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Build a HR Chatbot with Power Virtual Agents Copilot!

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Ben den Blanken

Power Platform lead @ Dynamic People

Build a HR Chatbot with Power Virtual Agents Copilot!

Agenda

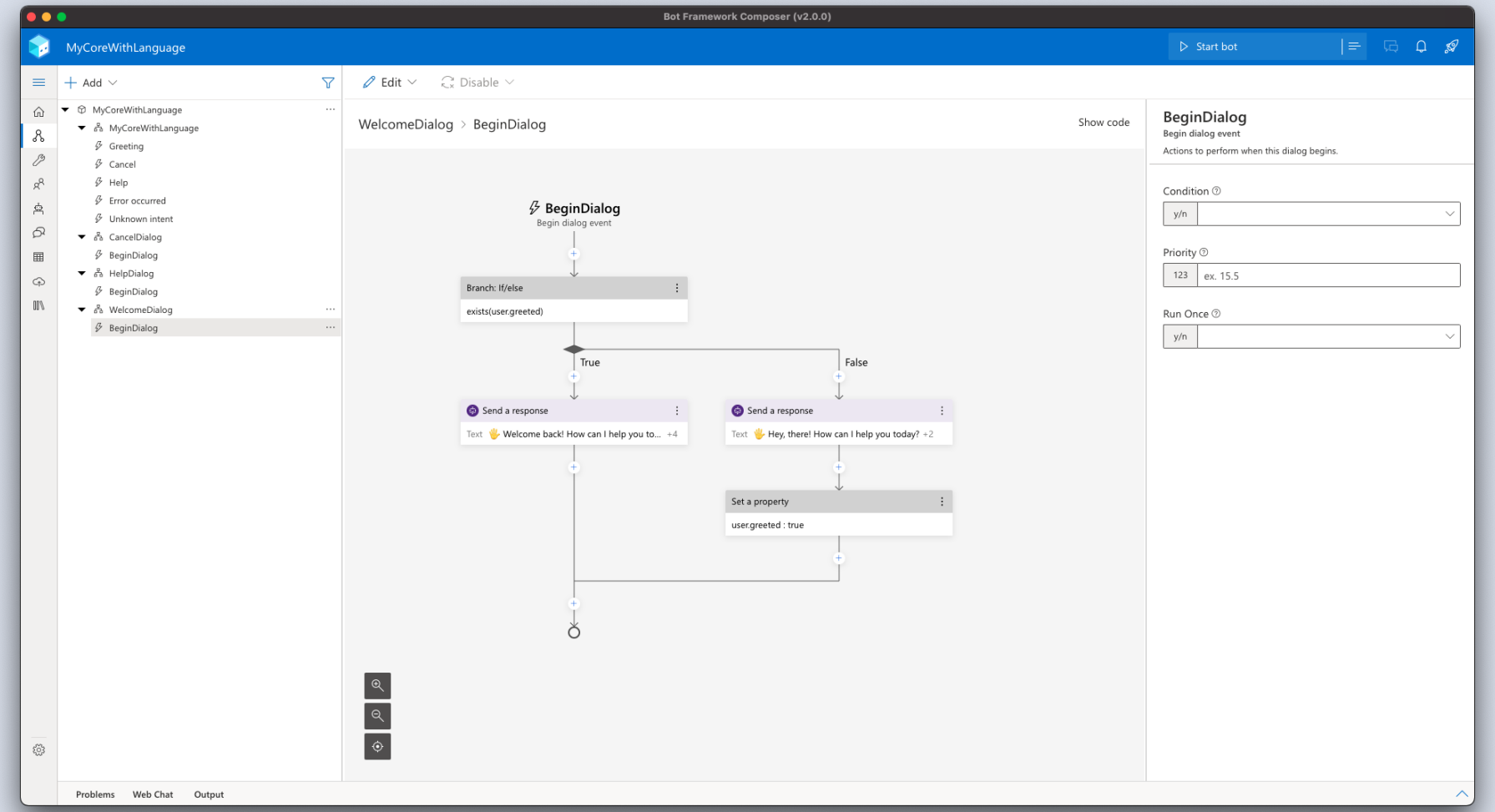
- A brief history of Bot Building with Microsoft technology
- Overview of the new authoring canvas
- Demo's
- Future conversations

