

# Power Virtual Agents Wave 1, 2020

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# 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

The screenshot displays the Power Virtual Agents interface. On the left, a navigation pane includes 'Home', 'Topics', 'Entities', 'Publish', 'Analytics', and 'Manage'. The main area is split into two panes. The left pane, titled 'Bot', shows a chat window for 'luca@email.com' with two messages: 'I see that your smart printer you purchased is the SmartPrinterX on 2018-12-20' and 'I can contact your SmartPrinterX(serial number 418c4e1e-994b-49b5-aca8-04e3f08c00d3 directly to get more information on your issue. Would you like me to do so?'. Below the chat is an input field with the text 'Enter your response here'. The right pane, titled 'SmartPrinter X troubleshooter', shows a graphical flowchart. It starts with a 'Condition' node: '(x) ConfirmPrinter(text) x Equals Yes'. This leads to a 'Question' node: 'Ask a question I can contact your (x) LatestPrinter x (serial number) (x) SerialNumber x directly to get more information on your issue. Would you like me to do so?'. The 'Identify' section shows 'Multiple choice' options: 'Yes, please look up the issue for me' and 'No, I'll describe the issue myself'. Below this is 'Save response as (x) PrinterLocation(text)'. The flowchart then branches into two 'Condition' nodes: '(x) PrinterLocation(text) x Equals' and '(x) PrinterLocation(text) x Equals'.

