Power Virtual Agents in a Day

This course provides hands-on experience designing and developing a chatbot in less than a day.

Attendees learn how to:

- Review the prerequisites and set up process of the bot.
- Build their first chatbot.
- Experiment with topic suggestions.
- Improve chatbots with entities and variables.
- Integrate bots with other Microsoft Power Platform products.
- Understand the authentication process.
- Share bot with the group and interact using Microsoft Teams.

Module	Name
Overview & Setup	Introductions
	Build your first chatbot
Module 1 Power Virtual Agents	Create topics from existing webpages
	Improve your chatbot using entities, variables and topic redirects
	Integrate with prebuilt Power Automate flows
Module 2 Power Automate & other integrations	Build Power Automate flows for your chatbot
	Authentication
	Hand off to support agent– no lab
	Exporting and importing a chatbot
Module 3 Power Platform & Teams	Create a chatbot in Microsoft Teams Control who in the organization can chat with the bot Power Virtual Agents Licensing and Subscriptions
	Chatbot topic design
	Best practices for writing topic trigger phrases – no lab
Module 4 Optimization	Chatbot conversation style– no lab
	Analytics, monitoring and chatbot performance improvement– no lab
Module 5 Extending Power Virtual Agents (Optional)	Advanced Authoring with PVA and Bot Framework Composer
	Add a telephone number to your bot using AudioCodes
	Closing