

# Automate Business Processes with Power Virtual Agents

Ritesh Ranjan



Dynamics 365 CE Technology Specialist, Microsoft Norway





## **POWER VIRTUAL AGENTS**

Intelligent virtual agents

Empower your people to drive more business value through easy to create natural, conversational AI

# Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications  
**Innovation anywhere. Unlocks value everywhere.**



## Power BI

Business analytics



## Power Apps

Application development



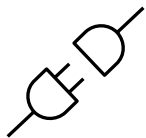
## Power Automate

Process automation



## Power Virtual Agents

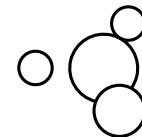
Intelligent virtual agents



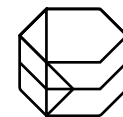
**Data  
connectors**



**Portals**

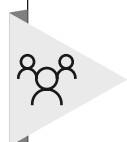


**AI Builder**



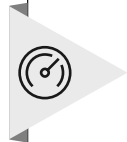
**Common  
Data Service**

# Building chatbots with Power Virtual Agents



## Democratize AI

Empower your business users to easily create powerful bots using a guided, no-code graphical interface. No need for developers or data scientists



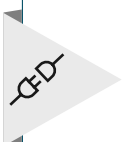
## Faster, Better Bot Building

Make building and keeping a bot up-to-date bot faster. No need for IT or dev teams to maintain the bot lifecycle



## SaaS – No Infrastructure Complexity & Cost

No need to deal with hosting or complex, costly infrastructure. Build, deploy, host and manage your bot – all using our intuitive web interface



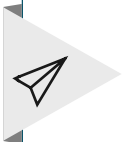
## Available everywhere

Add your bot anywhere you engage with customers: website, mobile app, Facebook, Teams or more



## Engage Naturally

Engage with customers and employees conversationally. Resolve routine issues easily, freeing up staff to focus on complex matters



## Get Started Easily

Point the AI to your website, and automatically build topics to get started with a few clicks using Microsoft Q&A Maker technology



## Continuously Improve

As the bot gets used, powerful metrics and insights help tell you what topics to build next



## Take Action

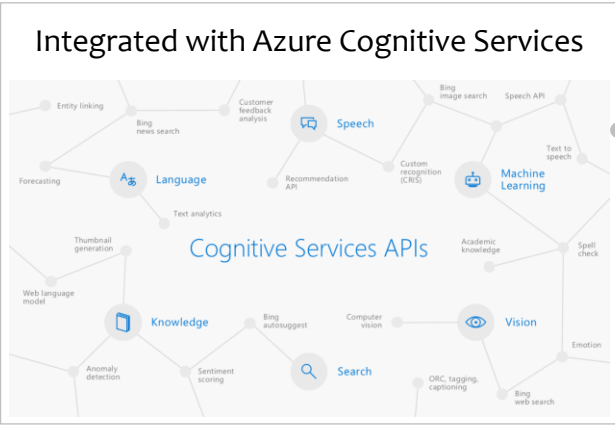
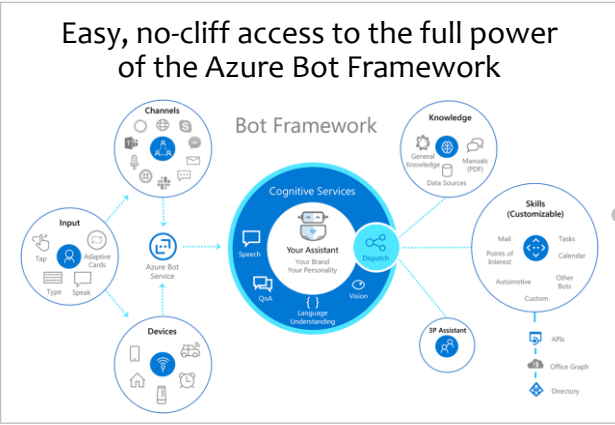
Connect to your backend with a few clicks using the 100s of Power Platform connectors – or call APIs and custom workflows using Flow



