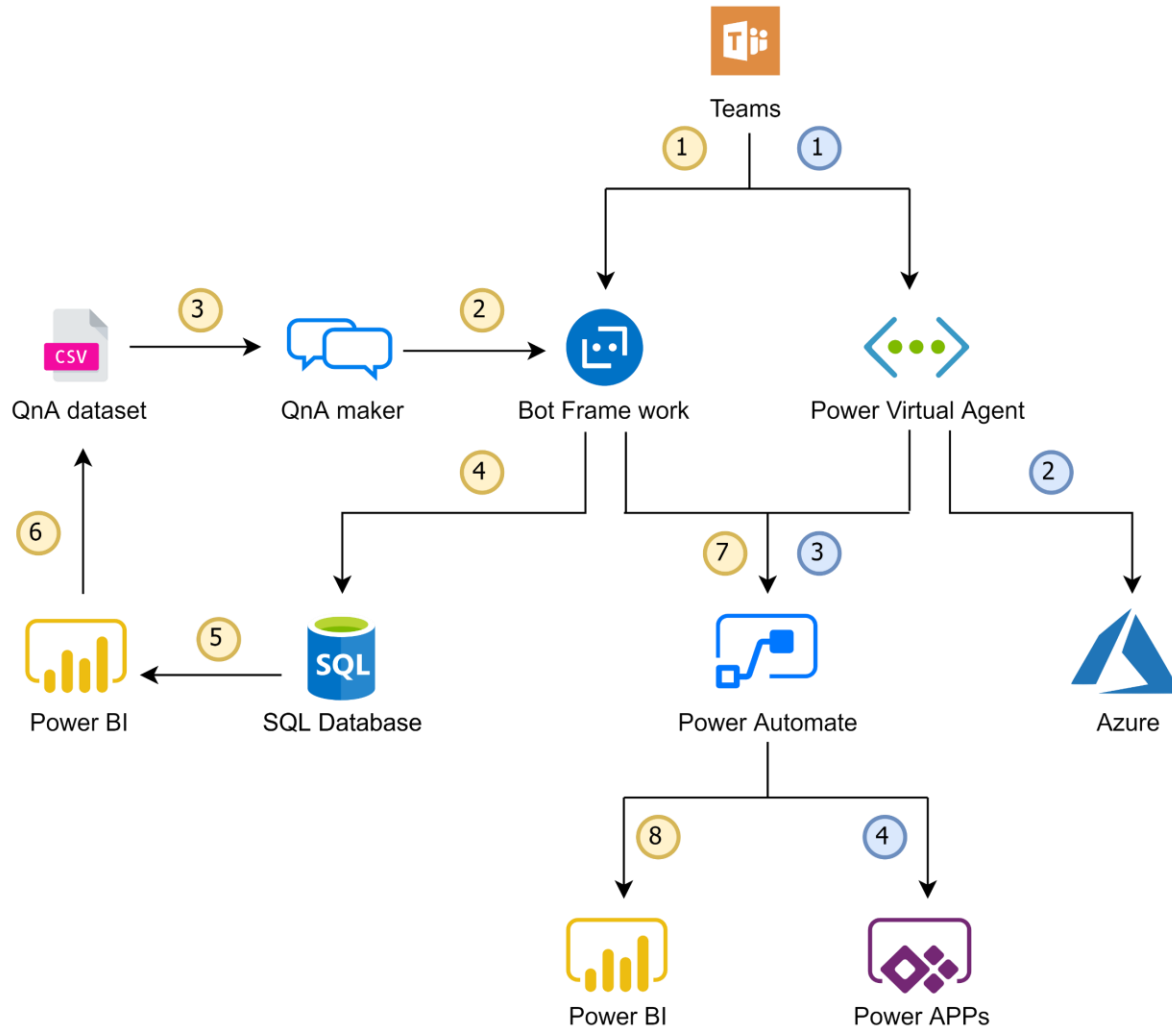


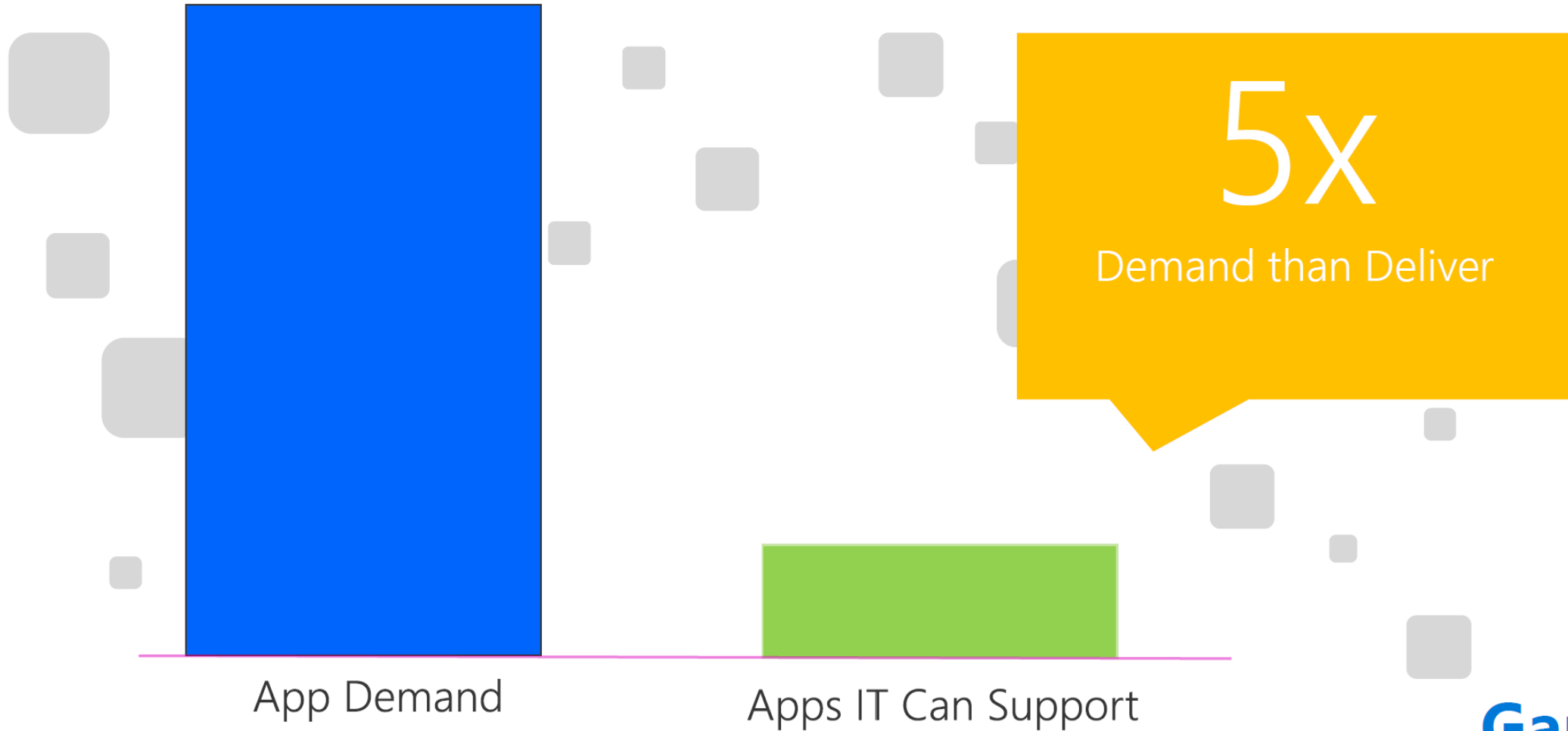
Power Virtual Agent

Possibility of chatbot



- 1 串接到Teams使用者介面
- 2 如果開發中超出了無代碼/低程式碼範疇，需要獲取實際代碼時，則可以轉換到Azure。
- 3 使用Power Automate與現成的服務和後端系統集成
- 4 與Power BI 和 Power APPs相互應用
- 1 串接到Teams使用者介面
- 2 QnA Bot藉由QnA Maker來做為回答問題的依據
- 3 藉由QnA輸入介面將問答集CSV檔案上傳至QnA Maker
- 4 將QnA Bot的對話紀錄以時間、問題、答案、評分存放至資料庫中
- 5 利用Power BI報表呈現蒐集的問答評分紀錄
- 6 藉由Power BI報表以及顧客回饋表單來優化問答集
- 7 使用Power Automate與現成的服務和後端系統集成
- 8 與Power BI 和 Power APPs相互應用

Business Struggle To Build Apps



無代碼的引導式圖形界面之聊天機器人簡易開發平台



简单的图形界面，使所有级别的开发人员都能够构建聊天机器人



与 Power Automate 的现成集成，用于访问数百个预生成的连接器



可扩展到 Azure 机器人服务，用于构建高级自定义方案



易于阅读的仪表板具有由 AI 驱动的意见，用于监视聊天机器人的性能

有測試聊天的部分，還可以發布至其他應用軟體，

如果開發中超出了無代碼/低程式碼範疇，需要獲取實際代碼時，則可以轉換到Azure，

使用其現有資源，這將使聊天機器人功能強大可靠，更加智能化。

TEST BOT聊天測試

The screenshot displays the Power Virtual Agents interface for a bot named 'ZoeQ'. The interface is divided into three main sections: a left sidebar, a central chat window, and a right-hand flowchart editor.