A brief history of Bot Building with Microsoft technology

Bot Framework and the Bot Framework SDK

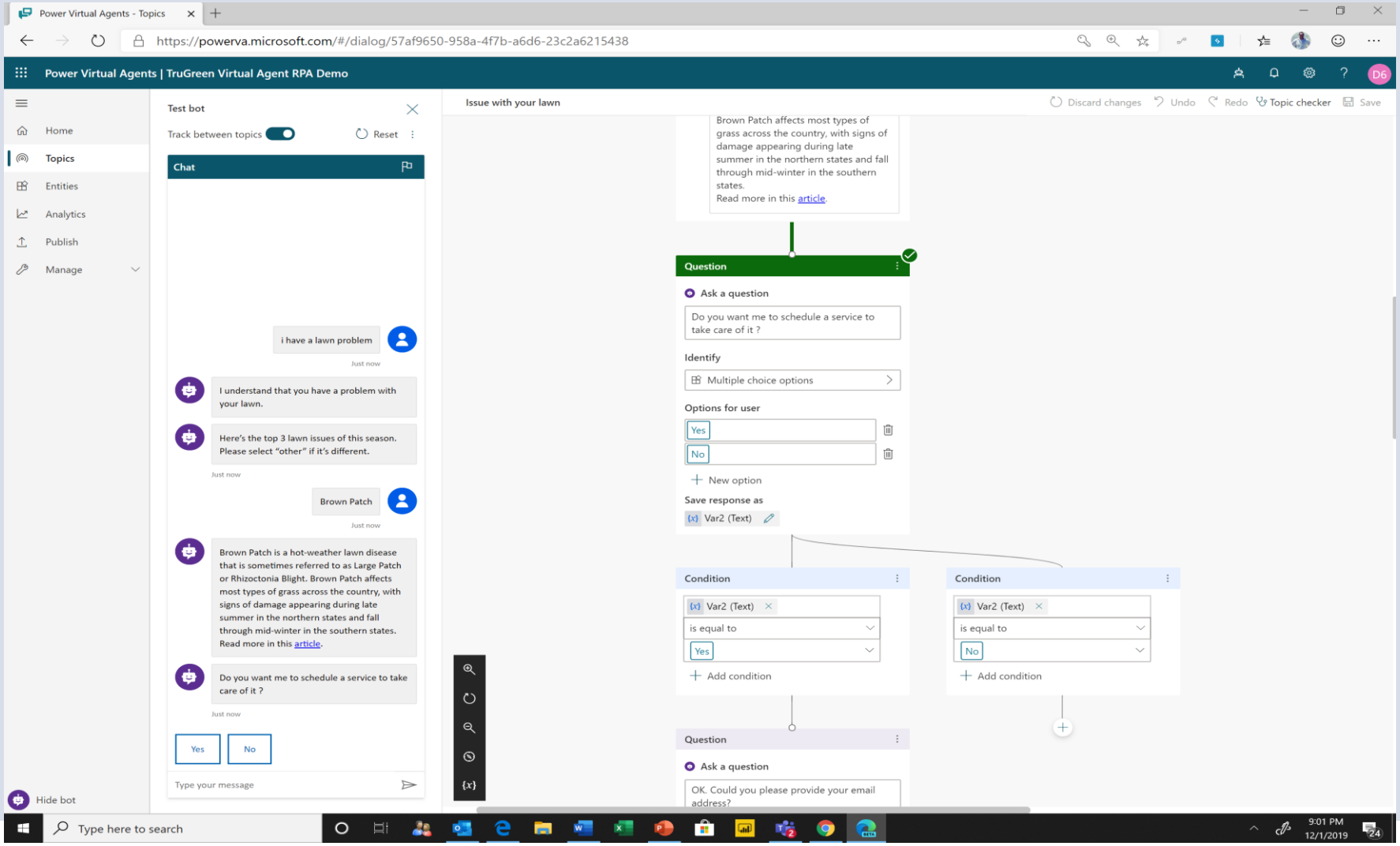
```
public async Task OnTurn(ITurnContext context)
{
    var state = context.GetConversationState<PartyRegistrationState>();
    var dialogCtx = dialogs.CreateContext(context, state);

    if (context.Activity.Type == ActivityTypes.Message)
    {
        switch (context.Activity.Type)
        {
            case ActivityTypes.Message:

                if(((Microsoft.Bot.Builder.TurnContext)context).Activity.Text == "Male")
                {
                    await context.DeleteActivity(context.Activity.Id);
                    NestedDialogBot obj =  new NestedDialogBot();
                }
                else
                {
                    await dialogCtx.Continue();
                }


                if (!context.Responded)
                {
                    string strMessage = $"Hey, Welcome ";
                    await context.SendActivity(strMessage);
                    await dialogCtx.Begin(PartyRegistrationForm.StartDialog);
                }
                break;
        }
    }
}
```

