Intelligent Conversational Bots Built with Power Virtual Agents

Course Description

Candidates for this course will learn to develop Intelligent chatbots using Power Virtual Agent. Learn about the value and capabilities of Power Virtual Agents and ways organizations can leverage this technology to build chatbot solutions for their business.

Audience

The course is intended for students or anyone who wants to learn the advance skills of Chatbots as a citizen developer. They review solution requirements, create process documentation, and design, develop, troubleshoot, and evaluate solutions. Power Virtual Agent developers work with business stakeholders and teams to improve and automate business workflows. They collaborate with administrators to deploy solutions to production environments, and they support solutions.

Pre-requisite Knowledge/Skills

To understand and complete the course successfully the student must have basic knowledge of computers.

Course Objectives

Upon successful completion of this course, students should be able to:

- Understand the basics Power Virtual Agent
- Business value and features of Power Virtual Agents
- Design chatbot solutions
- Develop chatbot solutions
- Integrate Chatbot
- Publish Chatbot

Course Outline

The course comprises 32-hours of theory and labs in Power Virtual Agent. It's divided into 8 different modules.

Module1 :Get started with Power Virtual Agents bots

- Introduction
- Get started working with environments
- Create bots and work with the Power Virtual Agents interface
- Create topics
- Test bots

Module 2: Create a chatbot with Power Virtual Agents and Dataverse for Teams

- Create your first chatbot
- Create and modify topics
- Add inputs, variables, and conditions
- Call an action to pull in Dataverse for Teams data
- Publish and share your new chatbot

Module 3:Enhance Power Virtual Agents bots

- Use Power Automate to add actions
- Transfer conversations to agents by using Omnichannel for Customer Service
- Create topics for existing support content
- Analyze bot performance

Module 4: Manage topics in Power Virtual Agents

- Work with bot topics
- Branch a topic
- Work with entities
- Variables
- Work with fallback topics
- Manage topics

Module 5 : Set up a Power Virtual Agents bot for voice

- Deploy the necessary extensions
- Set up the handoff to your customer service application
- Set up for voice

Module 6: Use Azure Cognitive Services for Language in a Power Virtual Agents bot

- Azure Cognitive Services for Language
- Define your bot
- Call your service
- Deploy your bot

Module 7: Integrate the Power Virtual Agent

- Use advanced artificial intelligence features
- Use entities and slot filling in Power Virtual Agents bots
- Add end-user authentication to a Power Virtual Agents
- Send proactive messages from and cards in teams
- Use Microsoft Bot Framework

Module 8 : Configure and Customize the bot

- Configuration of Power Virtual Agents
- Configure data loss prevention for Power Virtual Agents chatbots
- Configure user authentication in Power Virtual Agents
- Configure user authentication with Azure Active Directory
- Configure your bot to start the conversation automatically
- Customize the look and feel of the bot's default canvas

Module 9 : Publish and Integrate

- Publish your bot
- Configure the demo website and add the bot to your live website
- Add a bot to Power Pages
- Add a chatbot to Microsoft Teams
- Add bot to Facebook
- Add bot to mobile and custom apps

Module 10 : Administration and Analyse

- Analyze bot performance and usage in Power Virtual Agents
- Analyze customer satisfaction for Power Virtual Agents bots
- Analyze session information in Power Virtual Agents
- Work with conversation transcripts
- Analyze topic usage in Power Virtual Agents
- View billed sessions for Power Virtual Agents in Teams