# Easily integrate your virtual agent with your broader ecosystem



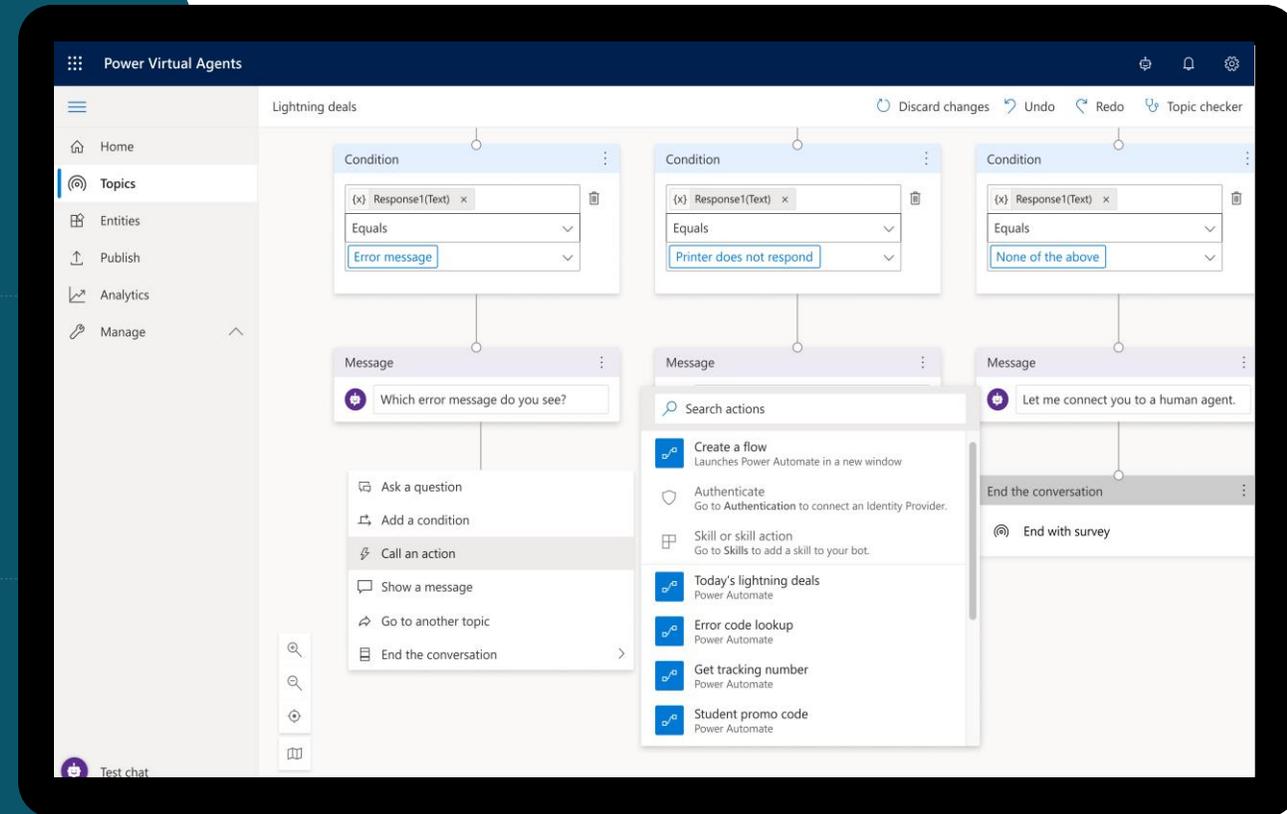
Leverage hundreds of connectors



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

## 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.

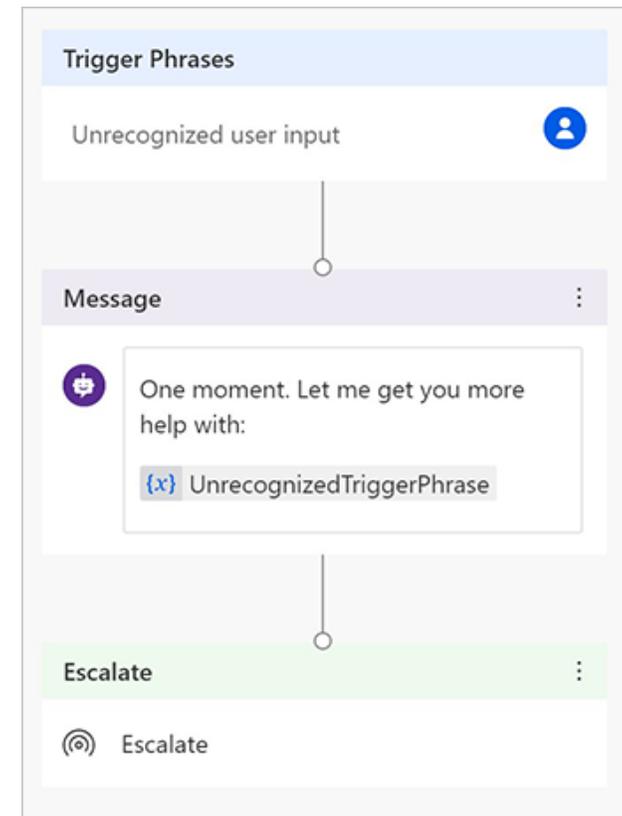
 If you'd like to speak to a human agent, let me know at any time.

 So, what can I help you with today?

