

# Boost Your Team's Efficiency With Power Virtual Agents

Daniel Christian  
Microsoft MVP & MCT



# Who am I and what do I do?

Microsoft MVP & MCT



dan.christian.33



danchristian19



@dchristian19



20k+ Subscribers  
500+ videos



Search: daniel christian|



- daniel christian.mvp
- daniel christian.yammer
- daniel christian.powerapps
- daniel christian.power apps



# This day is broken up by...

Introduction to conversational AI

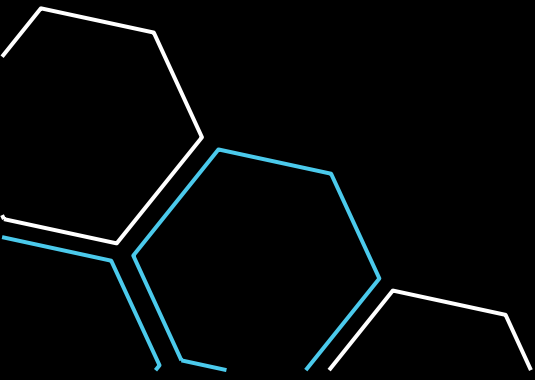
First look at Power Virtual Agents

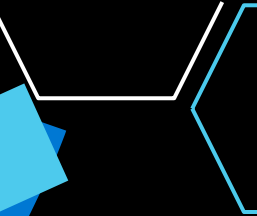
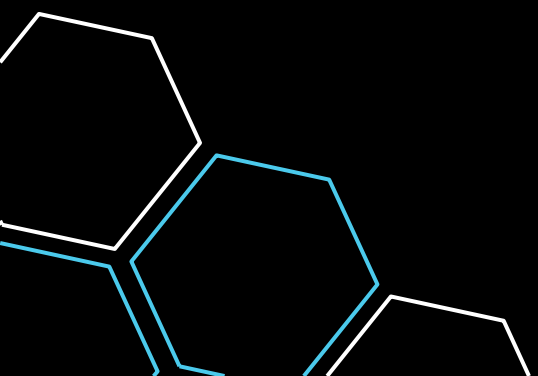
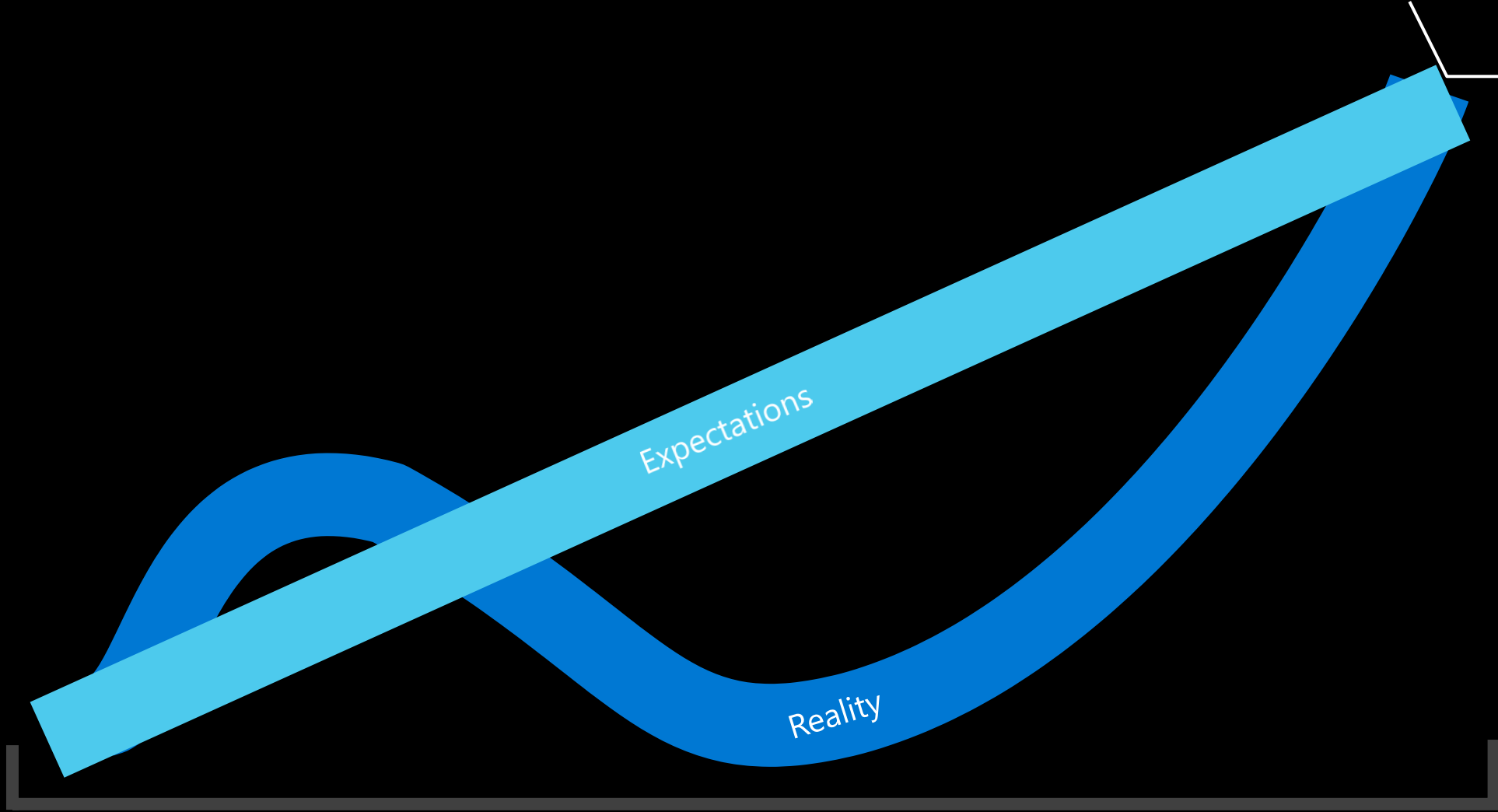
15-minute break