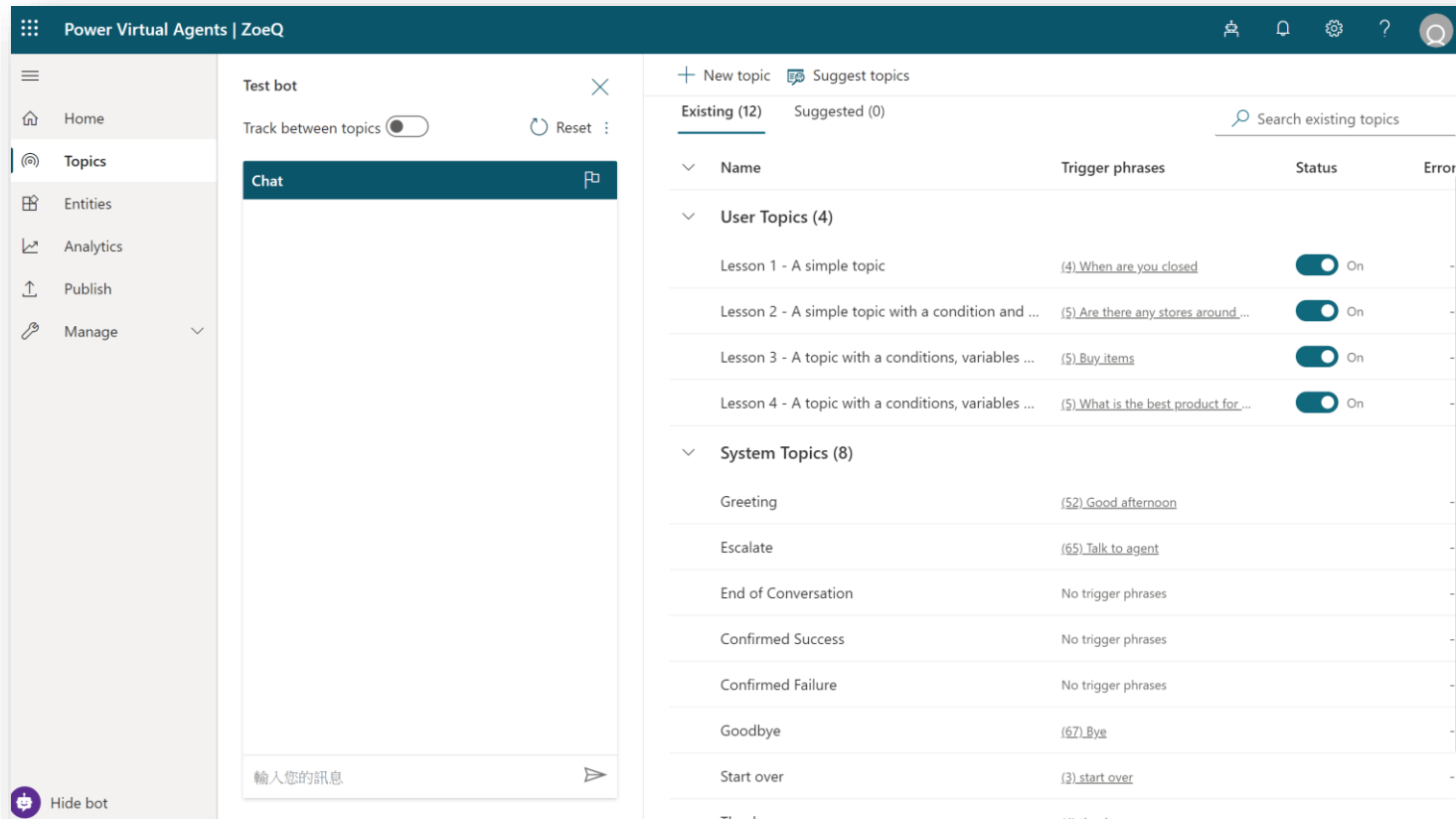
Left Sidebar: Contains navigation icons and labels for 'Home', 'Topics', 'Entities', 'Analytics', 'Publish', and 'Manage'. A 'Hide bot' button is located at the bottom left.

Central Chat Window (Test bot): This section shows a simulated chat conversation. At the top, there's a 'Track between topics' toggle (turned on) and a 'Reset' button. The chat history shows several messages from the bot (purple icon) and the user (blue icon). The bot's messages include: 'Sorry, I am not able to find a related topic. Can you rephrase and try again?', 'Hi! I'm a virtual agent. I can help with account questions, orders, store information, and more.', 'If you'd like to speak to a human agent, let me know at any time.', and 'So, what can I help you with today?'. The user's messages include '嗨' and 'hello'. At the bottom, there is a text input field labeled '輸入您的訊息' and a send button.

Right-hand Flowchart Editor (Greeting): This section shows a visual flowchart for the bot's greeting logic. It starts with a 'Trigger Phrases (52)' box, which lists phrases like 'Good afternoon', 'Good morning', 'Hello', 'Hello agent!', 'Hello and good morning to you', 'Hello can you help me?', and 'Hello can you please help me'. This triggers a 'Message' box with the text: 'Hi! I'm a virtual agent. I can help with account questions, orders, store information, and more.' This message box triggers another 'Message' box with the text: 'If you'd like to speak to a human agent, let me know at any time.' This second message box triggers a final 'Message' box with the text: 'So, what can I help you with today?'. Each step in the flowchart is marked with a green checkmark, indicating it is a confirmed or successful step. At the bottom of the flowchart, there is a plus sign icon and a '{x}' icon.