Just now

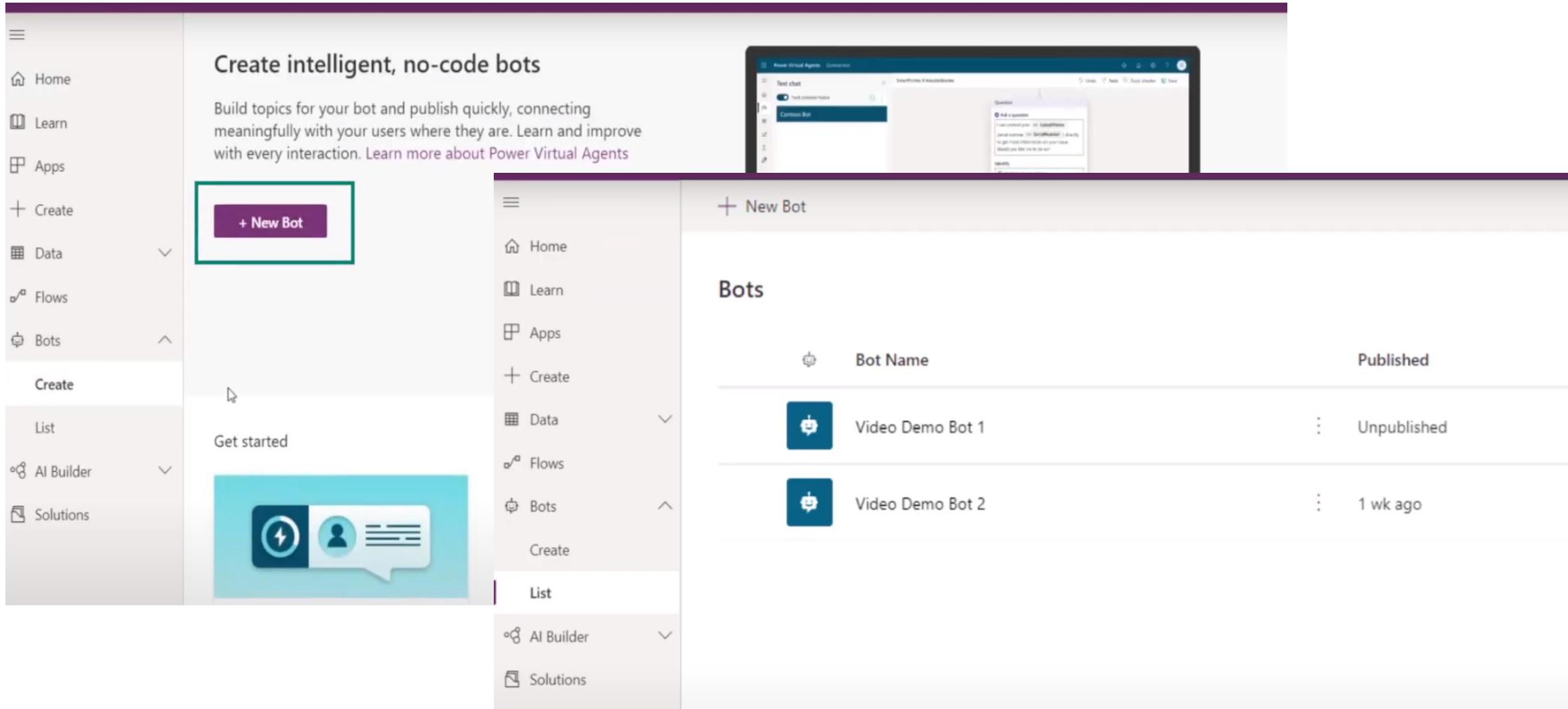
Type your message 

# Customizable bot behavior when no topic is triggered



System Topics (9)			
Fallback	 	No trigger phrases	-
Greeting		(52) <u>Good afternoon</u>	-
Escalate		(65) <u>Talk to agent</u>	-

# Create and manage Power Virtual Agents directly from Power Apps



The image shows a composite screenshot of the Power Apps interface. The top part displays the 'Create intelligent, no-code bots' section with a '+ New Bot' button highlighted by a red box. Below this, the 'Get started' section features a chatbot icon. The bottom part shows the 'New Bot' screen with a table of bots.

**Create intelligent, no-code bots**

Build topics for your bot and publish quickly, connecting meaningfully with your users where they are. Learn and improve with every interaction. [Learn more about Power Virtual Agents](#)

