Microsoft Power Platform

Power Virtual Agents
Wave 1, 2020

Ted Tøraasen – Technical Specialist, Power Platform

Easily create an Intelligent Virtual Agent

Simple, graphical bot creation

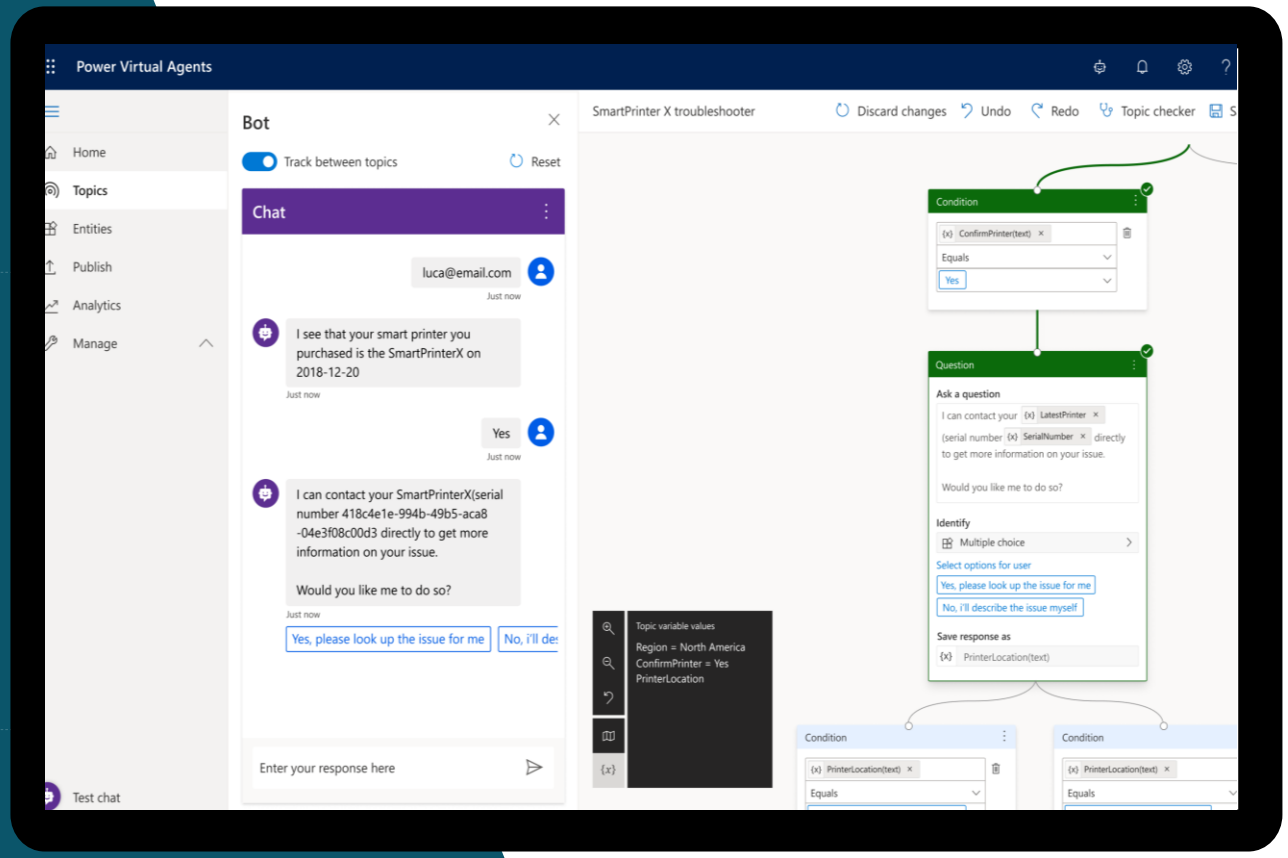
Easily test and maintain bots through a simple, easy to use graphical interface

Extract information from user responses

Recognize, extract, and act on dozens of common entities in a user's responses. For example, colors, currencies, ages, dates and times. Or create your own custom entities,
e.g. model numbers

Remember user responses

Store user information for use later in variables and use them to branch or create complex conversations