Bot framework Composer

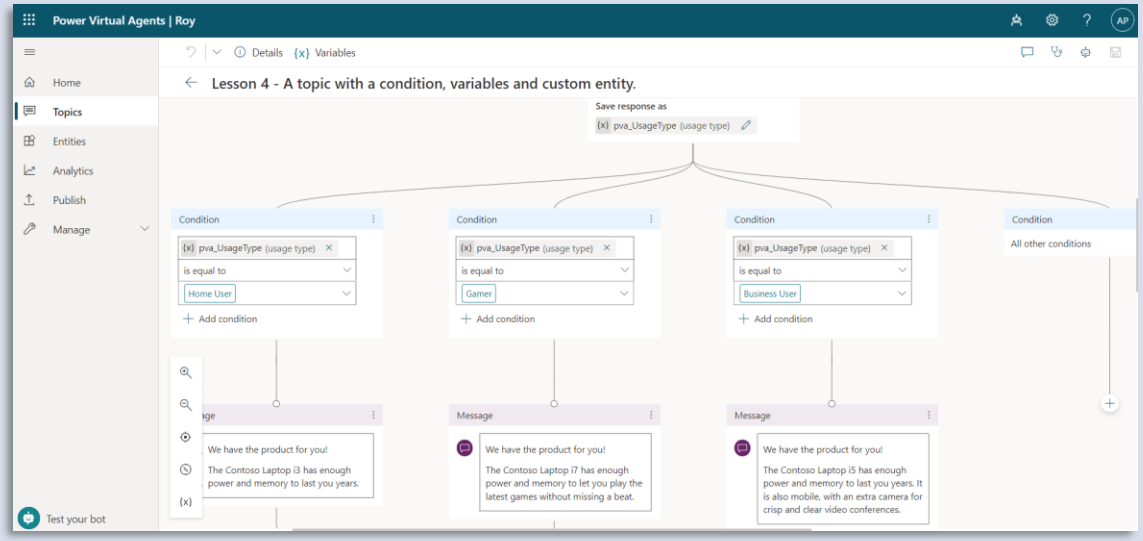


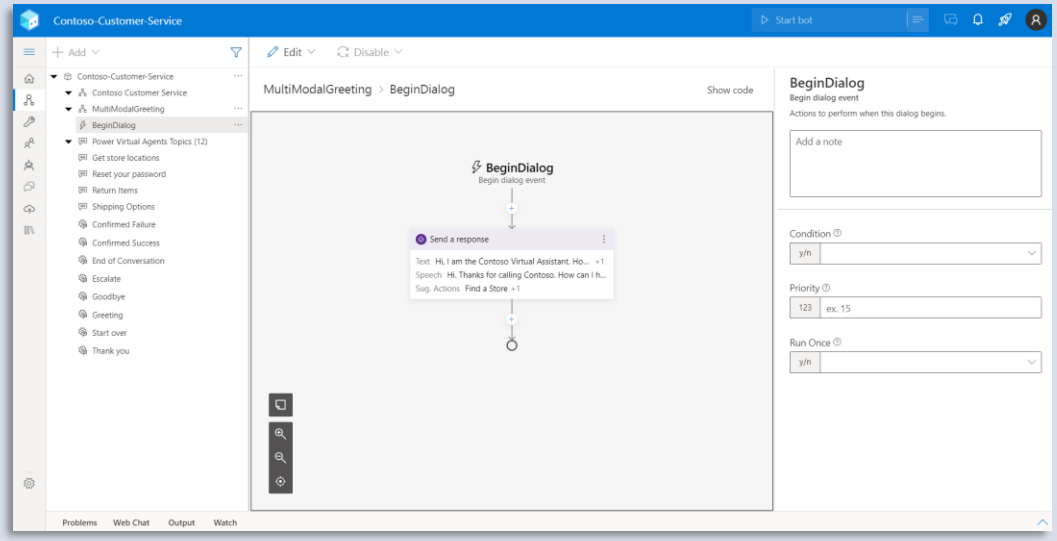
- Adaptive dialogs
- Language understanding
- Language generation
- QnA Maker