Build our first basic bot

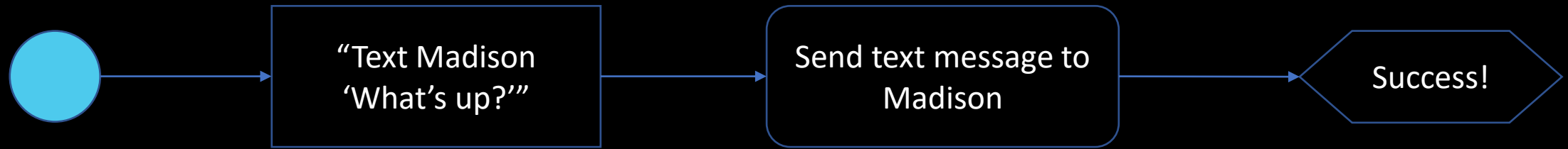
 Copilot Bonus

Closing



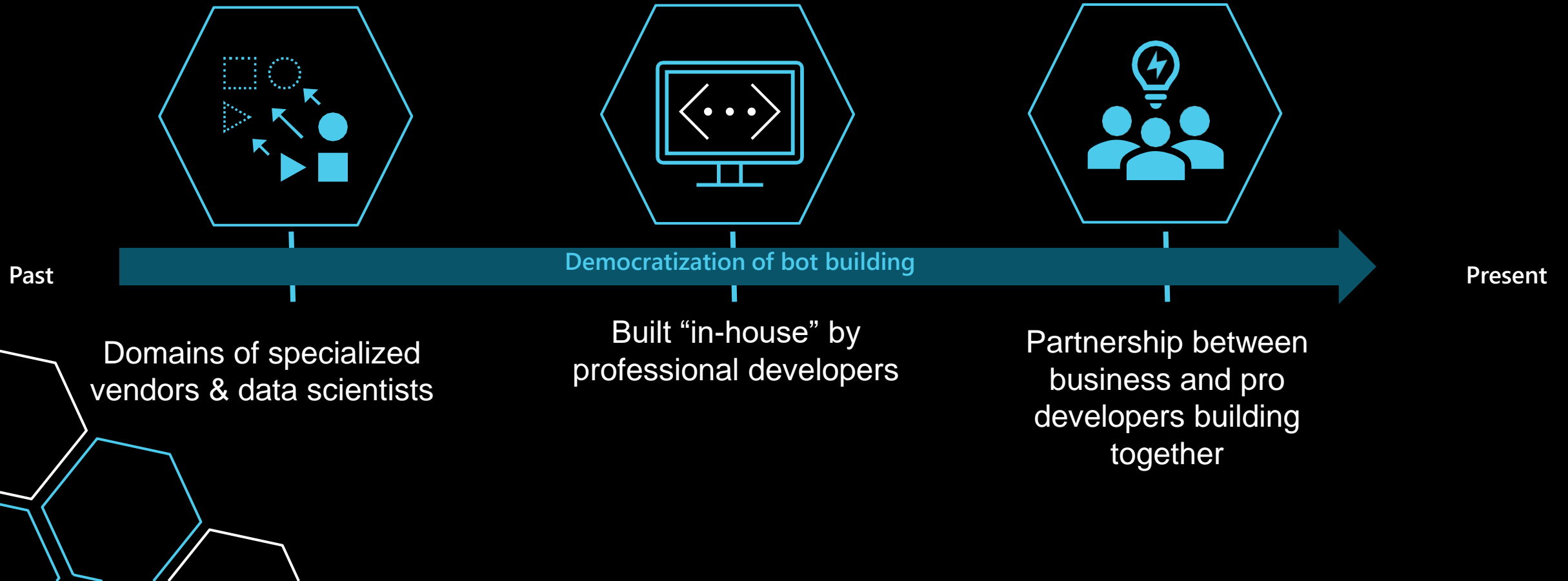


It's easy to know where to begin and end...