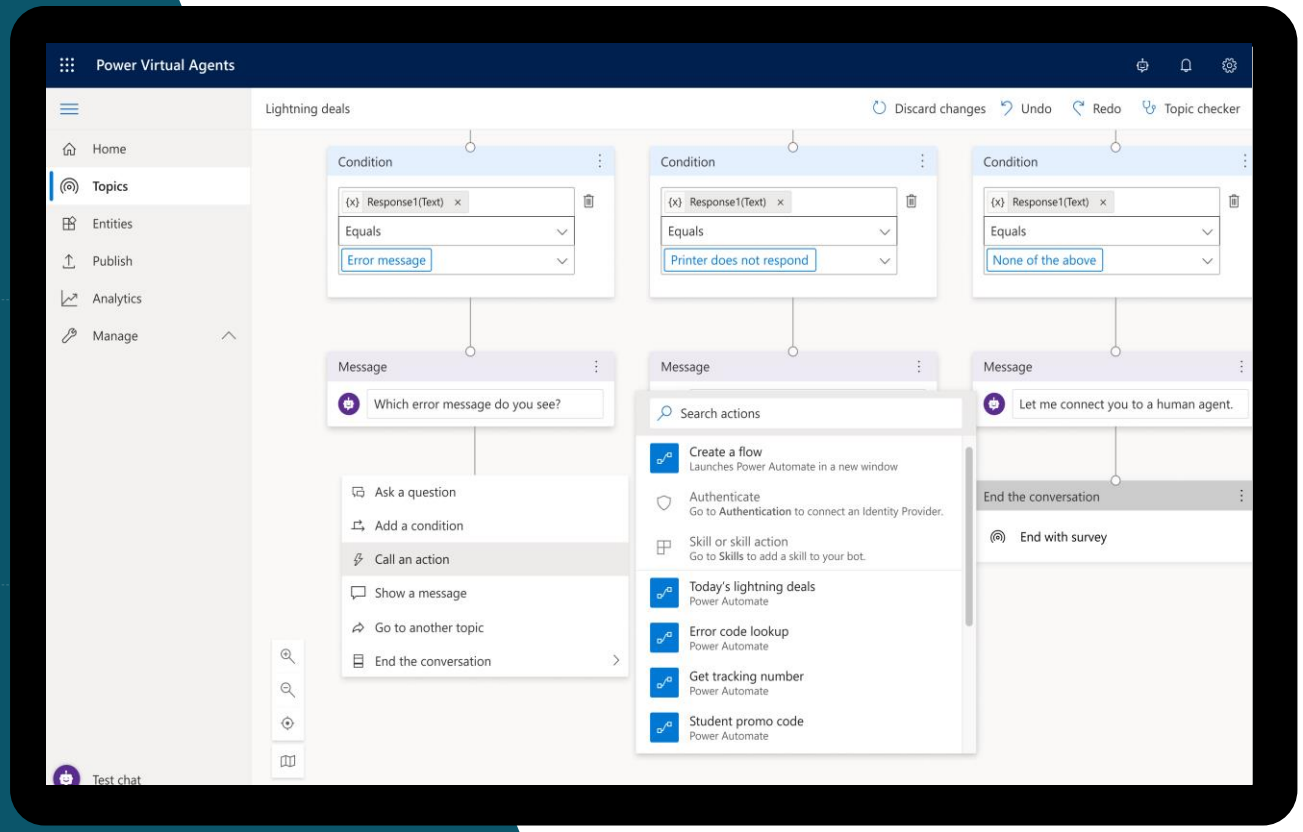


Easily integrate your virtual agent with your broader ecosystem

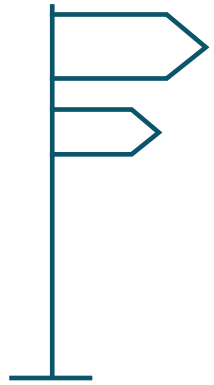
Leverage hundreds of connectors

Embed custom APIs

Add process automation with embed flow from Power Automate



The Road Ahead



Topics

- **Bot configuration**
  - The bot can be configured to suit the individual needs of an organization and to provide further extensibility with other services and features
- **Core authoring**
  - Use the authoring canvas in Power Virtual Agents to create and edit topics and add trigger phrases and variables. Extend your bot's conversational capabilities with Power Automate.
- **Enable voice interactions**
  - Use Power Virtual Agents voice capabilities to connect your bot to a phone line and enable voice interactions for your users. Expand your bot's conversational capabilities with Microsoft Cognitive Services.

Bot configuration

Configure the bot to suit business needs

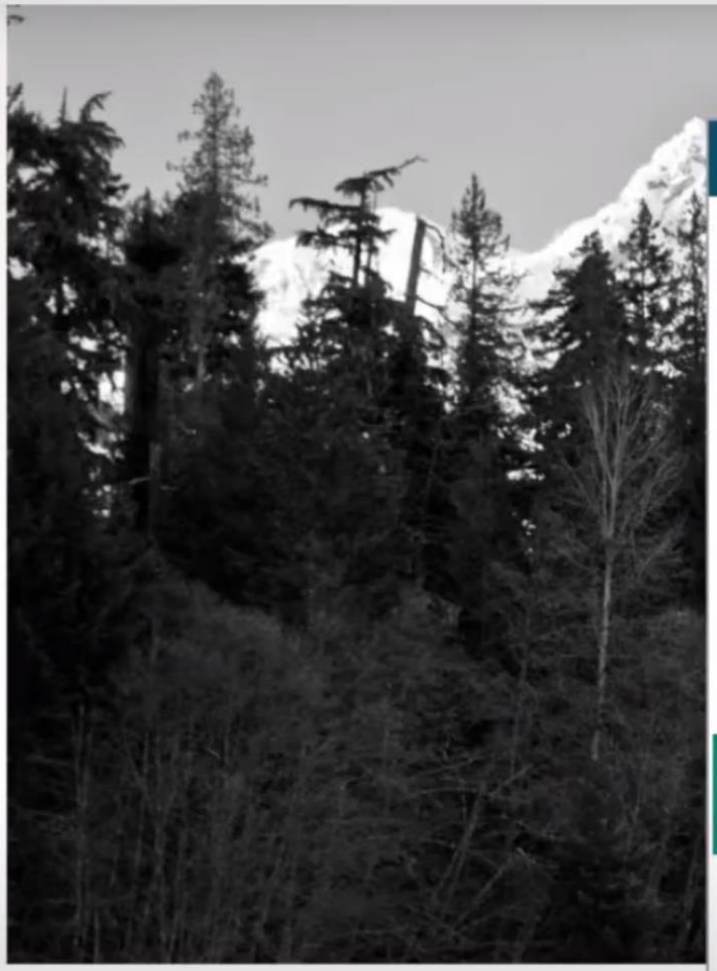
Feature	Enabled for	Public preview	General availability
Addition of a new data location Canada	End users by admins, makers, or analysts	-	✔ Apr 1, 2020
Create and manage Power Virtual Agents directly from Power Apps	Admins, makers, or analysts, automatically	-	Apr 2020
Customizable bot behavior when no topic is triggered	Admins, makers, or analysts, automatically	-	✔ Apr 1, 2020
Single Sign-On	Admins, makers, or analysts, automatically	-	Jun 2020
Add a Power Virtual Agents bot into Power Apps canvas app	Admins, makers, or analysts, automatically	-	Aug 2020

Single Sign On

Search Cart Cleber

Contoso Ski Shop

Welcome to the Contoso Ski Shop. We have the best Skis, Snow Boards, Boots, and Accessories for your winter sports.



SKIS > SNOW BOARDS > BOOTS >

2020 Wave 1 Video Bot

Hello

Just now

Hello, Cleber!

I'm a virtual agent. I can help with account questions, orders, store information, and more for your winter sport needs.