**+ New Bot**

Get started

**New Bot**

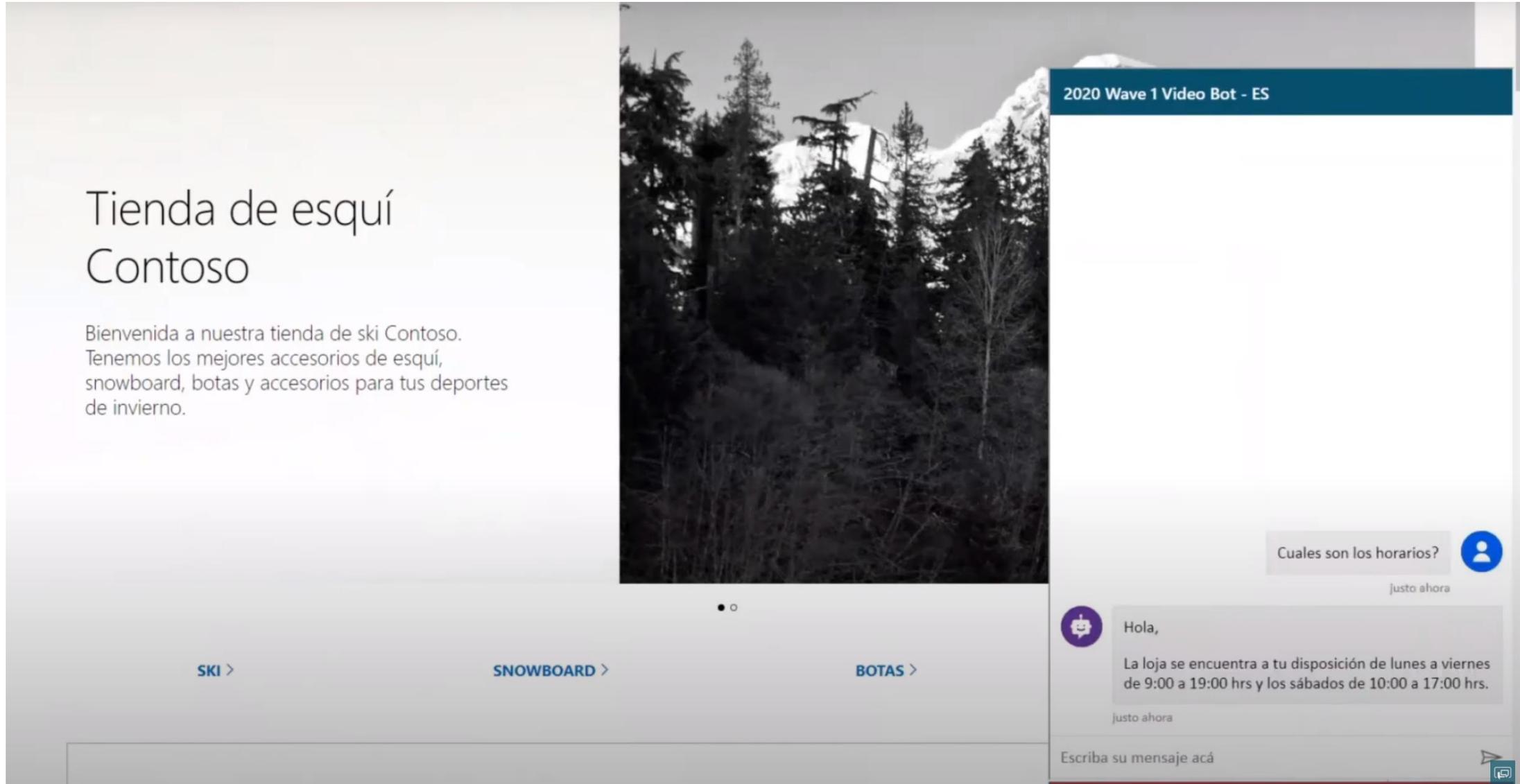
Bot Name	Published
Video Demo Bot 1	Unpublished
Video Demo Bot 2	1 wk ago

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

# Support for additional languages



The image shows a website for a ski shop named 'Contoso' with a chatbot overlay. The website content is in Spanish, and the chatbot interface is also in Spanish.

**Tienda de esquí  
Contoso**

Bienvenida a nuestra tienda de ski Contoso. Tenemos los mejores accesorios de esquí, snowboard, botas y accesorios para tus deportes de invierno.

[SKI >](#) [SNOWBOARD >](#) [BOTAS >](#)

**2020 Wave 1 Video Bot - ES**

Cuales son los horarios? 

justo ahora

 Hola,

La loja se encuentra a tu disposición de lunes a viernes de 9:00 a 19:00 hrs y los sábados de 10:00 a 17:00 hrs.