測試聊天的部分，
一開始提供greeting的範例，
假設用戶說話，
有詞彙觸發到機器人，
就會吐出自訂的回應答句。

TEST BOT聊天測試

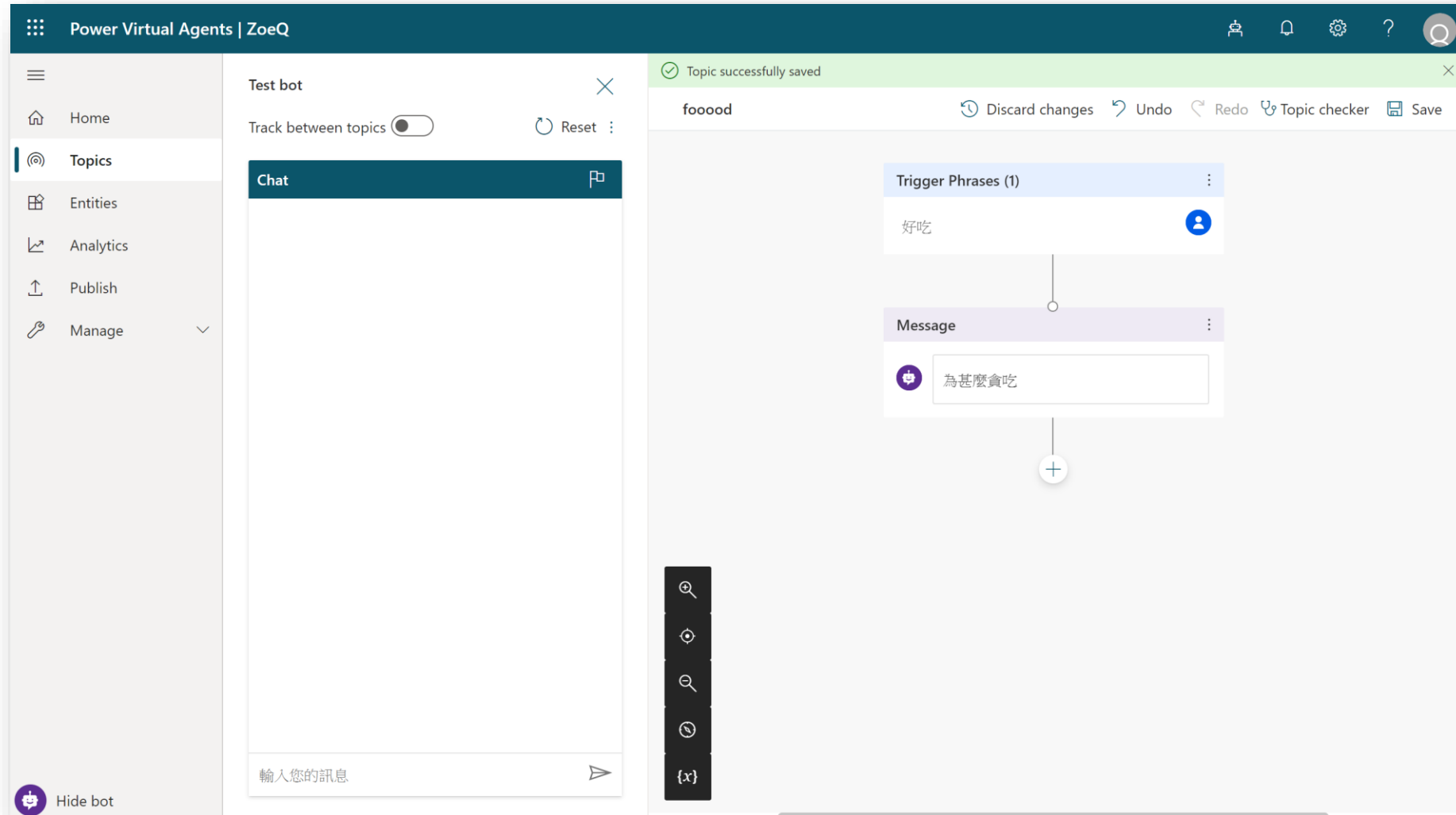


一個漫遊器最多可以包含1,000個主題。

- 四個預先填充的用戶主題，這些課程主題可用於幫助理解使用節點創建漫遊器對話的簡單到復雜的方法。
- 系統主題。這些是機器人對話期間可能需要的預填充主題。

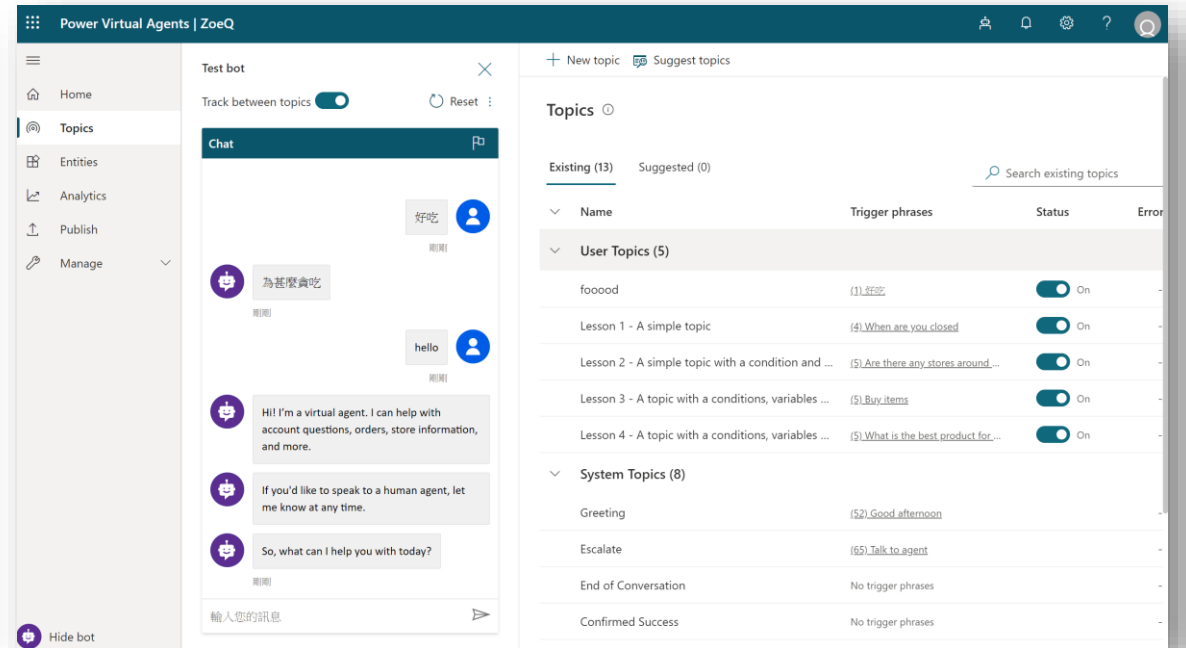
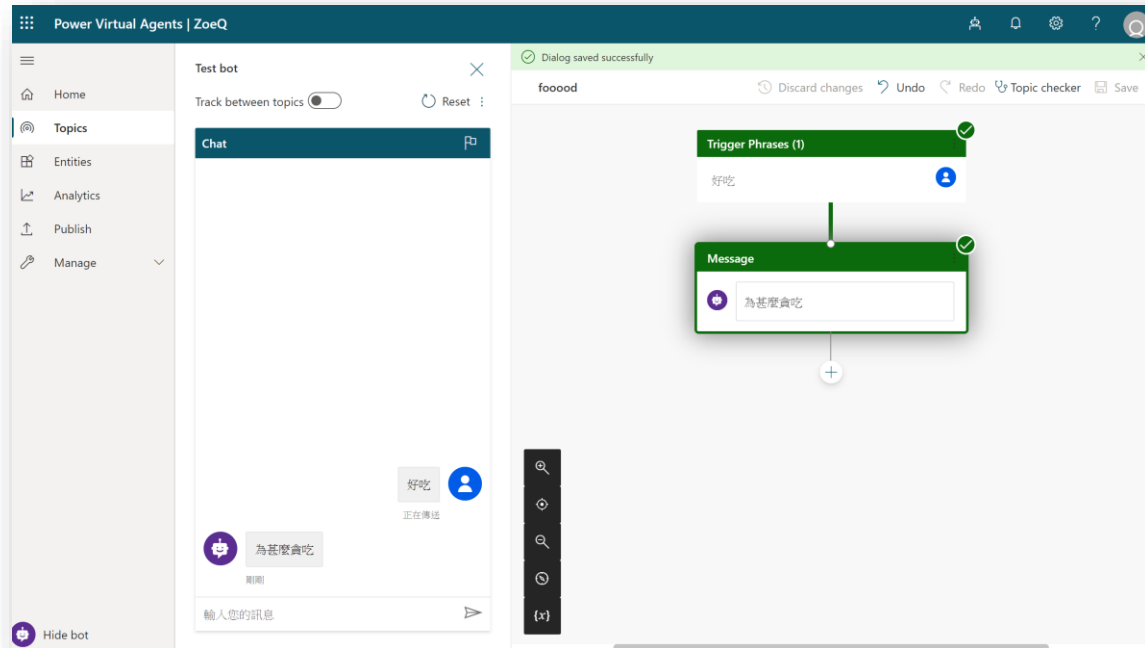
您可以按照與創建主題相同的方式來編輯這兩種主題類型。但是，您不能刪除它們。

TEST BOT聊天測試



也可以自訂主題內容，觸發語句以及回應。

TEST BOT聊天測試



左圖為自訂對話主題的聊天測試，
右圖顯示出可以開啟Track between topics，
在聊天時應用轉換不同的對話主題，
並且新增的topics會出現在User Topics的部分。

使用Power Automate與現成的服務和後端系統集成

Power Virtual Agents | Lessons help

Lesson 4 - A topic with a conditions, variables and cu...