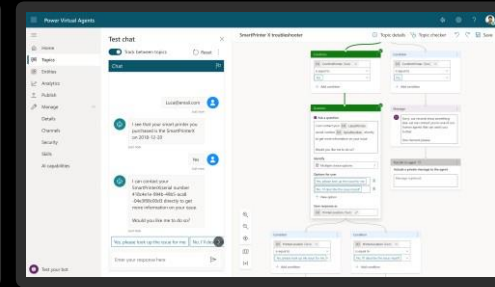
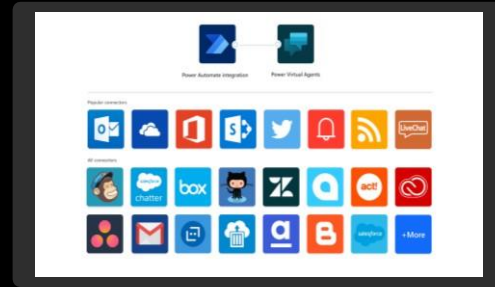
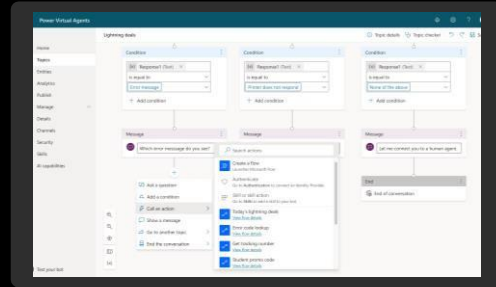
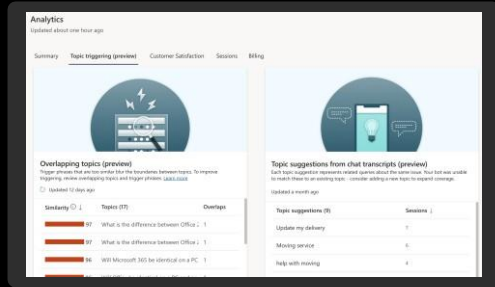
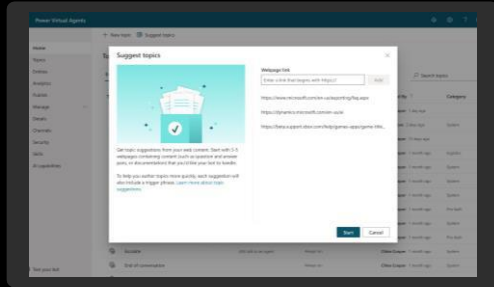




# Evolution of building Conversational AI



# Empower everyone in your organization to create bots



## Get started easily

Point the AI to your website to automatically build topics, getting started within a few clicks. Using Microsoft QnA Maker technology.

## Democratize AI

Engage in tailored conversations that context with built-in slot-filling and contextual awareness capabilities.

## 450+ Pre built

Extend your conversations to interact with third-party services.

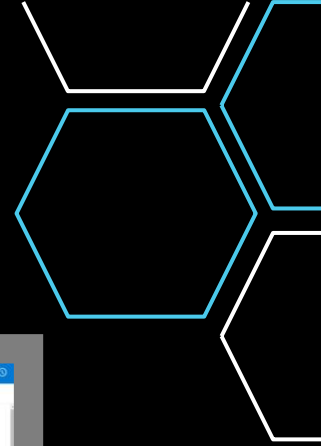
## Multi channel functionality

Available everywhere your bot wherever you engage with customers and colleagues. Websites, mobile apps, Facebook, Teams and

## Low code

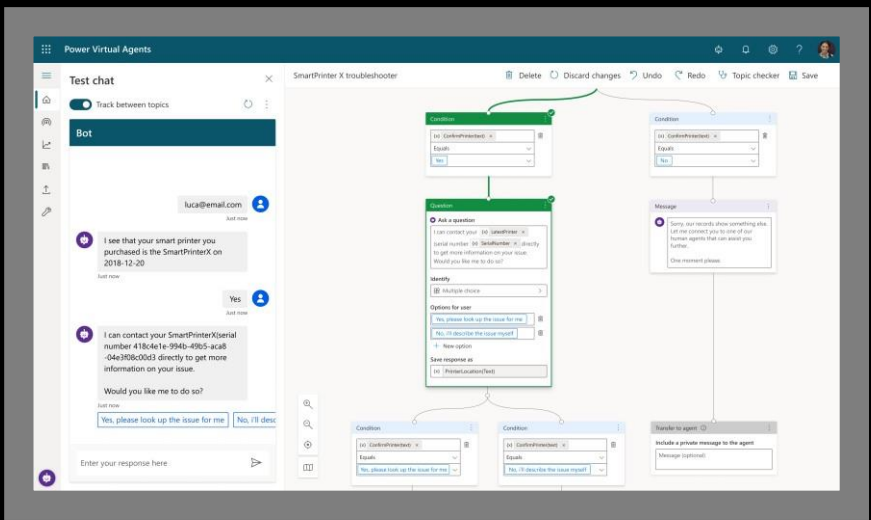
## Authoring canvas

Easily create, test, and maintain bots through a simple, intuitive graphical interface