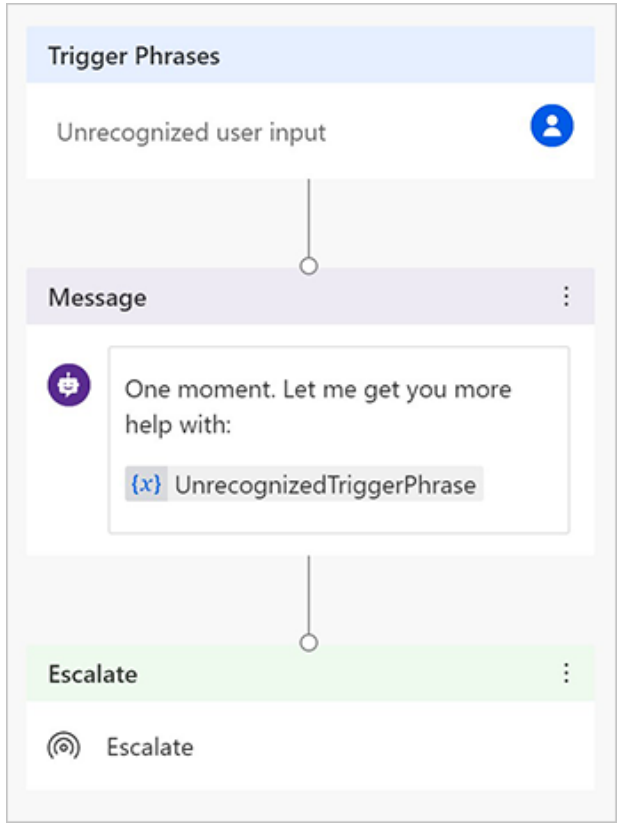
If you'd like to speak to a human agent, let me know at any time.

So, what can I help you with today?