The Contoso Laptop i3 has enough power and memory to last you years.

The Contoso Laptop i7 has enough power and memory to let you play the latest games without missing a beat.

The Contoso Laptop i5 has enough power and memory to last you years. It is also mobile, with an extra camera for crisp and clear video conferences.

Question

Ask a question

Shall I add this to your cart?

Identify

Boolean

Save response as

pva_AddToCart (Boolean)

Ask a question

Add a condition

Call an action

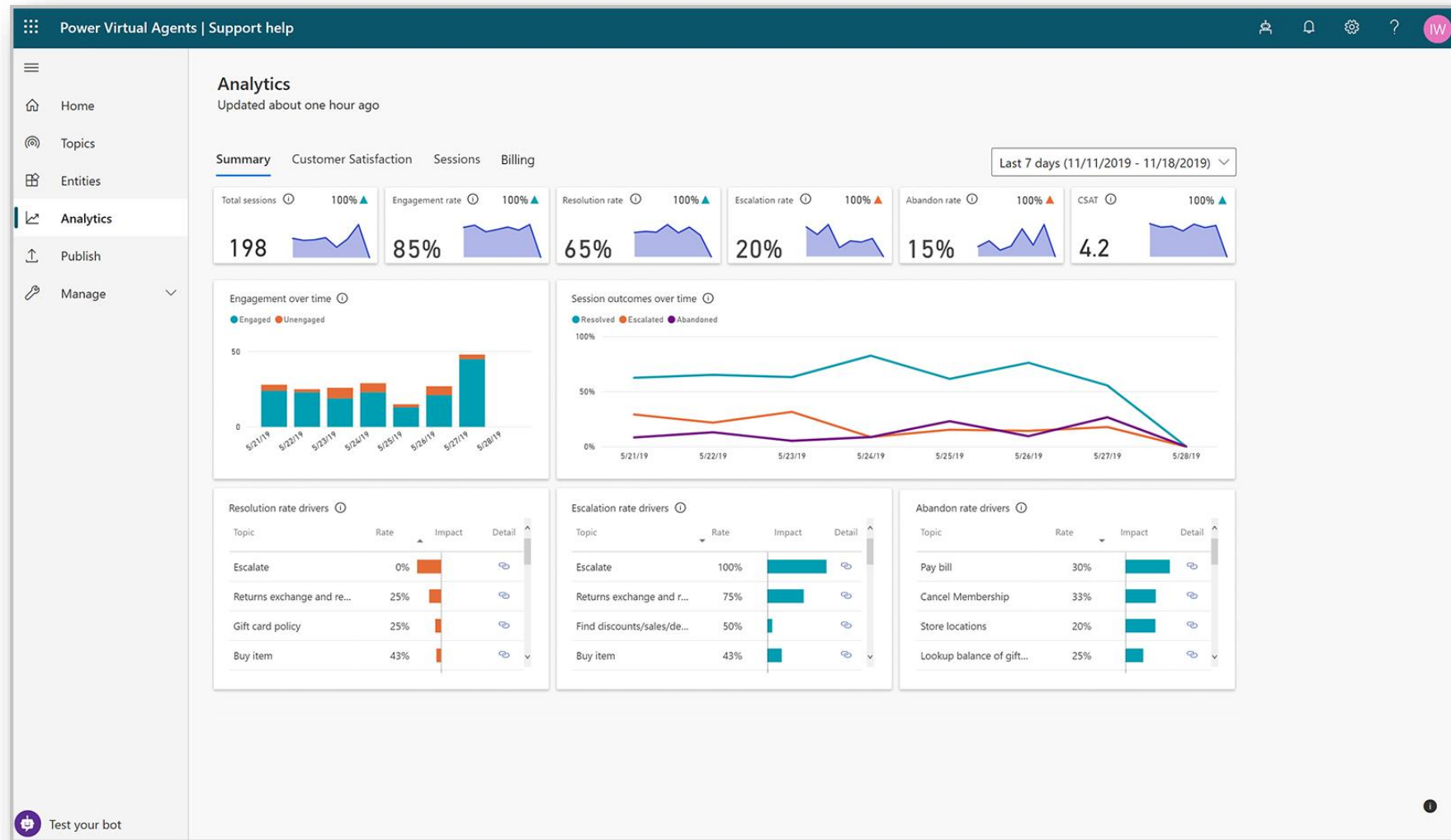
Show a message

Condition

All other conditions

Test your bot

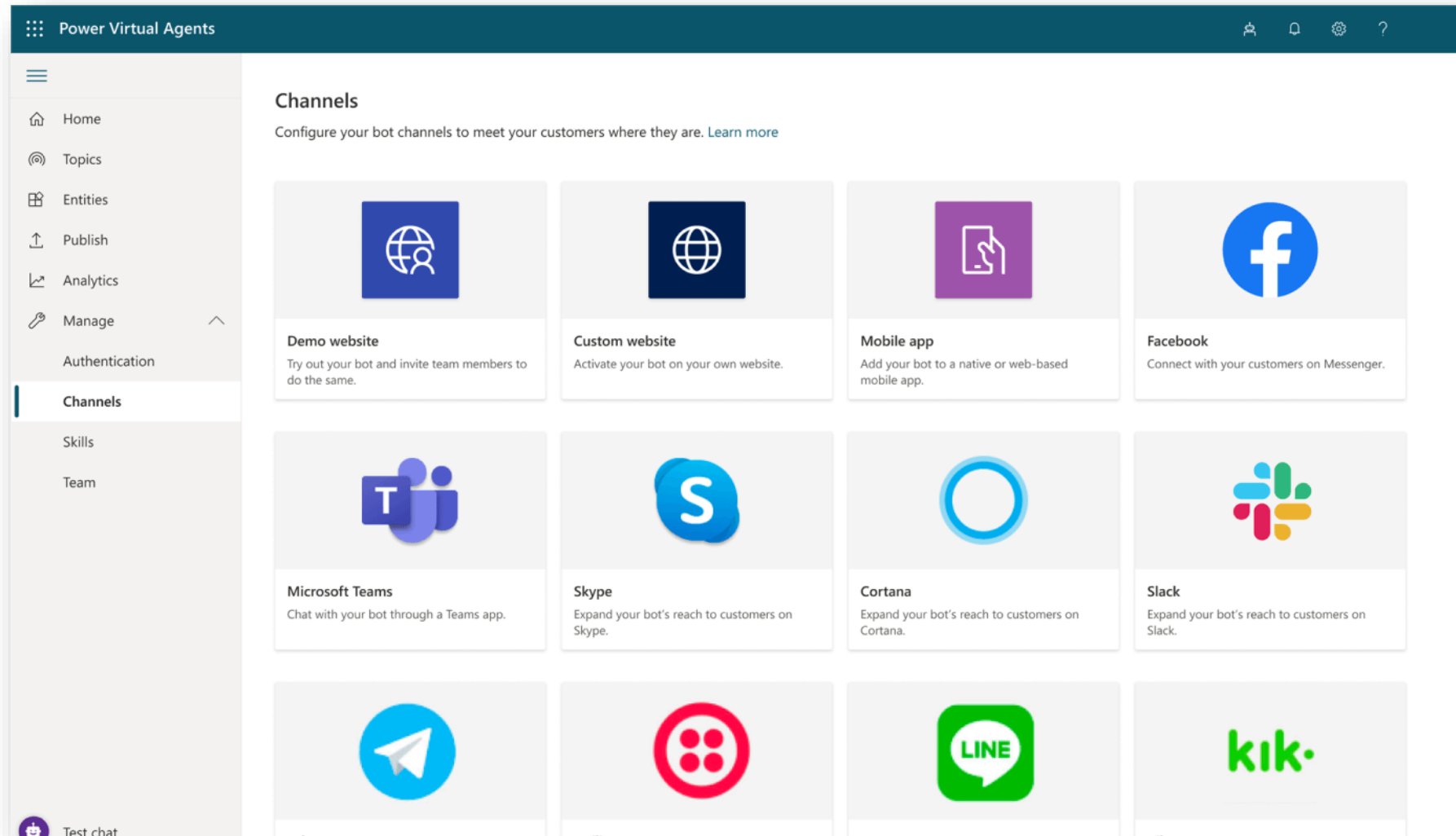
監控並改善機器人性能



Power Virtual Agents使您可以使用強大的指標和AI驅動的儀表板來密切關注機器人的性能。

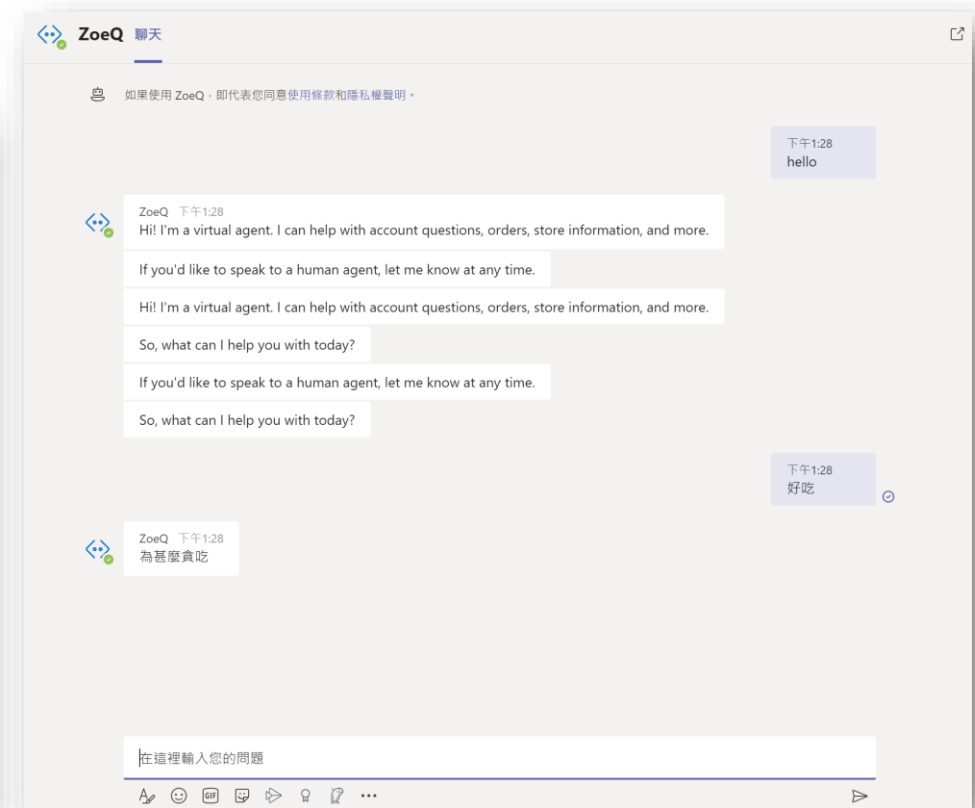