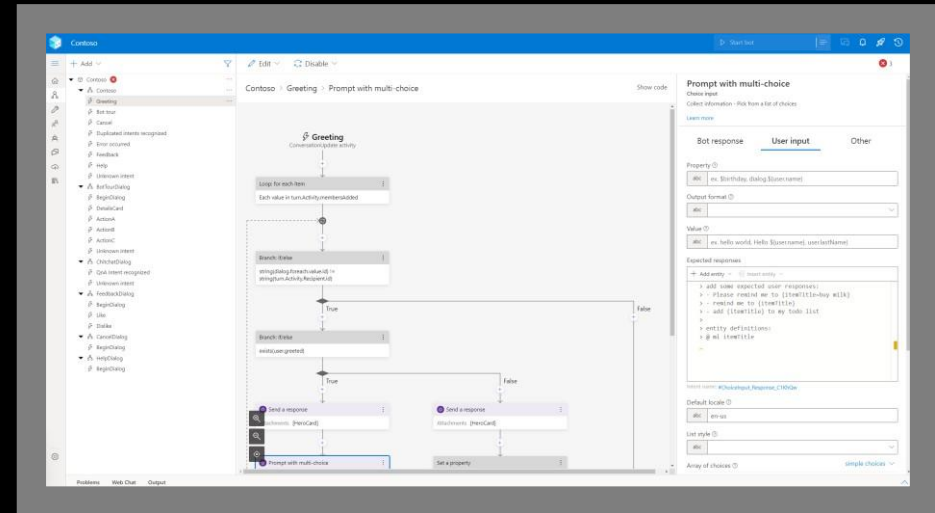
# Building bots today

## Low-code



SaaS hosted low/no-code  
Built on Azure Bot Service and Bot Framework  
+Voice Channels for Dynamics 365 Customer Service

## Pro-code



Build bots with code  
Composer offered a visual authoring canvas, built on top

# The evolution of Power Virtual Agents

The screenshot displays the Power Virtual Agents interface for a bot named 'Fabrikam bot'. The interface is divided into three main sections: a chat window on the left, a central flowchart editor, and a variables panel on the right.

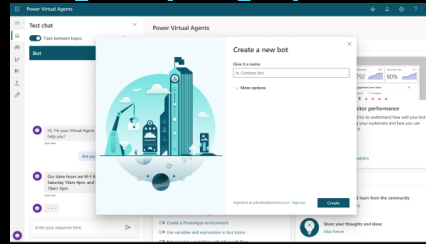
**Chat Window (Left):** Shows a conversation with the virtual agent. The agent's messages include a greeting, a request for a return reason, a request for a code to confirm identity, and a prompt for more time. The user's responses include 'Hi, I need help with a return.', 'No problem! What is the reason for your return?', 'Found an item I like better', and 'Do you need more time, or would you like me to send the code again?'. The user has also provided the code '679356'.

**Flowchart Editor (Center):** Shows the logic for the 'VerifyID' topic. The flow starts with an 'Identify' step where a 'Pattern' is used to identify the user. The response is saved as 'EnteredCode' (number). This leads to a 'Condition' step that checks if 'EnteredCode' is equal to 'SentCode'. If true, it proceeds to a 'Set variable value' step where 'VerifiedID' (boolean) is set to 'Yes'. If false, it leads to another 'Condition' step. A 'Select a variable' dialog is open, showing a list of variables including 'VerifiedID' (Boolean), 'global.Purchases' (List, record), 'global.SelectedPurchase' (Record), 'EnteredCode' (Number), 'Decision' (Boolean), 'TimeoutCount' (Number), and 'TimeoutSetting' (Number).

**Variables Panel (Right):** Shows the current state of variables for the 'VerifyID' topic. The variables are:

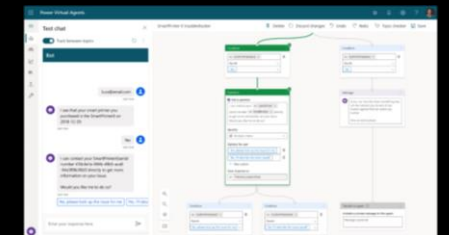
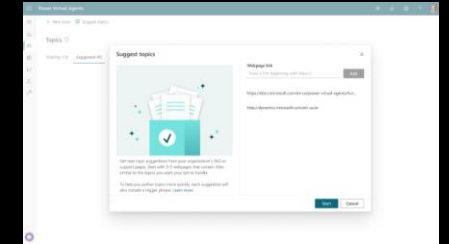
- UserID (text) = 42e3c37a-02f4-4dff-a748-ff94f09defa
- global.UserPhone (text) = 000-555-1234
- EnteredCode (number) = 679356
- VerifiedID (boolean) = Yes
- TimeoutCount (number) = 0 min
- TimeoutSetting (number) = 3 min
- Decision (boolean) = More time