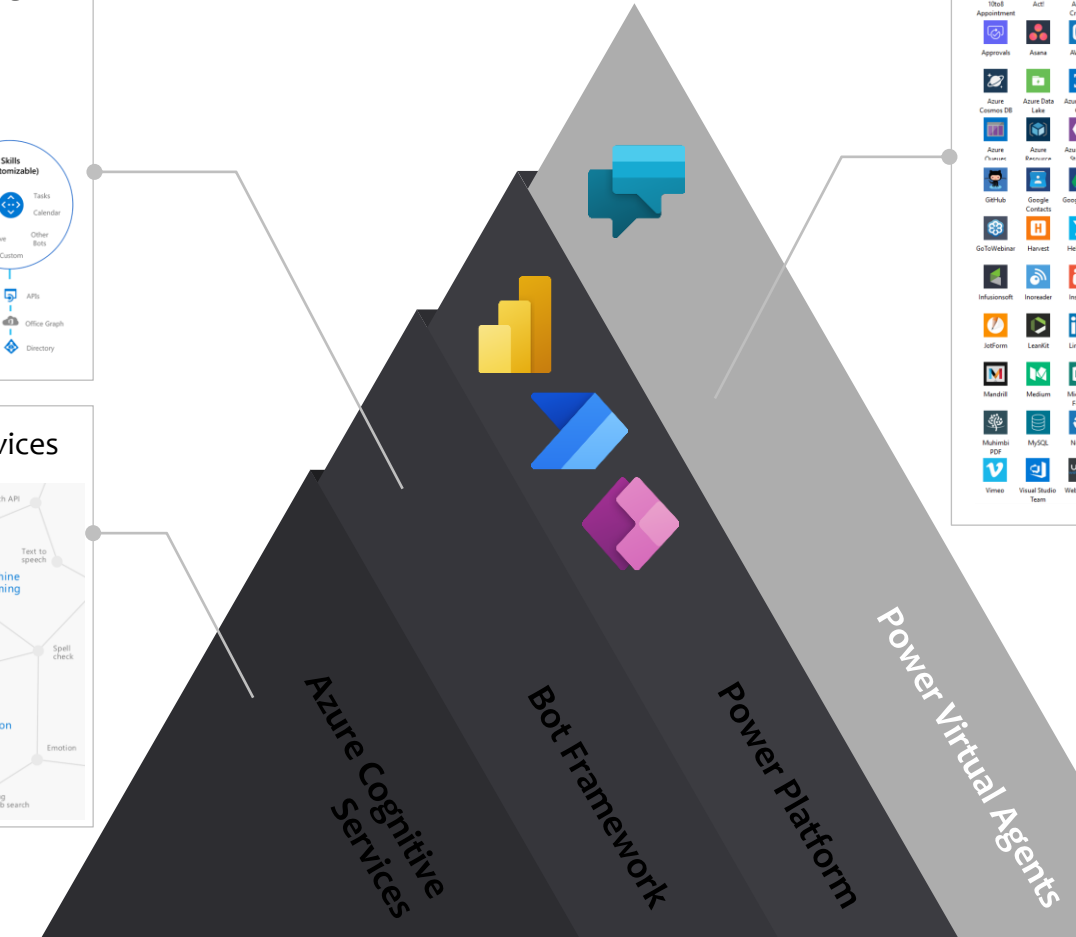
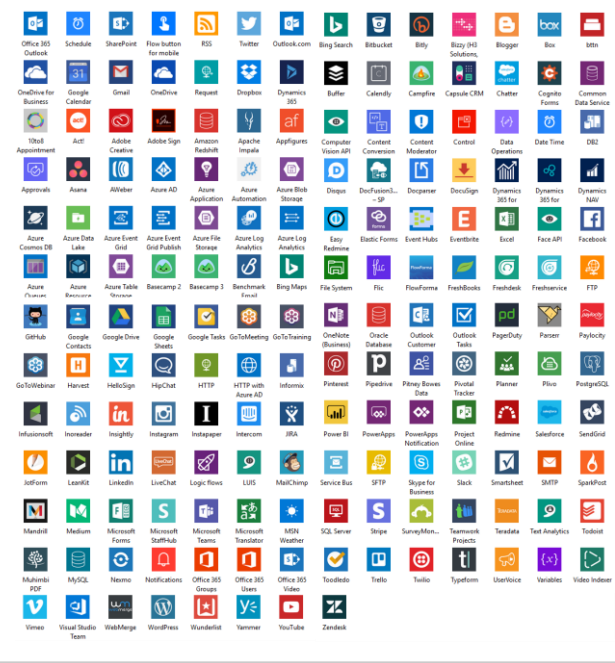
## Access to the full power of Bot Framework