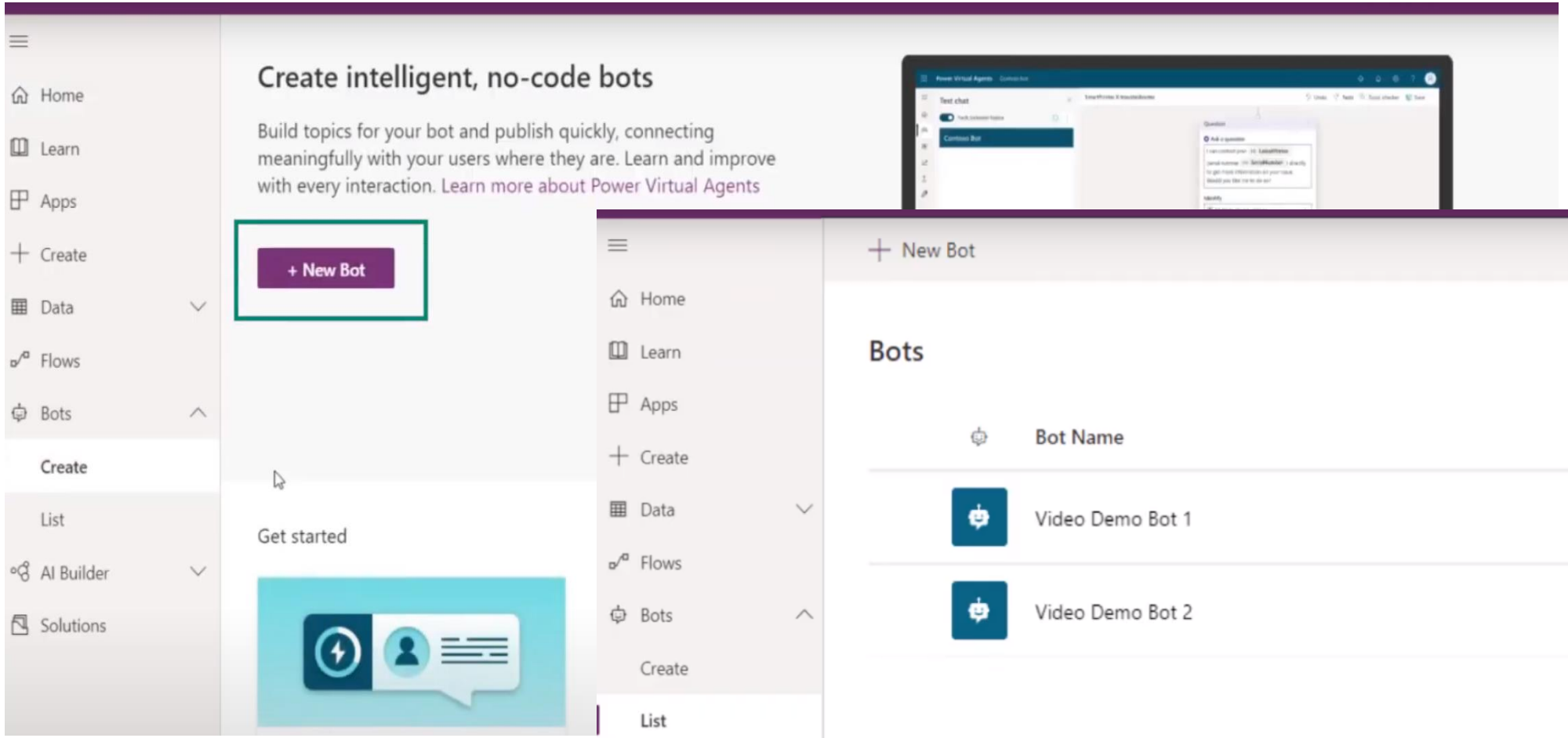
Just now

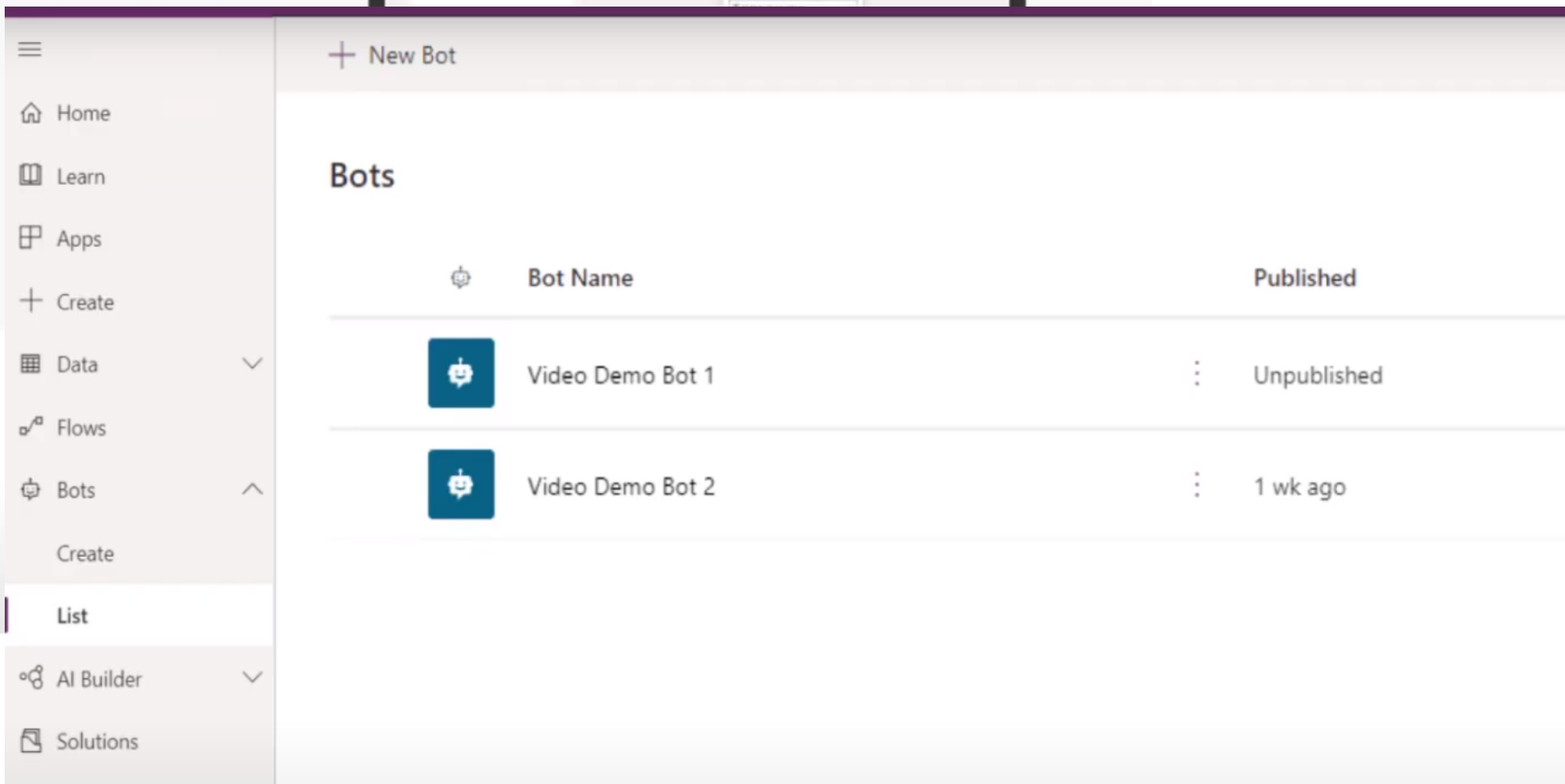
Type your message

Customizable bot behavior when no topic is triggered



Create and manage Power Virtual Agents directly from Power Apps



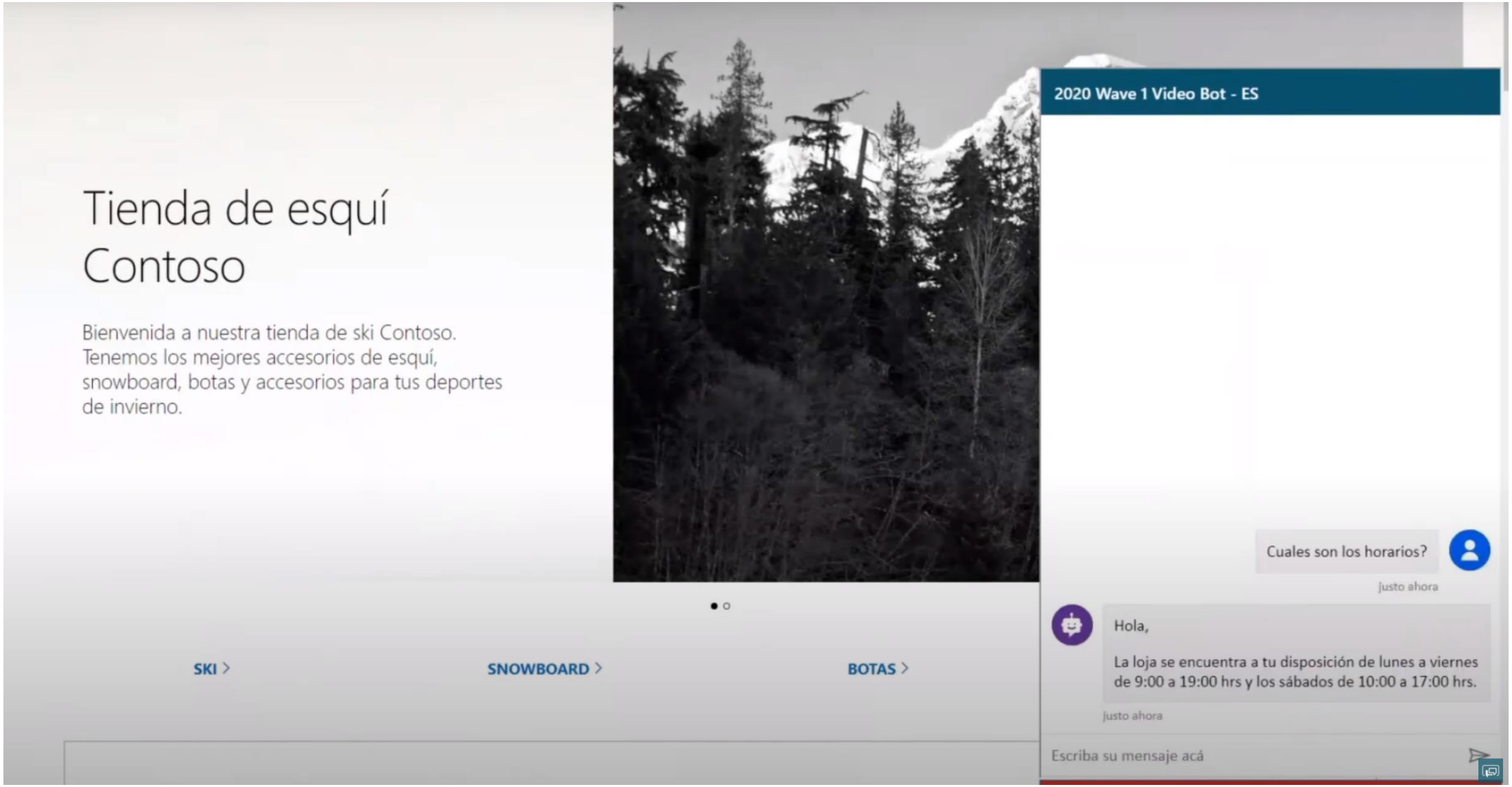


Core authoring

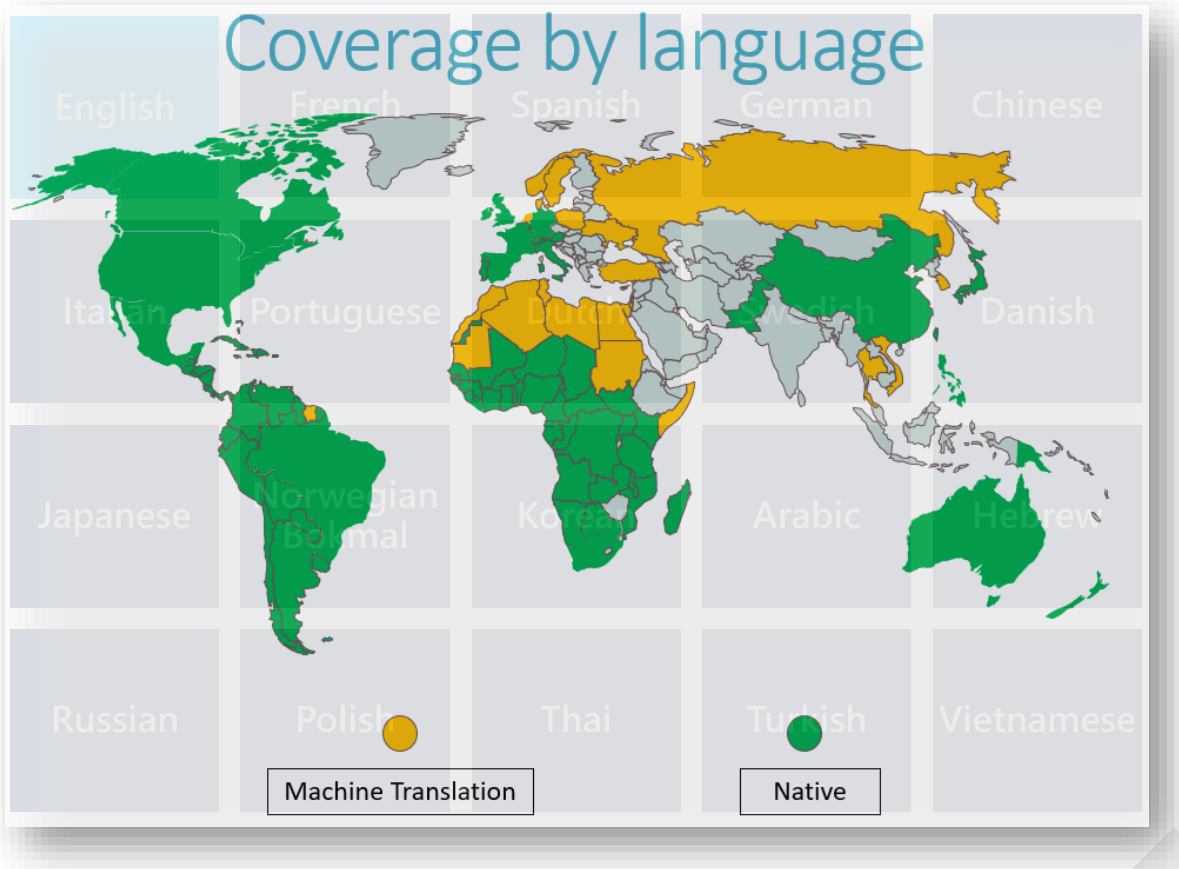
Utilize the Power Virtual Agents conversational editor to construct your dialogs, add variables or synonyms, and incorporate Power Automate flows that enable you to connect to other systems.

Feature	Enabled for	Public preview	General availability
Export and import bots using solutions	Admins, makers, or analysts, automatically	Apr 2020	-
Improved Power Automate flow integration in Power Virtual Agents	Admins, makers, or analysts, automatically	-	Apr 2020
Pass context to a bot from the calling site	Admins, makers, or analysts, automatically	-	Apr 2020
Use global variables across topics within a bot	Admins, makers, or analysts, automatically	-	Apr 2020
Multiple users can edit topics at the same time within a bot	Admins, makers, or analysts, automatically	-	Jun 2020
Add images and videos to topics	Admins, makers, or analysts, automatically	-	Jul 2020
Support for additional languages	Admins, makers, or analysts, automatically	May 2020	Jul 2020