# Create bot using simple, graphical interface



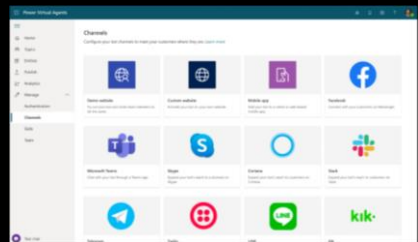
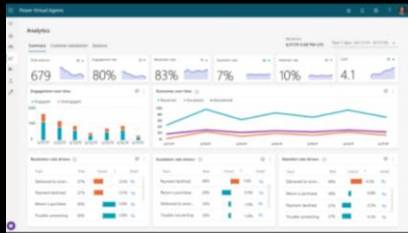
Create Bot using simple, graphical interface

Get starter topics to build upon (from FAQs, sites, etc)



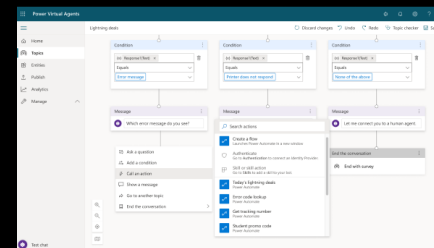
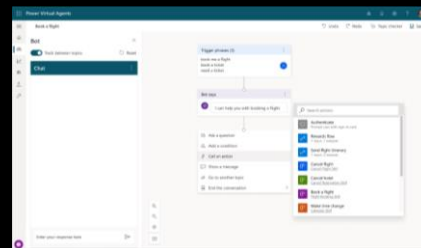
Author topics with NL, slot extraction, variables, etc

Monitor Bot performance and improve



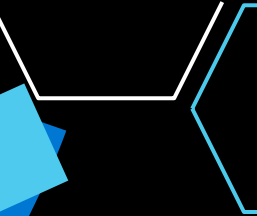
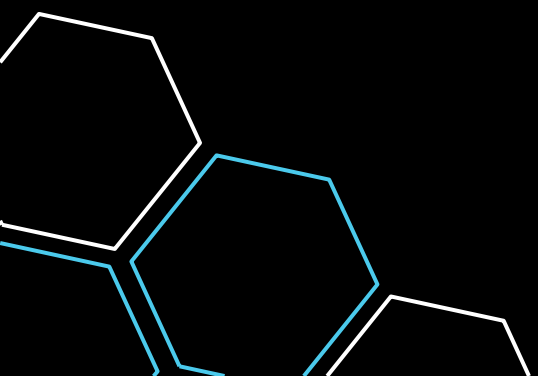
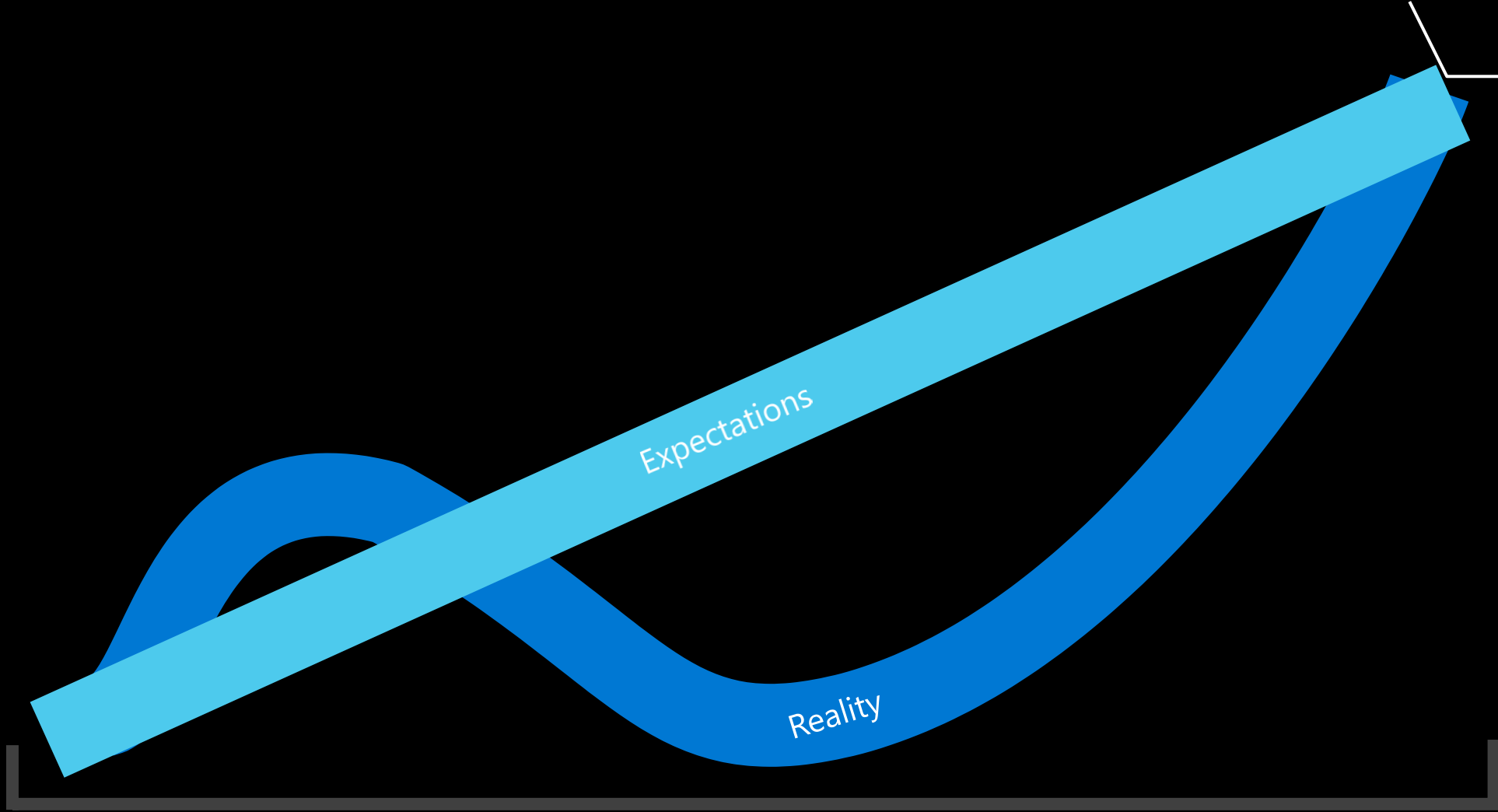
Public Bot to BF channels