Built in access to the full power of Microsoft Bot Framework's Skills, Adaptive Dialogs and Cognitive Services

# Built on Power Platform & Bot Framework



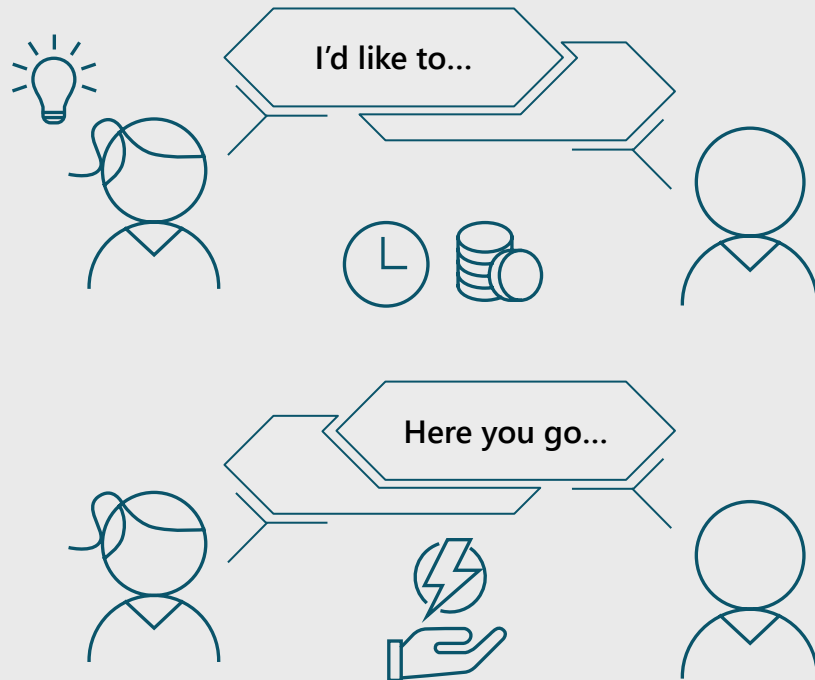
Access to Flow, custom models through AI Builders and 100s of pre-built connectors



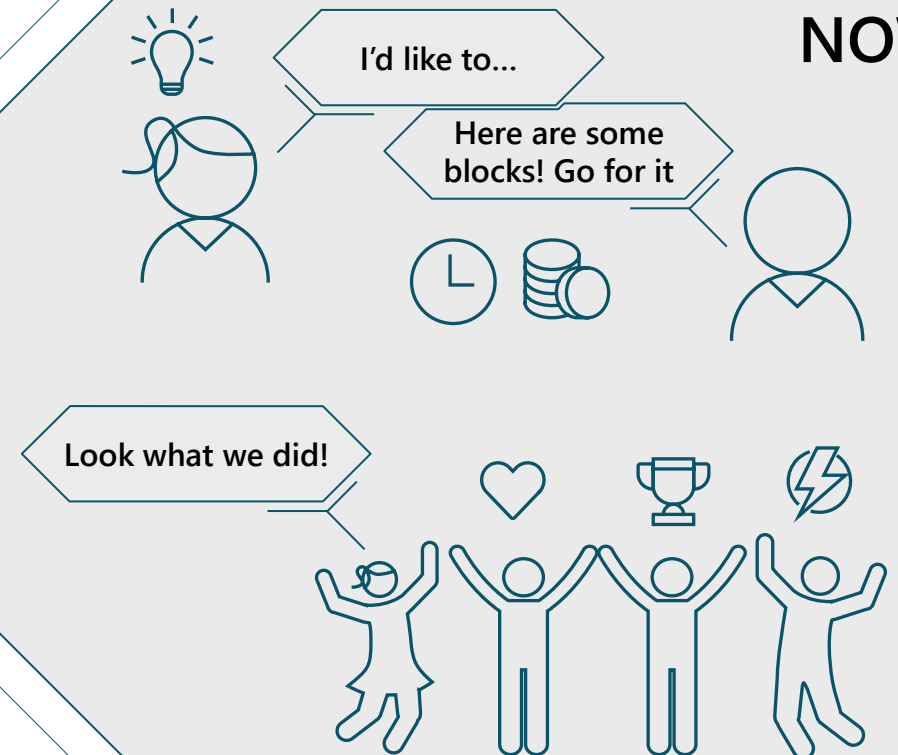
# Accelerate Chatbot Building with Citizen Developers

