales for input und output information

Publishing

- Publish Chatbots on mutiple platofrms
  - Websites
  - Mobile Apps
  - Messanging Platorms
    - Teams
    - Facebook
- After publishing connect chatbot to additional channels
- Update Chatbot -> publish again
- Chatbot supports Authentication (OAuth2)

Demo ...



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