Extend Bot with BF Skills for complex scenarios

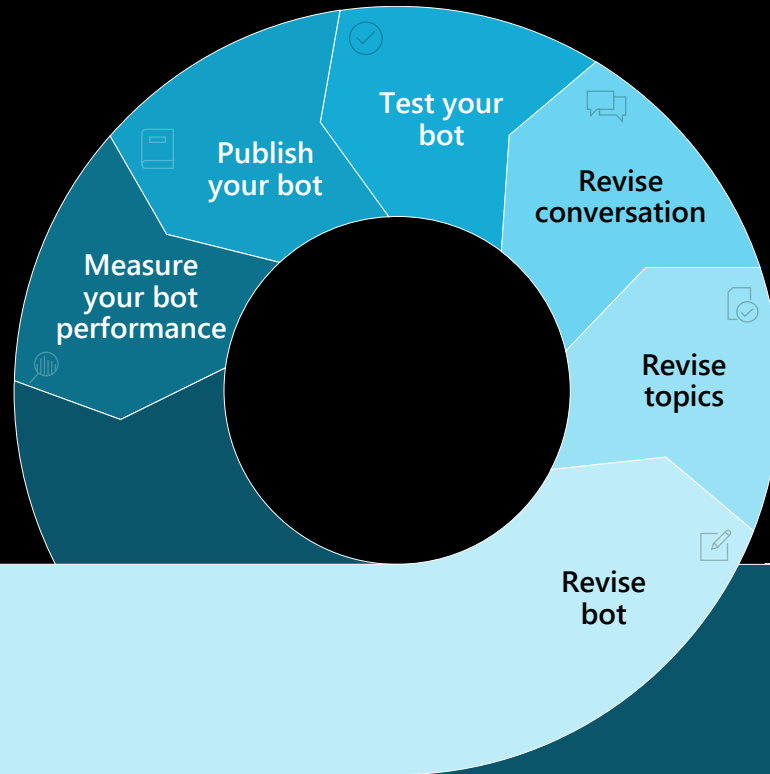
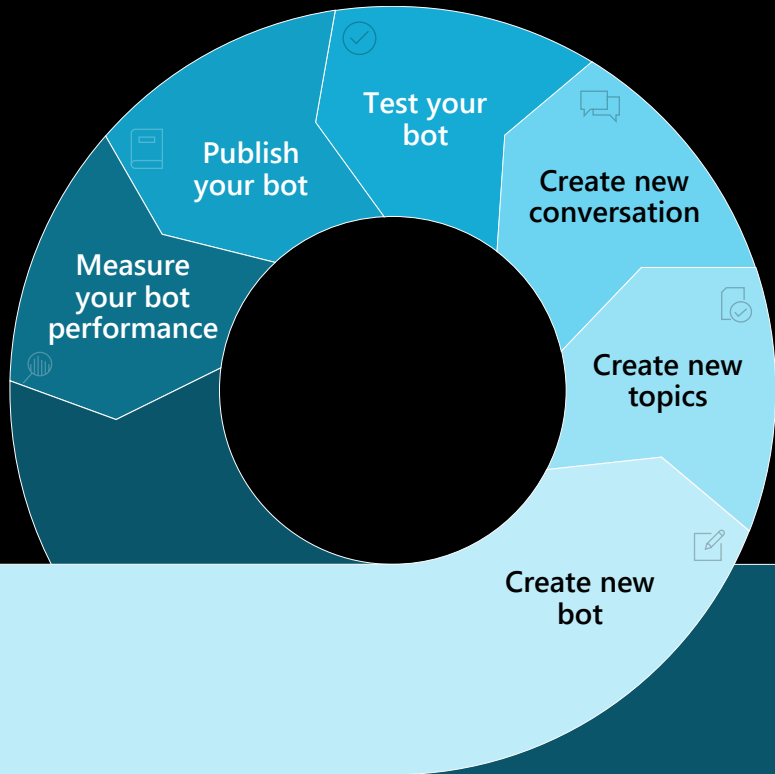