Support for additional languages



Multi-Lang



Today

Flighting PoC (Spanish) with HP

Targeting

Support for 20 languages

Preview support in CY20.Q2

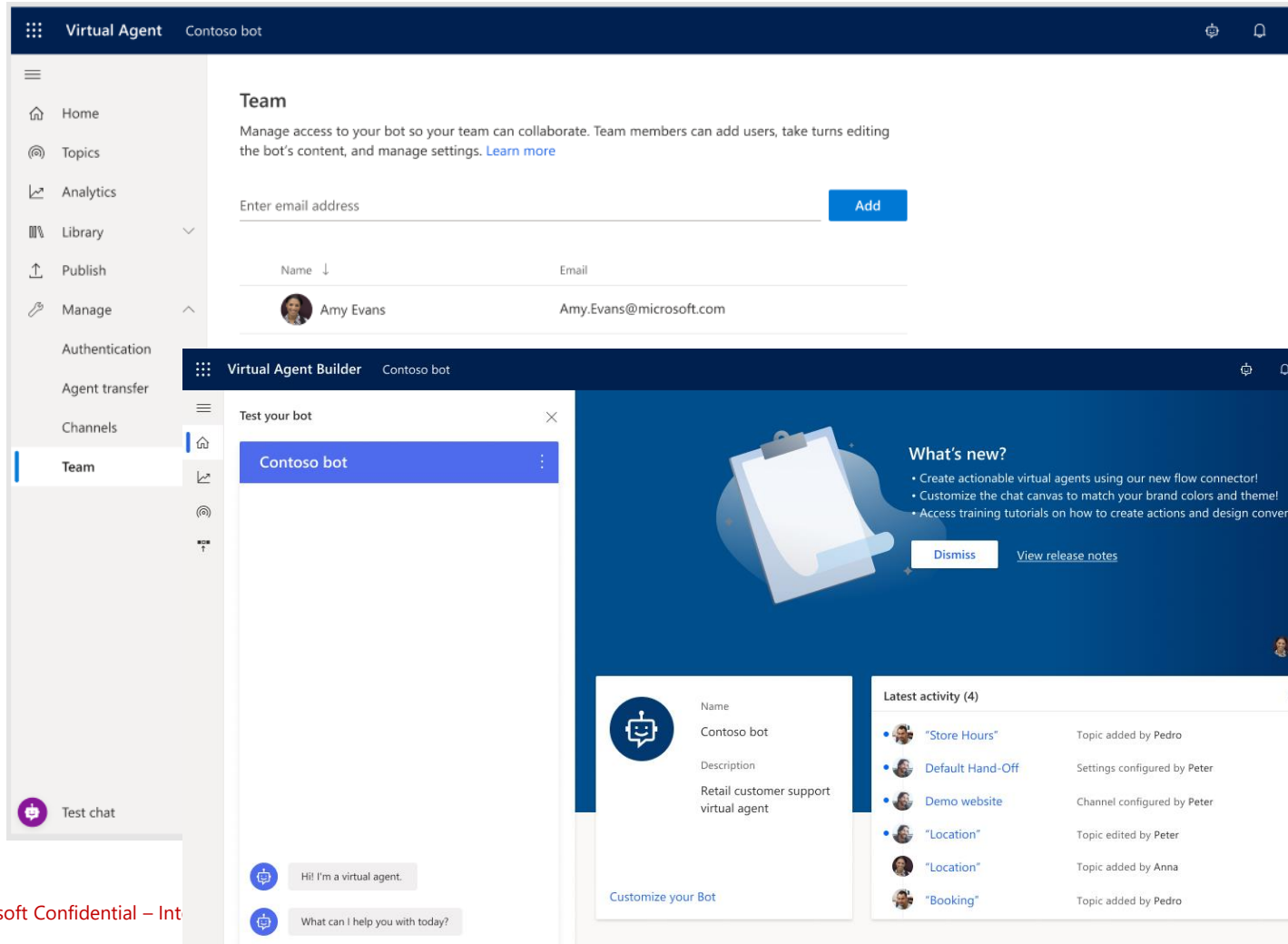
Phased approach

- Light up all with Machine Translation
- Gradually replace languages with native models as they become available

Multiple users can edit topics at the same time within a bot

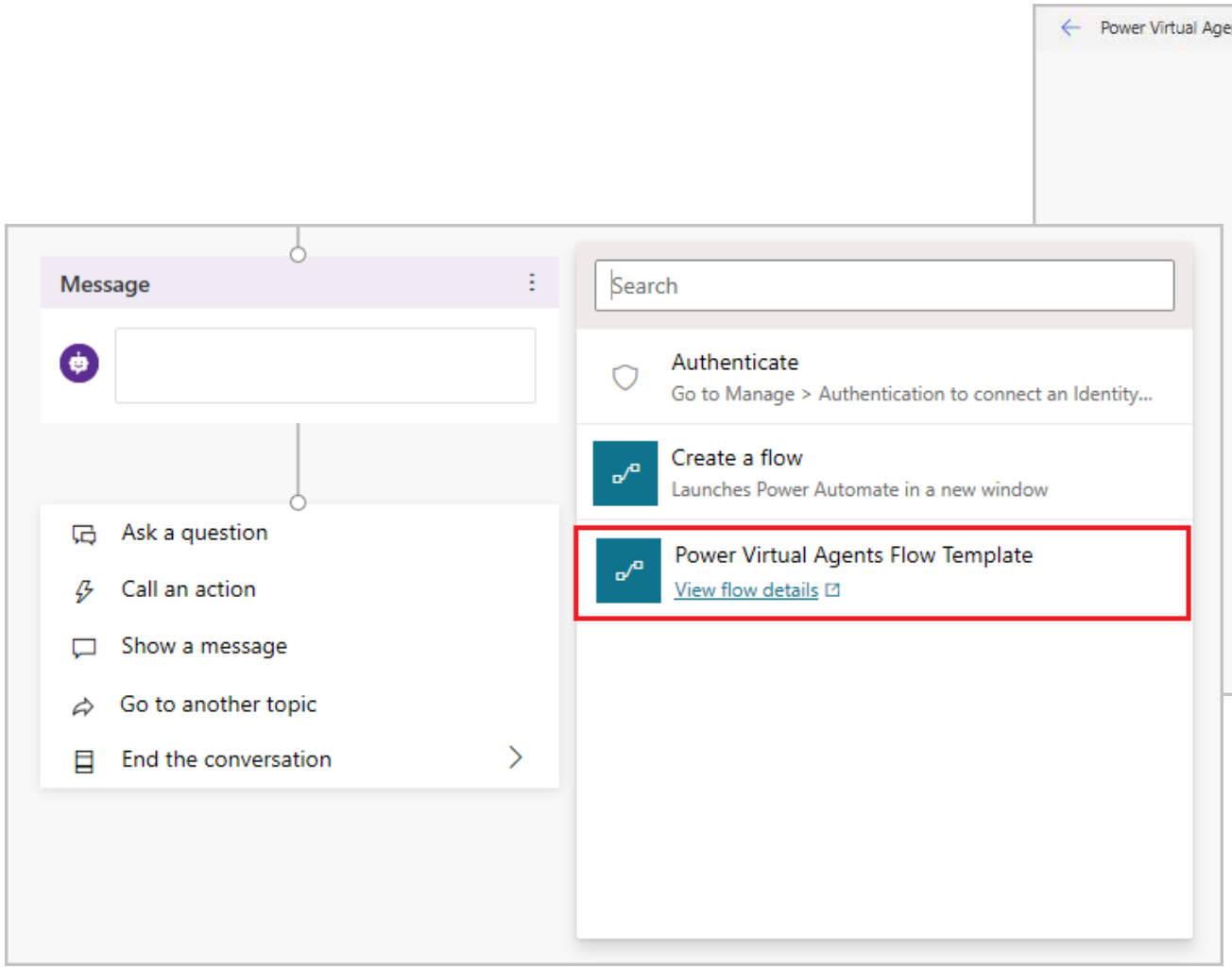
IT and Enterprise needs for managing large bot deployments:

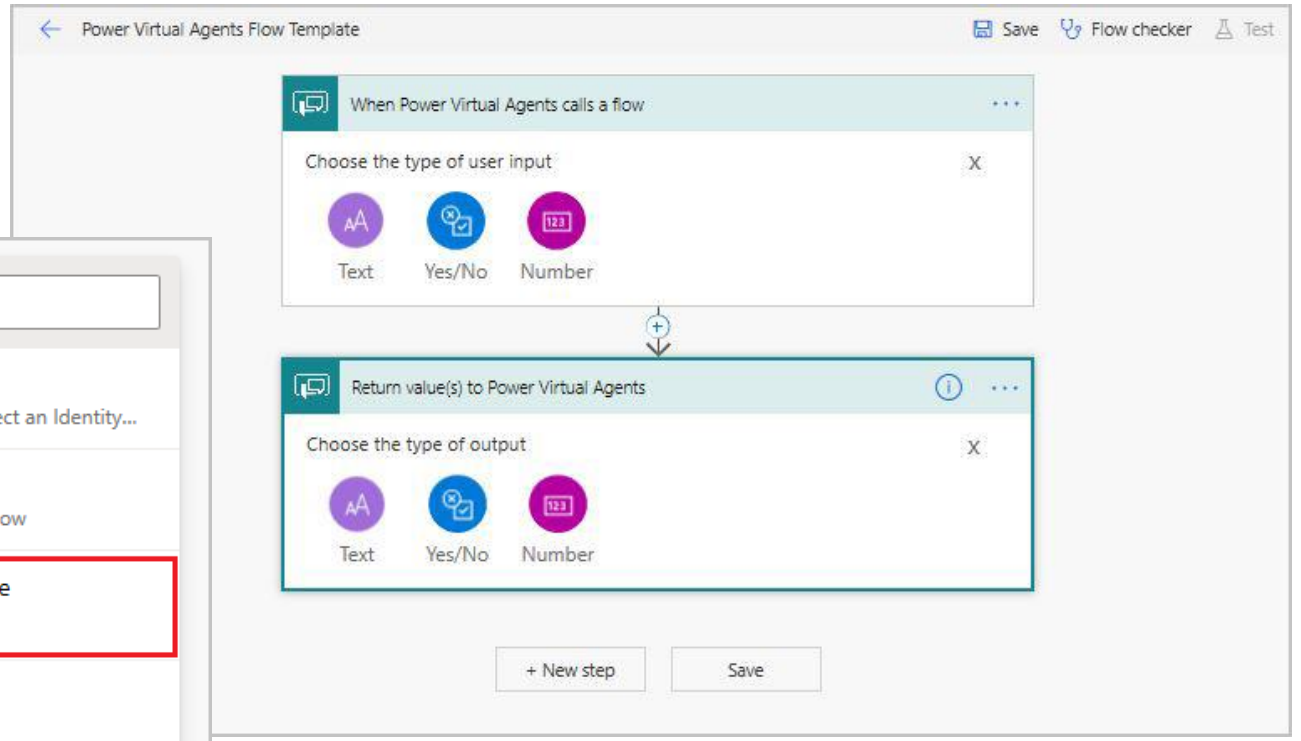
- Allowing **multiple authors** to concurrently collaborate on a bot
- Enterprise level **versioning** and **publishing** controls for topics
- **Lifecycle** management and **staging** support