justo ahora

Escriba su mensaje acá 

# Multi-Lang

## Today

Flighting PoC (Spanish) with HP



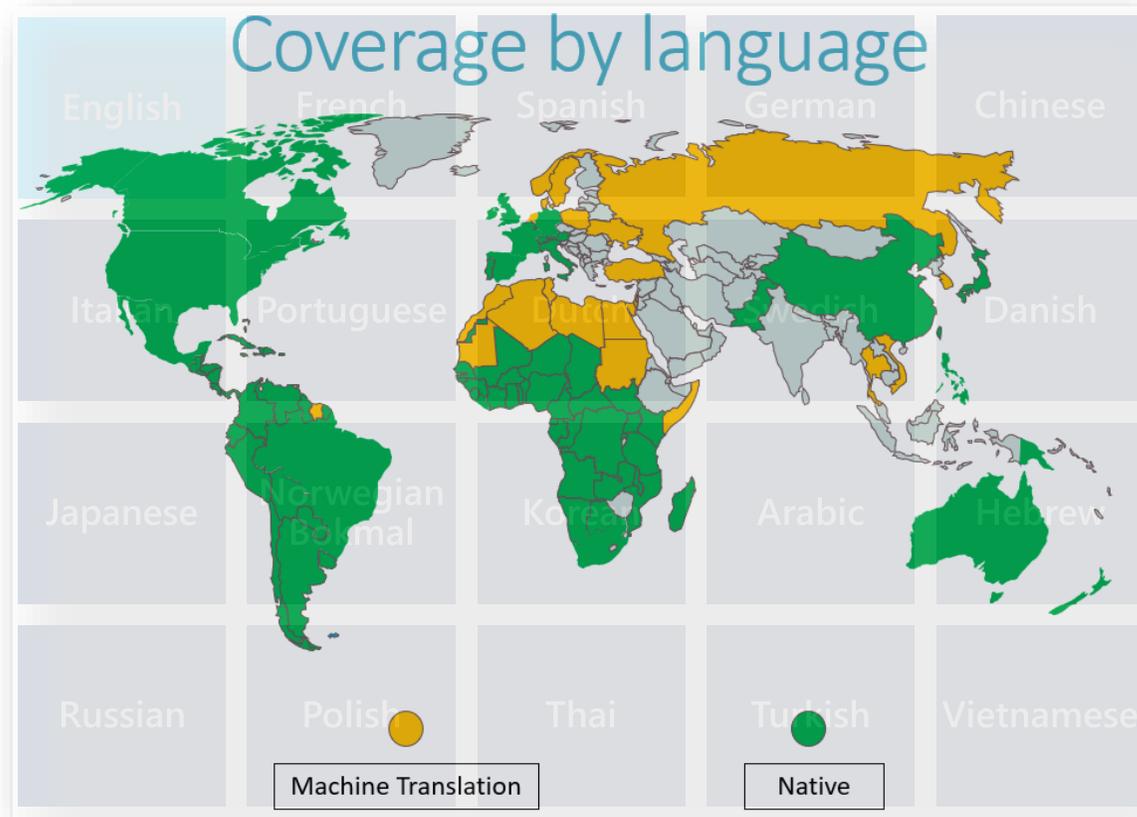
## Targeting

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

The image displays two overlapping screenshots of the Microsoft Virtual Agent interface. The top screenshot shows the 'Virtual Agent' dashboard for 'Contoso bot', featuring a 'Team' management section with a table of team members. The bottom screenshot shows the 'Virtual Agent Builder' interface, including a 'Test your bot' window and a 'What's new?' notification.

**Virtual Agent - Contoso bot**

**Team**

Manage access to your bot so your team can collaborate. Team members can add users, take turns editing the bot's content, and manage settings. [Learn more](#)

Enter email address

Name ↓	Email
Amy Evans	Amy.Evans@microsoft.com

**Virtual Agent Builder - Contoso bot**

**Test your bot**

Contoso bot

**What's new?**

- Create actionable virtual agents using our new flow connector!
- Customize the chat canvas to match your brand colors and theme!
- Access training tutorials on how to create actions and design conversational flows.

[View release notes](#)

**Customize your Bot**

Name	Latest activity (4)
Contoso bot	"Store Hours" - Topic added by Pedro
Retail customer support virtual agent	Default Hand-Off - Settings configured by Peter
	Demo website - Channel configured by Peter
	"Location" - Topic edited by Peter
	"Location" - Topic added by Anna
	"Booking" - Topic added by Pedro

Test chat

Microsoft Confidential – Int

# Improved Power Automate flow integration

The image displays the Power Automate interface with a focus on the 'Power Virtual Agents Flow Template' integration. On the left, a 'Message' card is shown with a search bar and a list of actions: 'Ask a question', 'Call an action', 'Show a message', 'Go to another topic', and 'End the conversation'. The 'Power Virtual Agents Flow Template' action is highlighted with a red box. The main area shows a flow template with two steps: 'When Power Virtual Agents calls a flow' and 'Return value(s) to Power Virtual Agents'. Both steps have options for 'Text', 'Yes/No', and 'Number' input/output types. The 'Return value(s) to Power Virtual Agents' step is highlighted with a blue box. The interface includes a '+ New step' button and a 'Save' button.

Power Virtual Agents Flow Template

Save Flow checker Test

When Power Virtual Agents calls a flow

Choose the type of user input X

Text Yes/No Number

Return value(s) to Power Virtual Agents

Choose the type of output X

Text Yes/No Number

+ New step Save

Message

Search

Authenticate  
Go to Manage > Authentication to connect an Identity...