Integrate Bot with backend APIs using MS Flow



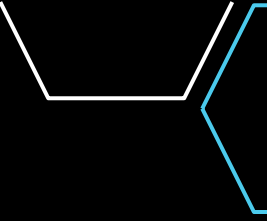
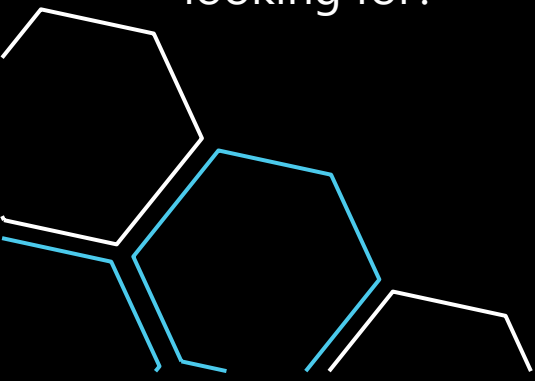


# Chatbot Creation Process overview



# Questions to help you get started

- What does it mean for your bot to truly answer their questions?
- What are some unexpected responses your bot may encounter?
- What data might you need access to and need to integrate with various systems to do so?
- What assumptions do your users have when they engage with your bot?
- What context do your users have when talking with your bot, and does this solution fit that mental model?
- How can you design a bot that is easy for your users to navigate and find the answers they are looking for?



# Who is a “user”?



## User

A person who uses a product or service.

## Things to keep in mind

---

- Who is your user?
- What types of conversations will your bot be having with this audience?
- And lastly where will these conversations take place ?
- Don't forget who you're designing for

# Best practices



Understand your user



Keep it simple and clear



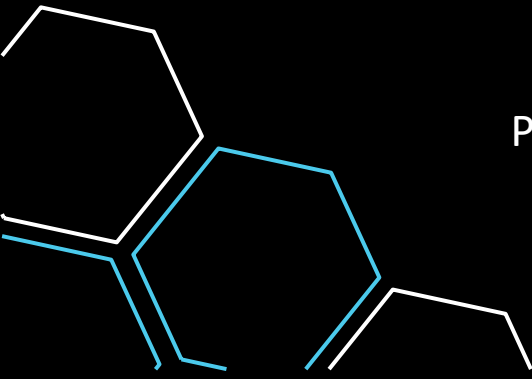
Be inclusive



Personality is important



Use the right tools



# in your industry

### Government

Simplify public information centers and reduce call volume

Find COVID testing center	Get childcare assistance	Report road hazard
Information and policies	Public programs	Service tickets

🚀 📄 🏠 🗨️ +

### Retail

Optimize order systems for customers and storefronts

Track my order	I want to make an exchange	Request inventory
Shipping	Manage orders	Operations

🚀 📄 🔄 🛒 +

### Financial Services

Improve customer security and lower wait times

Report lost card	Check auto loan status	Redeem points for miles
Manage accounts	Loans	Rewards programs

🚀 📄 🔄 📄 +

### Education

Cut down on administrative costs with automation

When will in-person classes resume?	How to get financial aid	I want to drop a class
Information and policies	Admissions	Class schedules

🚀 📄 📄 🗨️ +

### Travel and Transport

Improve traveler experiences with a single point of contact

How heavy can my bags be?	Choose your seat	Change my trip dates
Trip information	Upselling	Manage bookings

🚀 📄 🗨️ 📄 +

### Professional Services

Improve customer retention with straightforward service offerings

Upload an image	Meet with an advisor	Get a quote
Virtual field support	Scheduling	Lead generation

🚀 📄 🗨️ 🗨️ +

### Manufacturing

Streamline operations by enabling independent troubleshooting

I have an issue with my screen	View all inspection logs	What does my warranty cover?
Technical support	Safety and compliance	Policies

🚀 📄 🗨️ now +

### Healthcare

Reduce patient-practitioner contact time and administrative overhead

Tell us about your symptoms	Submit health insurance claim	See available times
Tele-health screening	Claims	Scheduling

🚀 📄 🗨️ 📄 +

# in your department

**Customer Service**  
Reduce call volume for quick resolutions

- Where are you located?
- Request a refund
- Describe your issue
- Centralized FAQs
- Support tickets
- Pre-screening

**Finance**  
Save time by automating budget and expense approvals

- Check payment status
- Update tax information
- Submit expenses for approval
- Invoices
- Payroll
- Budget requests

