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summit

Build a HR Chatbot with Power Virtual Agents Copilot!

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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);

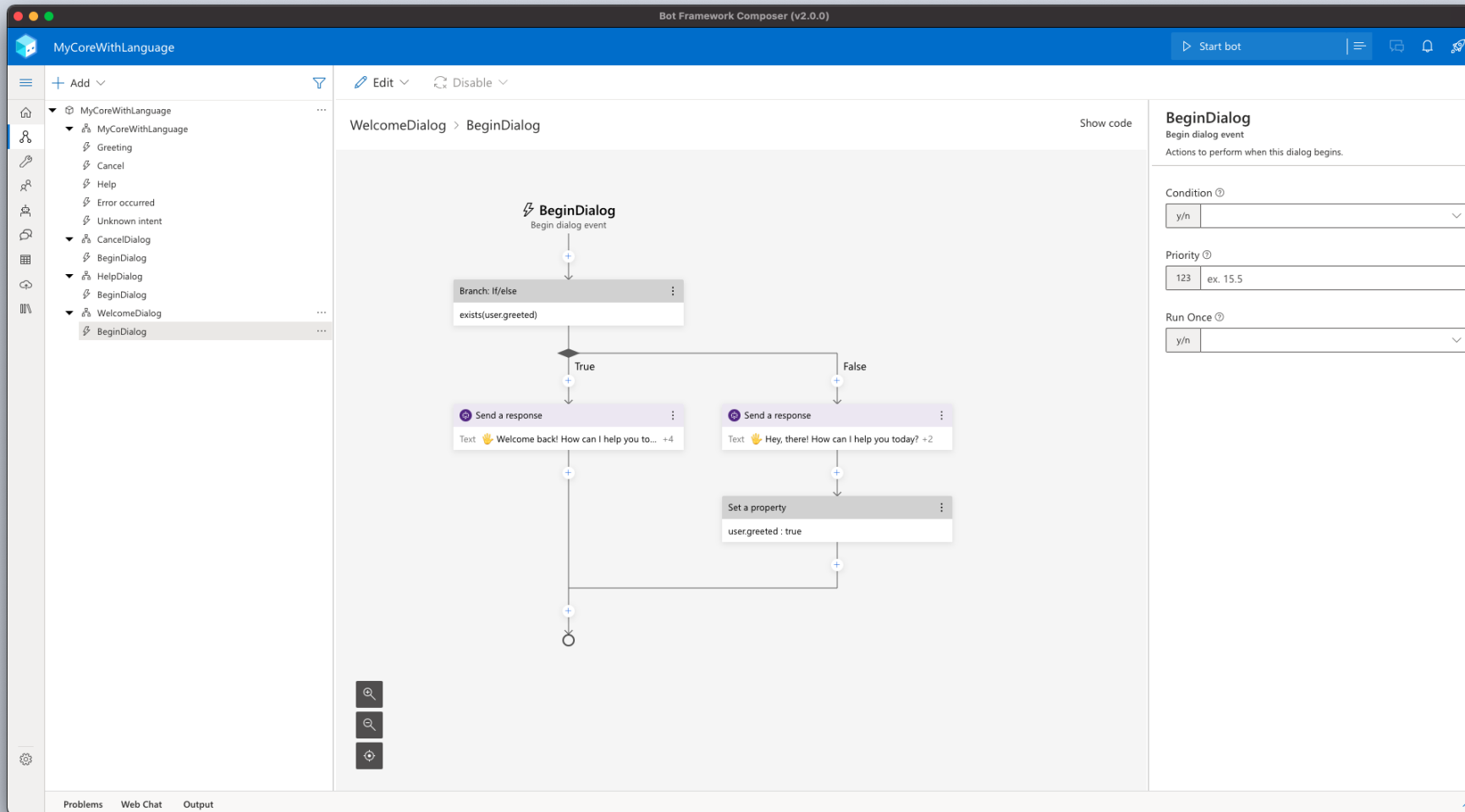
    if (context.Activity.Type == ActivityTypes.Message)
    {
        switch (context.Activity.Type)
        {
            case ActivityTypes.Message:

                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 Agents - Topics

https://powervirtualagents.microsoft.com/#/dialog/57af9650-958a-4f7b-a6d6-23c2a6215438

Power Virtual Agents | TruGreen Virtual Agent RPA Demo

Home

Topics

Entities

Analytics

Publish

Manage

Test bot

Track between topics

Reset

Chat

i have a lawn problem

Just now

I understand that you have a problem with your lawn.