Create a flow  
Launches Power Automate in a new window

**Power Virtual Agents Flow Template**  
[View flow details](#)

Ask a question

Call an action

Show a message

Go to another topic

End the conversation >

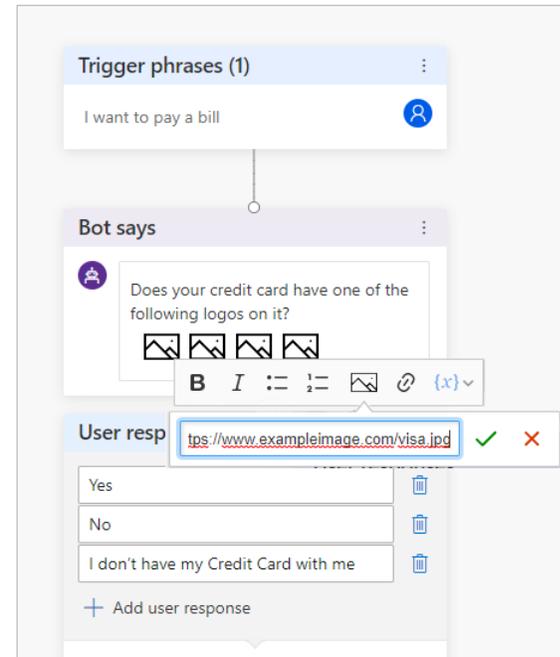
# Beyond Text: Images and Videos



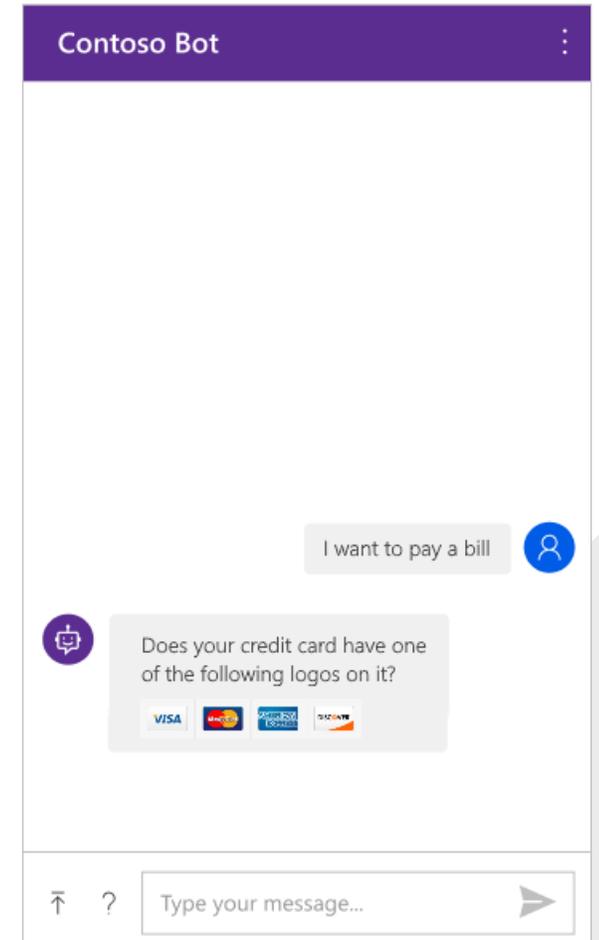
Authors can provide a richer experience to users by displaying images and videos during the bot conversation.



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



A screenshot of a bot authoring interface. It shows a 'Trigger phrases (1)' section with the phrase 'I want to pay a bill'. Below it is a 'Bot says' section with the text 'Does your credit card have one of the following logos on it?' and four image placeholders. A rich text editor is open over the text, showing a toolbar with bold, italic, link, and other options. Below the editor is a 'User resp' section with a text input field containing the URL 'tps://www.exampleimage.com/visa.jpg' and a list of response options: 'Yes', 'No', and 'I don't have my Credit Card with me'. There is also an 'Add user response' button.



A screenshot of a bot chat interface. The header is 'Contoso Bot'. The chat history shows a user message 'I want to pay a bill' and a bot response 'Does your credit card have one of the following logos on it?' with four credit card logos (VISA, Mastercard, American Express, Discover) displayed below the text. At the bottom is a text input field with the placeholder 'Type your message...' and a send button.