**HR**  
Improve employee satisfaction and retention

- Sign up for healthcare plan
- Book time off
- Report office issue
- Benefits
- Leave and absence
- Incident reporting

**IT**  
Optimize employee troubleshooting

- Reset my password
- How do I reconnect to the VPN?
- Refresh my laptop
- Support services
- Technical FAQs
- Equipment requests

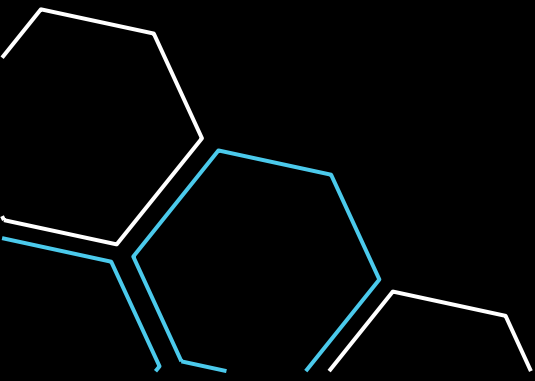
**Operations**  
Improve efficiency by digitizing paper processes

- Find case file
- Report equipment malfunction
- Check order delivery times
- Find documents
- Employee safety
- Manage inventory

**Sales and Marketing**  
Increase up-sell and conversion opportunities

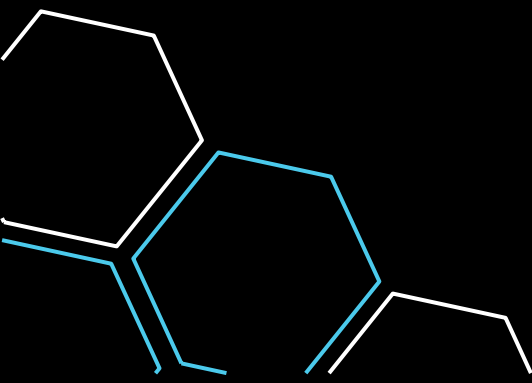
- You're eligible for a free upgrade!
- Update your email preferences
- Purchase an in-flight meal
- Promotions
- Email
- Upselling

**First Looks At**

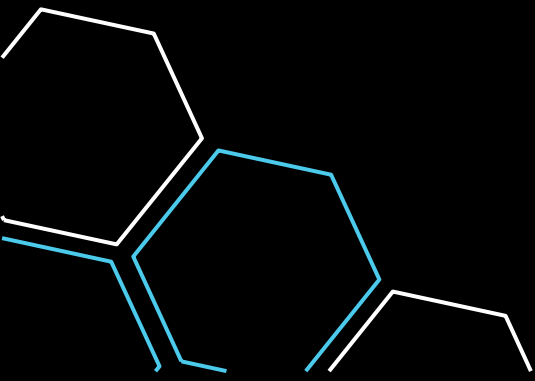




# 15 Minutes Break



# Building a static bot



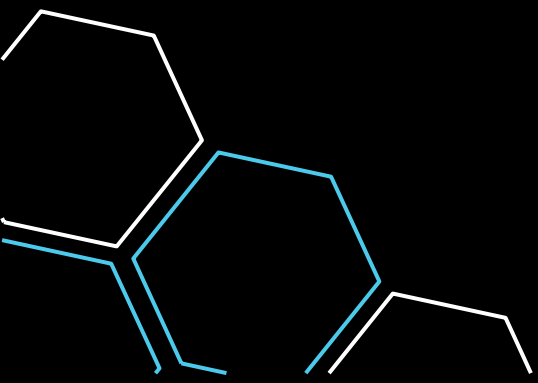
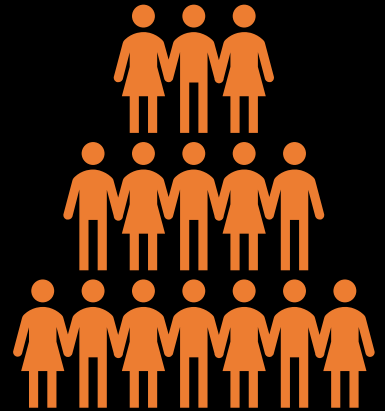
Need Service



Cheers, Inc



Offer Service



# Power Virtual Agents

COPILOT



# Boost Power Virtual Agents Conversations with GPT

Preview

Boost  
Your  
Chatbots!

Add website URLs

Use Natural Language Understanding



# Who am I and what do I do?

Microsoft MVP & MCT



dan.christian.33



danchristian19



@dchristian19



20k+ Subscribers  
500+ videos



Search: daniel christian|



- daniel christian.mvp
- daniel christian.yammer
- daniel christian.powerapps
- daniel christian.power apps



# thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكراً	Salamat Po	감사합니다
Cám ơn	شكريه	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとう ございます	ឧបត្ថម្ភគ្រប់	Dziękuję
谢谢	Tack	Mulțumesc	спасибо	Merci
תודה	多謝晒	дядкую	Ďakujem	Ευχαριστώ