Here's the top 3 lawn issues of this season. Please select "other" if it's different.

Just now

Brown Patch

Just now

Brown Patch is a hot-weather lawn disease that is sometimes referred to as Large Patch or Rhizoctonia Blight. Brown Patch affects most types of grass across the country, with signs of damage appearing during late summer in the northern states and fall through mid-winter in the southern states. Read more in this [article](#).

Do you want me to schedule a service to take care of it ?

Just now

Yes

No

Type your message

Issue with your lawn

Discard changes

Undo

Redo

Topic checker

Save

Brown Patch affects most types of grass across the country, with signs of damage appearing during late summer in the northern states and fall through mid-winter in the southern states. Read more in this [article](#).

Question

Ask a question

Do you want me to schedule a service to take care of it ?

Identify

Multiple choice options

Options for user

Yes

No

New option

Save response as

Var2 (Text)

Condition

Var2 (Text)

is equal to

Yes

Add condition

Condition

Var2 (Text)

is equal to


No

Add condition

Question

Ask a question

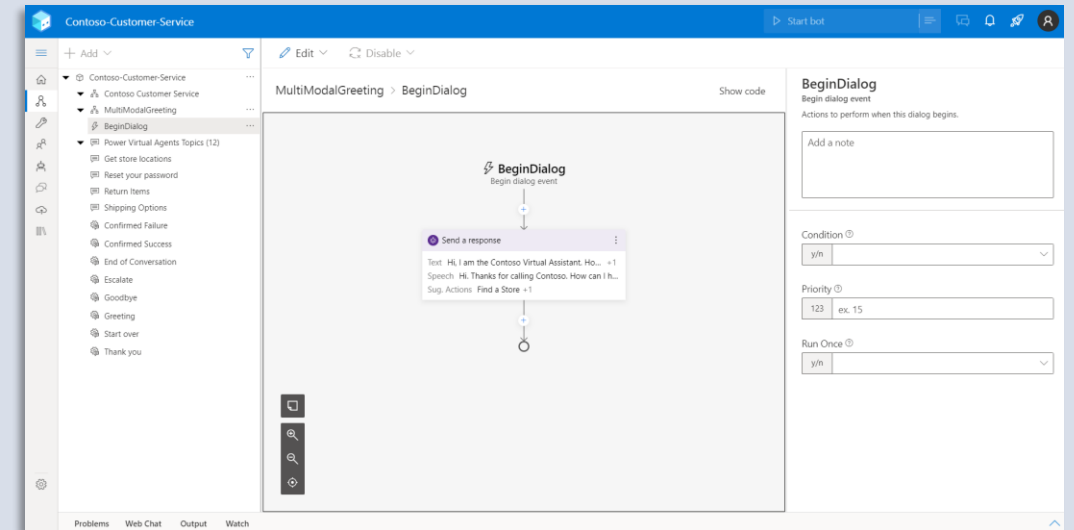
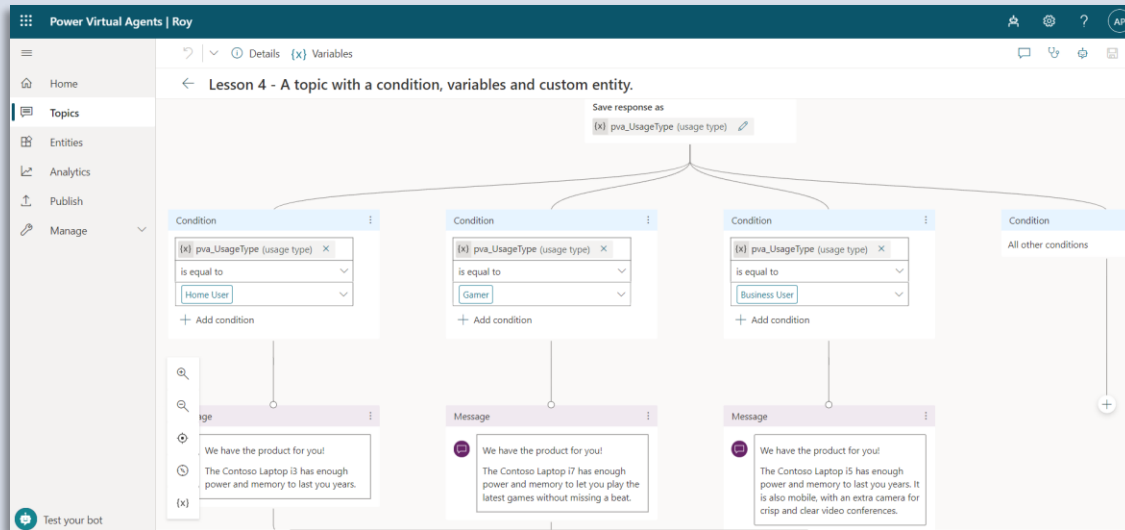
OK. Could you please provide your email address?