Business Users can build and maintain bots with Tech's Partnership

**PAST...**



**NOW**



# SECTION SUMMARY



Power Virtual Agents helps support industry trends

Engage Naturally

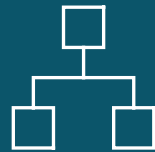
Democratize AI

Continuously Enhance

Take Action



Designed for Multiple Personas



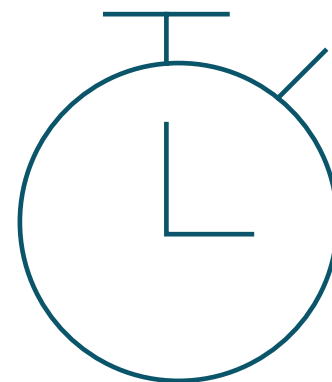
Developed on the Microsoft Bot Framework



Enhanced creation experience combining skills of pros and SMEs



Build a virtual agent in minutes



# Create a New Virtual Agent



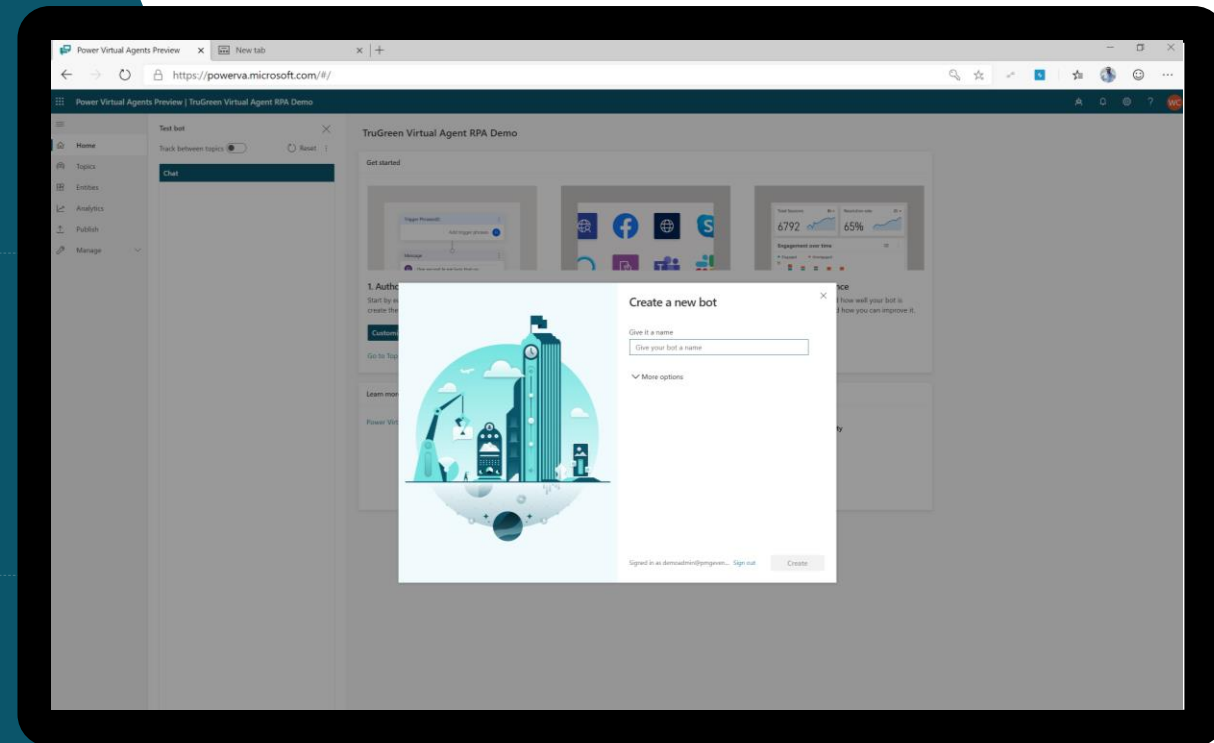
Open the Power Virtual Agents designer



<https://powerva.microsoft.com/>



Select 'new bot'



