KOENIG SOLUTIONS · COURSE OUTLINE

Intelligent Conversational Bots Built with Power Virtual Agents

Learn to build, enhance, integrate and publish chatbots with Power Virtual Agents, from topics and voice to analytics.

32 Hours	10	50
DURATION	MODULES	TOPICS

COURSE OVERVIEW

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.

WHO THIS COURSE IS FOR

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.

PREREQUISITES

- Basic knowledge of computers

LEARNING 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 SYLLABUS

10 Modules, 50 Topics

01

Get Started with Power Virtual Agents Bots

TOPICS

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

02

Create a Chatbot with Power Virtual Agents and Dataverse for Teams

TOPICS

- 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

03

Enhance Power Virtual Agents Bots

TOPICS

- 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

04

Manage Topics in Power Virtual Agents

TOPICS

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

05

Set Up a Power Virtual Agents Bot for Voice

TOPICS

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

06

Use Azure Cognitive Services for Language in a Power Virtual Agents Bot

TOPICS

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

07

Integrate the Power Virtual Agent

TOPICS

- 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

08

Configure and Customize the Bot

TOPICS

- 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

09

Publish and Integrate

TOPICS

- 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

10

Administration and Analyse

TOPICS

- 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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

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