Power Virtual Agents



Power Virtual Agent could be extended with Power Virtual Agent





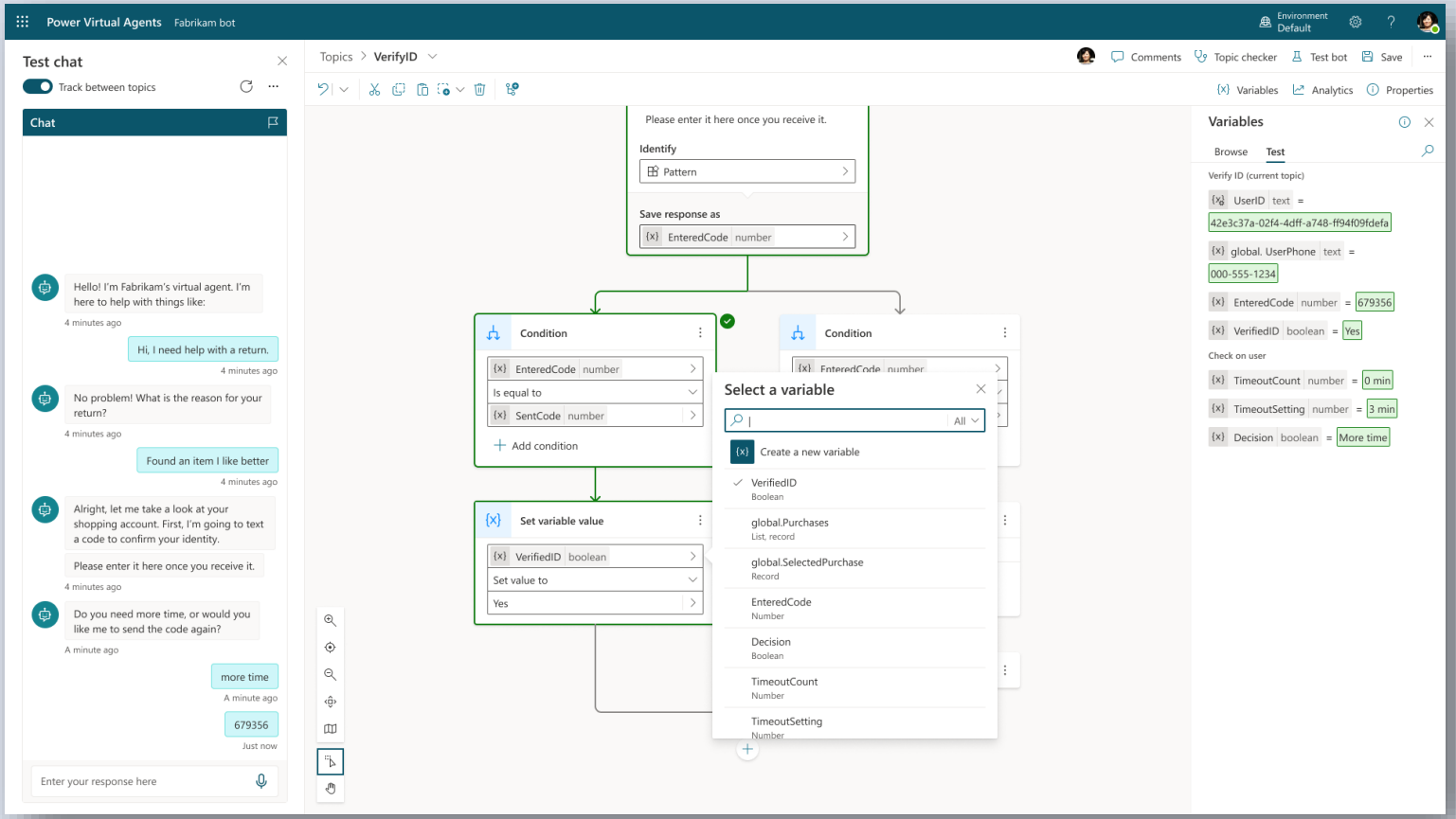
New authoring experience

The only way to create new Power Virtual Agents

More control options when creating a bot

Best loading GIF ever!

Key Features



- Rich media response types
- Adaptive Cards
- Power Fx
- Dynamic choices
- More options to trigger topics
- Productivity features
- Code view

Demo Time

Demo #1 Request Vacation Days

Highlights:

- Copilot Prompts
- Parse to Table
- Dynamic Buttons
- Rich Media

Demo #2 Time off balance

Highlights:

- Adaptive Card
- Power Fx

Demo #3 Call in Sick

Highlights:

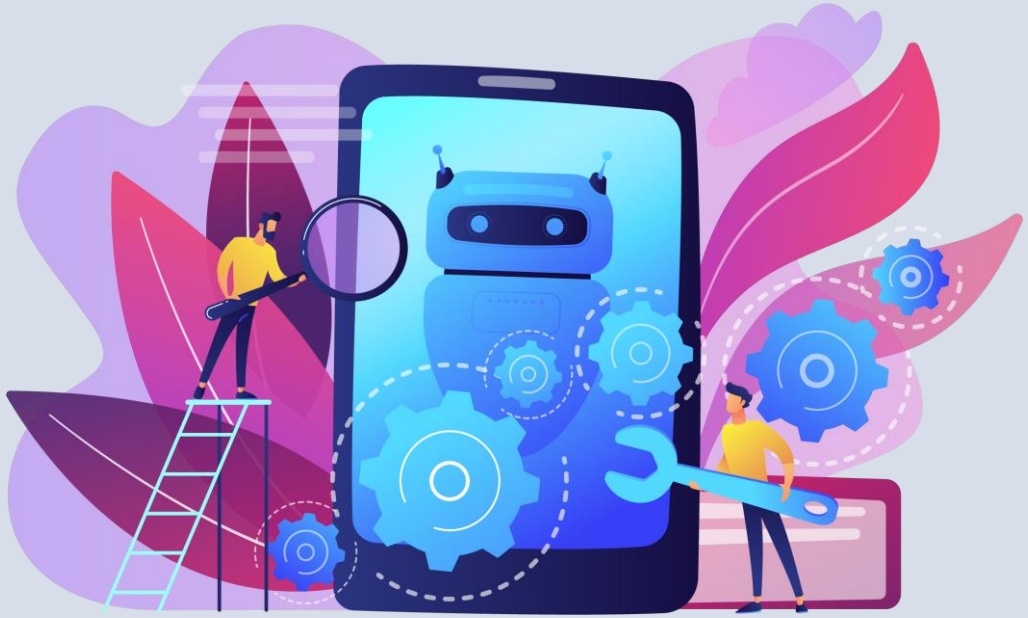
- Ask question with Adaptive Card