Microsoft Confidential – Int

Improved Power Automate flow integration

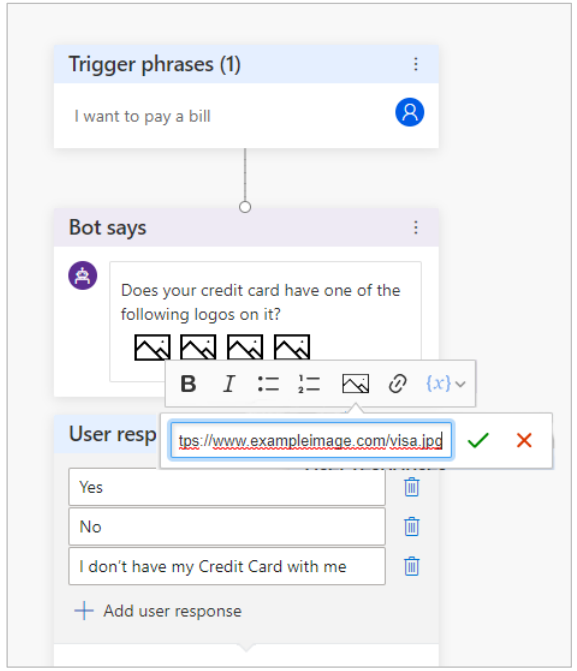


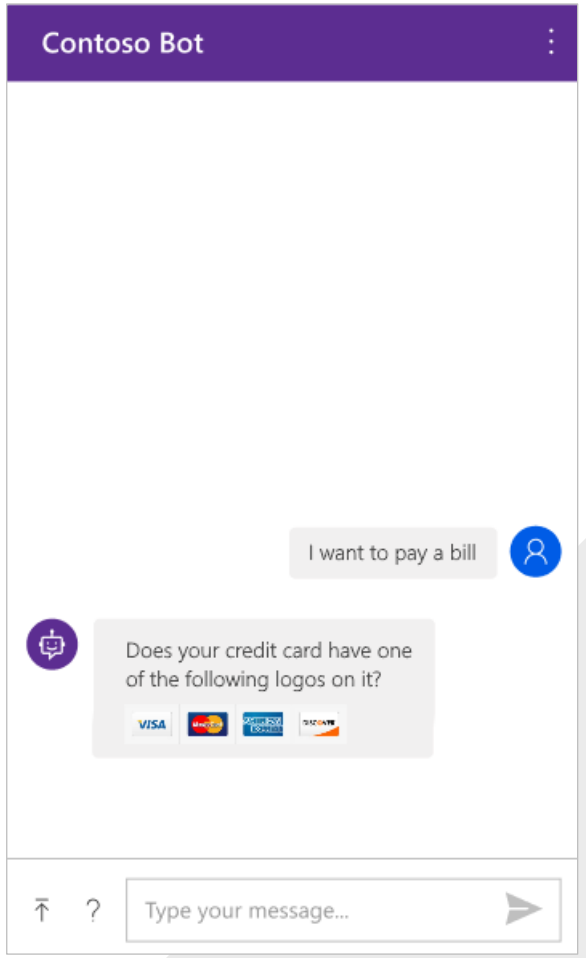


Beyond Text: Images and Videos

Authors can provide a richer experience to users by displaying images and videos during the bot conversation.

For the author, adding images and videos to bot topics is as easy as editing text that's shown to the user

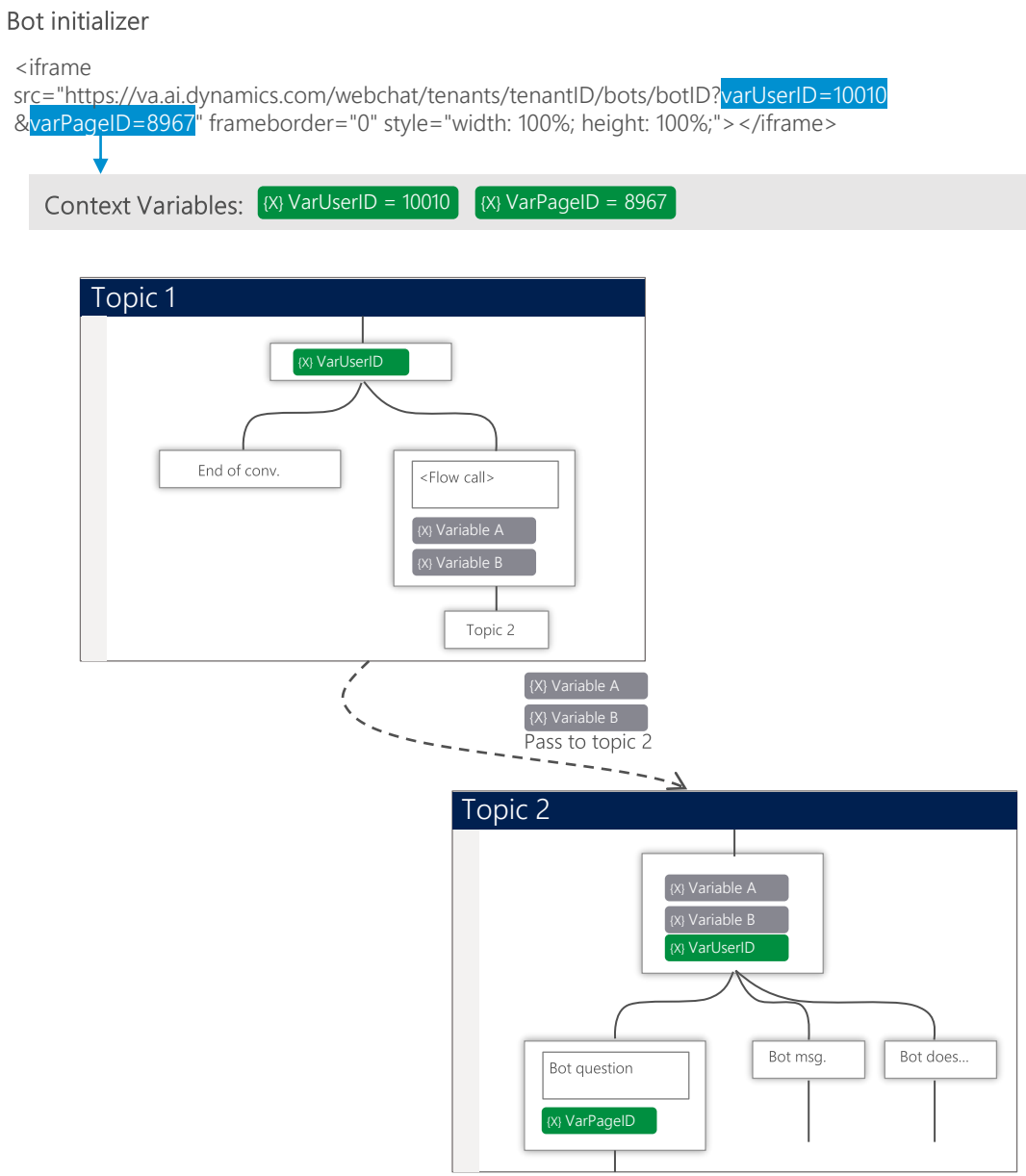




Variable Enhancements

We've already added support for variables in GA. Moving forward, we'll make this capability even more powerful with:

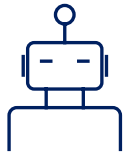
- **Global variables**
- **More variable types**: lists, arrays etc.
- **Contextual variables** – initialized when chat begins with global info (e.g. URL)
- **Sub-topics** - allowing variables to be passed from one topic to another, and allowing conversation flow to return to the calling topic



Enable voice interactions

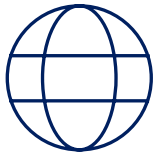
Feature	Enabled for	Public preview	General availability
Connect bots to voice and phone call interactions	Admins, makers, or analysts, automatically	Jul 2020	Sep 2020

Coming Soon / Summary



Support for additional languages

Deeper integration with Power Apps



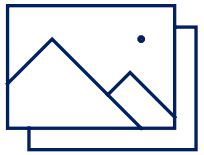
Global Variables (using variables across topics)

Passing context from calling site

Multiple users editing a bot simultaneously

Import/export bots

Single Sign-on



Images and videos in chatbots

PVA Release Notes