# Variable Enhancements

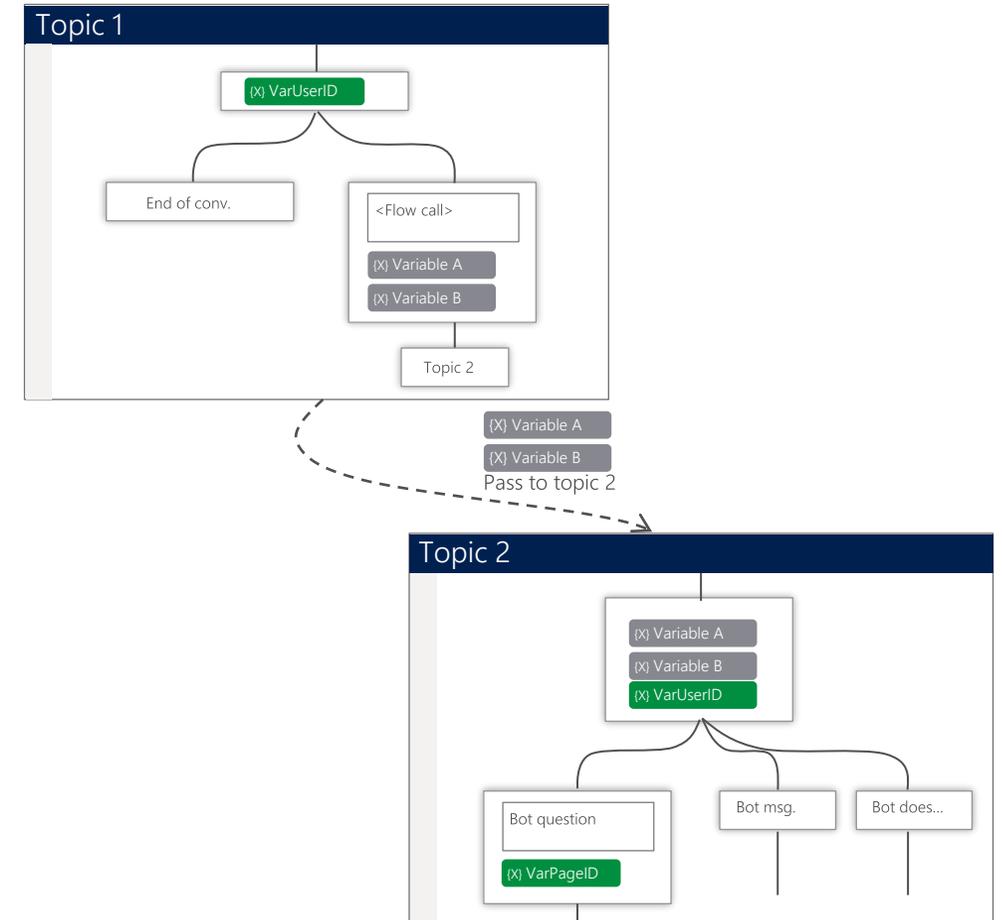
We've already added support for variables in GA. Moving forward, we'll make this capability even more powerful with:

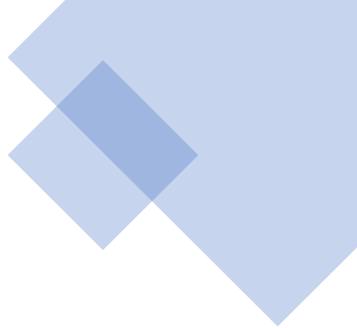
- **Global variables**
- **More variable types:** lists, arrays etc.
- **Contextual variables** – initialized when chat begins with global info (e.g. URL)
- **Sub-topics** - allowing variables to be passed from one topic to another, and allowing conversation flow to return to the calling topic

Bot initializer

```
<iframe  
src="https://va.ai.dynamics.com/webchat/tenants/tenantID/bots/botID?varUserID=10010  
&varPageID=8967" frameborder="0" style="width: 100%; height: 100%;"></iframe>
```

Context Variables: {X} VarUserID = 10010 {X} VarPageID = 8967



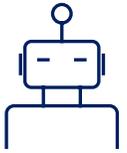


## Enable voice interactions

Feature	Enabled for	Public preview	General availability
<a href="#">Connect bots to voice and phone call interactions</a>	Admins, makers, or analysts, automatically	Jul 2020	Sep 2020

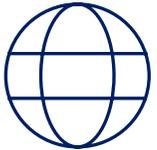


# Coming Soon / Summary



Support for additional languages

Deeper integration with Power Apps



Global Variables (using variables across topics)

Passing context from calling site

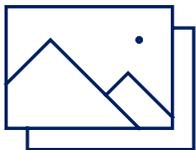


Multiple users editing a bot simultaneously

Import/export bots



Single Sign-on



Images and videos in chatbots

[PVA Release Notes](#)