Demo #4 Escalate flexibility

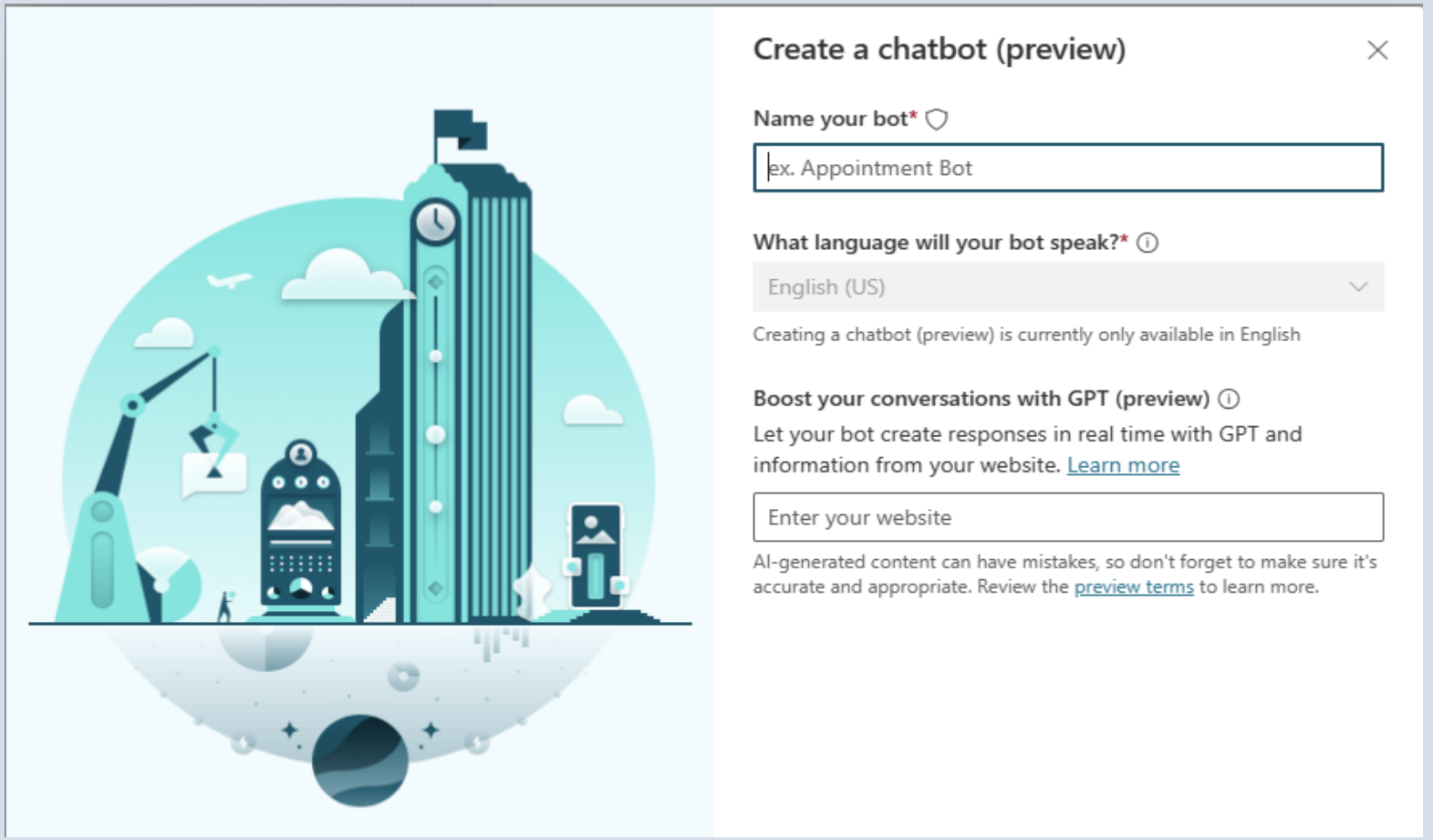
Highlights:

- Enable escalation through Microsoft Teams

The future of bot building



Generative Answers



PVA Dialog Management

- Authored Topics
- FAQ / Scripted Responses
- Generate Responses
- Escalation

GPT Capabilities

Bring your Knowledge - SaaS

Generative Answers

- SharePoint
- Dataverse
- MS Graph
- Others

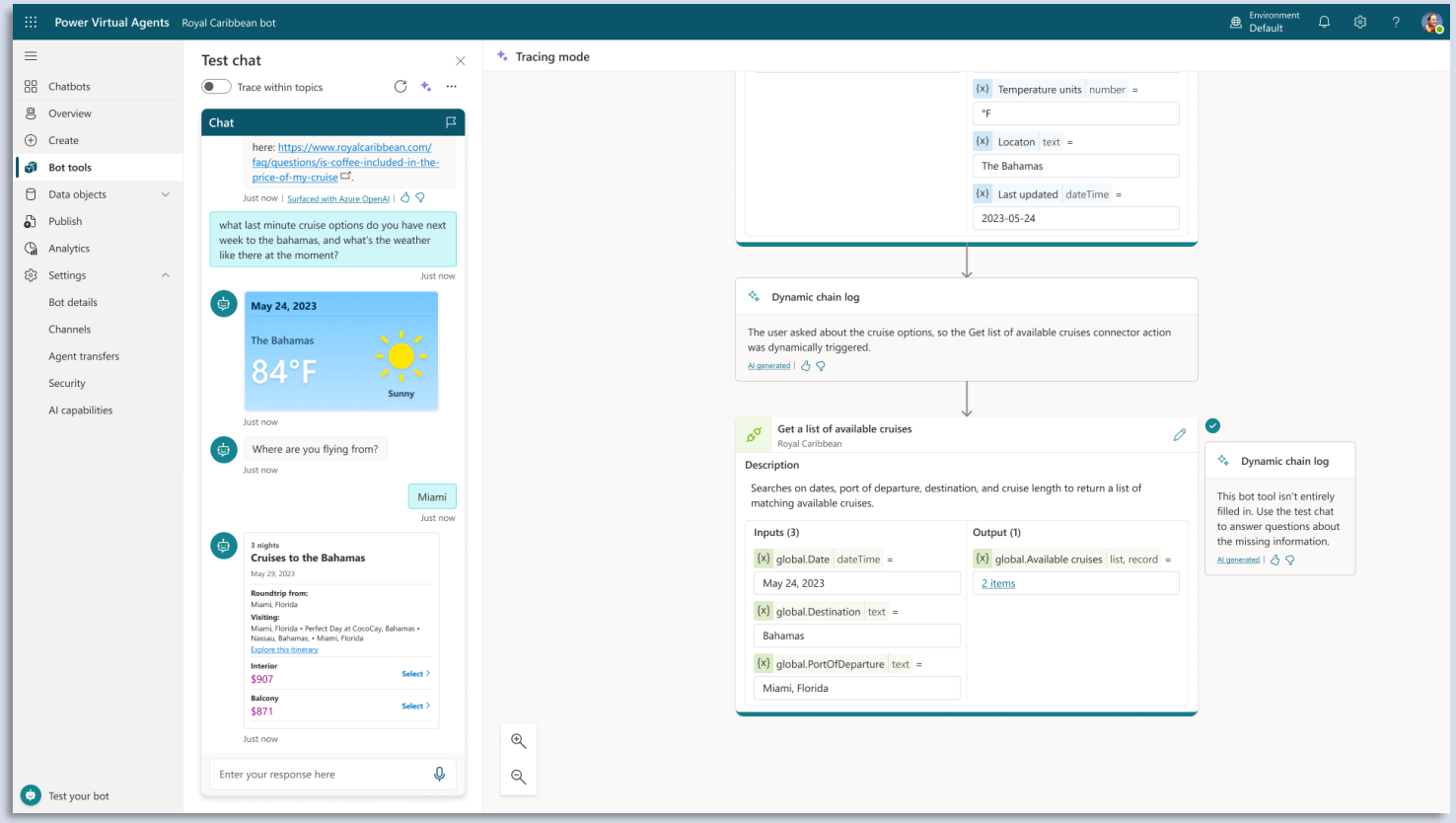
Bring your Model - PaaS

GPT Models

OpenAI

Microsoft Azure

Generative Actions



- Dynamically chains plugins together to produce actionable customer responses
- Handle multi-intent queries that were not anticipated or built by the user
- Automatically slot-fill further details to get the information needed for the task
- Test and trace feature to see it in action
- Powered by the Azure OpenAI Service with “LangChain” concepts

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Q&A

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THANK YOU!