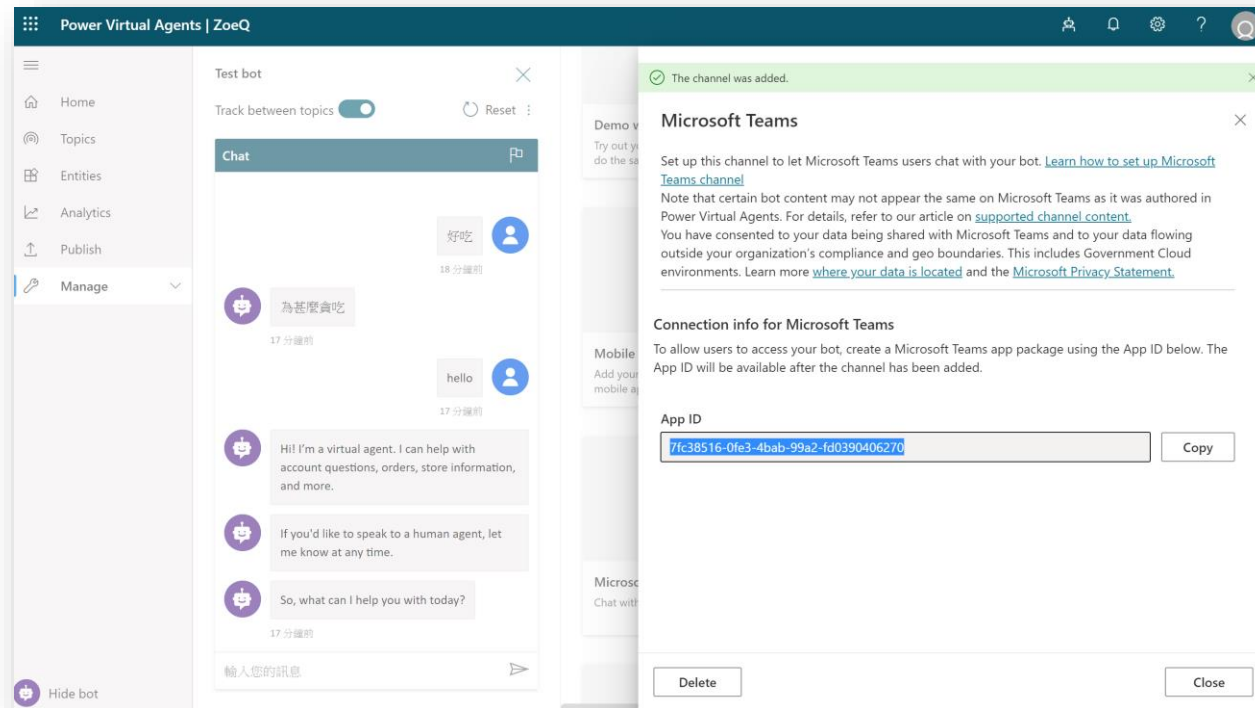
輕鬆查看哪些主題做得好以及該機器人可以改進的地方，並迅速進行調整以提高性能。

PUBLISH



在組織與客戶接洽的任何位置內嵌聊天機器人，例如網站、行動裝置應用程式，以及 Azure Bot Service 所支援的數十個其他管道。

PUBLISH



還可以發布至其他聊天軟體，
右圖是在Teams聊天的畫面。

Thank You !

Ask the community : <https://powerusers.microsoft.com/t5/Power-Virtual-Agents-Community/ct-p/PVACommunity>

Submit an idea : <https://go.microsoft.com/fwlink/?linkid=2064961>

智域國際