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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

The screenshot displays the Power Virtual Agents interface for a bot named 'Fabrikam bot'. On the left, a 'Test chat' window shows a conversation history with messages like 'Hello! I'm Fabrikam's virtual agent. I'm here to help with things like:', 'Hi, I need help with a return.', 'No problem! What is the reason for your return?', 'Found an item I like better', 'Alright, let me take a look at your shopping account. First, I'm going to text a code to confirm your identity.', 'Please enter it here once you receive it.', and 'Do you need more time, or would you like me to send the code again?'. The chat input field at the bottom contains '679356' and a 'more time' button.

The central area shows a flowchart for the 'VerifyID' topic. It starts with a 'Please enter it here once you receive it.' message, followed by an 'Identify' step with a 'Pattern' input. The flowchart then branches into two 'Condition' steps. The first condition checks if 'EnteredCode' is equal to 'SentCode'. If true, it leads to a 'Set variable value' step where 'VerifiedID' is set to 'boolean' and 'Set value to' is 'Yes'. The second condition is also a check for 'EnteredCode' equal to 'SentCode'. A 'Select a variable' dialog is open over the second condition, showing a list of variables including 'VerifiedID' (Boolean), 'global.Purchases' (List, record), 'global.SelectedPurchase' (Record), 'EnteredCode' (Number), 'Decision' (Boolean), 'TimeoutCount' (Number), and 'TimeoutSetting' (Number). The 'VerifiedID' variable is selected.

On the right, the 'Variables' panel shows the current state of variables for the 'Verify ID (current topic)'. It includes 'UserID' (text) with value '42e3c37a-02f4-4dff-a748-f94f09fdefa', 'global.UserPhone' (text) with value '000-555-1234', 'EnteredCode' (number) with value '679356', 'VerifiedID' (boolean) with value 'Yes', 'TimeoutCount' (number) with value '0 min', 'TimeoutSetting' (number) with value '3 min', and 'Decision' (boolean) with value 'More time'.

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:

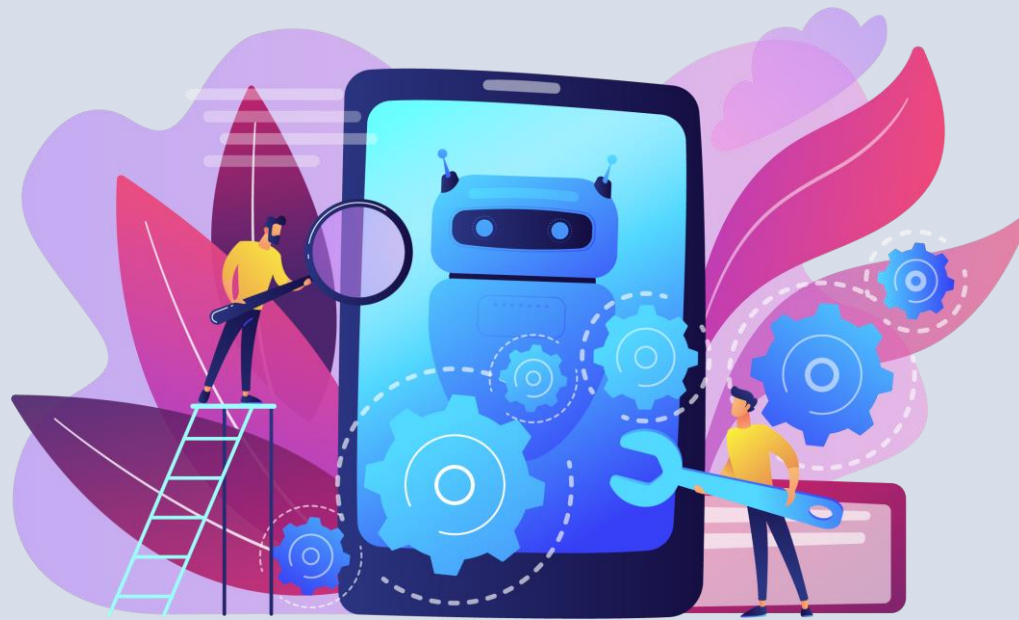
- Ask question with Adaptive Card

Demo #4 Escalate flexibility


Highlights:

- Enable escalation through Microsoft Teams

The future of bot building



Generative Answers



Create a chatbot (preview) ×

Name your bot* 🛡️

What language will your bot speak?* 📘

English (US) ▾

Creating a chatbot (preview) is currently only available in English

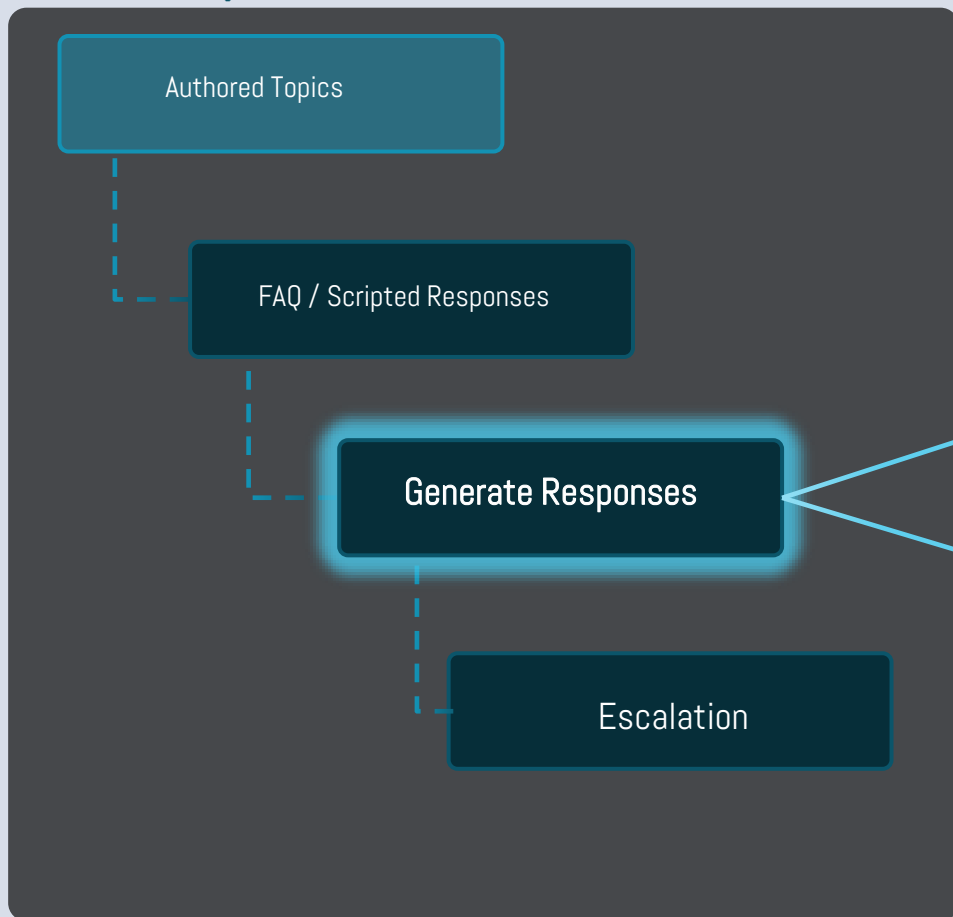
Boost your conversations with GPT (preview) 📘

Let your bot create responses in real time with GPT and information from your website. [Learn more](#)

AI-generated content can have mistakes, so don't forget to make sure it's accurate and appropriate. Review the [preview terms](#) to learn more.



PVA Dialog Management



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

The screenshot displays the Power Virtual Agents interface for a bot named "Royal Caribbean bot". The left sidebar contains navigation options: Chatbots, Overview, Create, Bot tools, Data objects, Publish, Analytics, Settings, Bot details, Channels, Agent transfers, Security, and AI capabilities. The main area is split into two panels: "Test chat" and "Tracing mode".

Test chat panel: Shows a chat history with a user asking for last minute cruise options to the Bahamas. The bot responds with a weather widget for The Bahamas (84°F, Sunny) and a list of 3 nights cruises to the Bahamas. The user then asks "Where are you flying from?", and the bot responds with "Miami".

Tracing mode panel: Shows the dynamic chain log and the "Get a list of available cruises" action. The log indicates that the user asked about cruise options, so the "Get list of available cruises" connector action was dynamically triggered. The action details show inputs (global.Date, global.Destination, global.PortOfDeparture) and output (global.Available cruises list, record).



Q&A



THANK YOU!