**Learn More**





# Learn more about Microsoft Power Virtual Agents



Visit [Power Virtual Agents](#) to learn more and request a demo



Technical details about the application are available in our [help documentation](#)



For questions please engage in our [Community forum](#)

# Communities

Join free for these benefits



**Connect** with peers and experts in online communities and local user groups



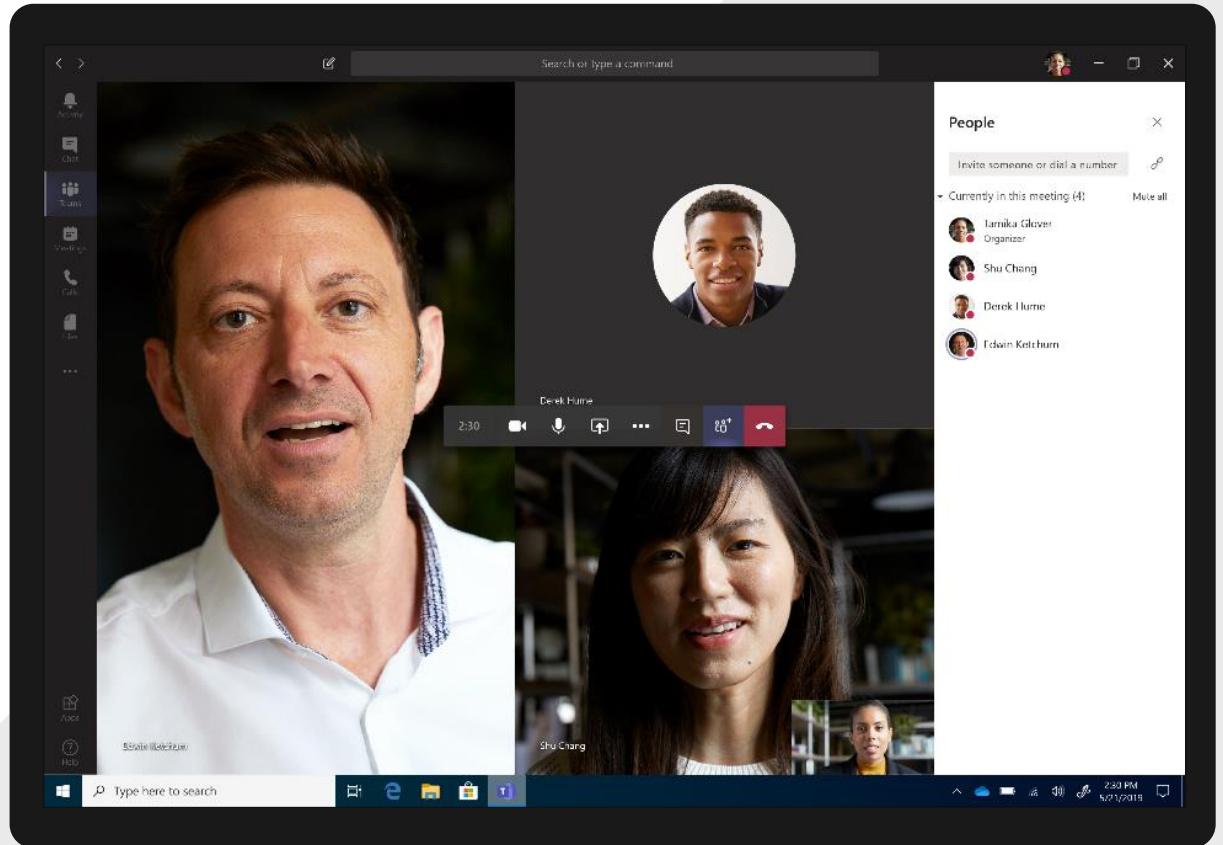
**Learn** from engaging discussions and informative blogs, webinars, and videos



**Share** and get answers to technical questions



**Inspire** others, and be inspired by data galleries, product use examples, and more



Online Communities

[community.dynamics.com](https://community.dynamics.com)

[community.powerplatform.com](https://community.powerplatform.com)

User Groups

[www.d365ug.com](https://www.d365ug.com)

[www.powerplatformug.com](https://www.powerplatformug.com)

Microsoft Dynamics 365  
Microsoft Power Platform

THANK YOU