GEMRAIN CONSULTING

BUILDING CUSTOM AI CHATBOTS
USING POWER VIRTUAL AGENTS
GRC-117

Duration: 2 days; Instructor-led

WHAT WILL YOU LEARN

Microsoft Power Platform empowers organizations to automate business processes, develop their own rich app experiences, and connect with customers better and faster. Conversational AI technology is fast becoming an essential requirement in many business solutions nowadays, so this course will cover Power Virtual Agents, which is the component to create a conversational AI chatbots and incorporate it into your business solutions.

OBJECTIVES

- Understand conversational AI technology
- Implement chatbots using low code/no code platform offered by Power Virtual Agents
- Publish and integrate Power Virtual Agents chatbots into custom solutions and also Microsoft Power Automate and Microsoft Teams

PREREQUISITES

- Experience as an IT professional or student
- Little or no prior knowledge of conversational AI and its related technologies
- Working knowledge of Microsoft Power Platform and its key components (Power Apps and Power Automate)

AUDIENCE

A Microsoft Power Platform Functional Consultant is responsible for creating and configuring apps, automations, and solutions. They act as the liaison between users and the implementation team. The functional consultant promotes utilization of solutions within an organization.

COURSE CONTENTS

Module 1:   Introduction to Power Virtual Agents

- Understanding conversational AI with chatbots
- Low code/no code chatbots with Power Virtual Agents
- Power Virtual Agents licences
- *Lab: - Setting up an Office 365 tenant*
    - Signing up for Power Virtual Agents licence
    - Building your first chatbot
    - Create topics from webpages
    - Improve your chatbot using entities, variables, and topic redirects

Module 2:   Power Automate & other integrations

- Integration of Power Automate flows into Power Virtual Agents chatbots
- *Lab: - Integrate with prebuilt Power Automate flows*
    - Building Power Automate flows for your chatbot
    - Authentication
    - Exporting and importing a chatbot

Module 3:   Power Platform & Microsoft Teams

- Integration of Power Virtual Agents chatbots into Microsoft Teams
- *Lab: - Create a chatbot in Microsoft Teams*
    - Control who can chat with the chatbot

Module 4:   Optimization

- Best practices for writing topic trigger phrases
- Chatbot conversation styles
- Analytics, monitoring, and chatbot performance improvements
- *Lab: - Chatbot topic design*

Module 5:   Extending Power Virtual Agents (Optional)

- Extending Power Virtual Agents with Bot Framework Composer
- *Lab: - Advanced authoring with Bot Framework Composer*
    - Adding a telephone number to your chatbot using AudioCodecs