



Build a Bot Workshop

Begin your enterprise chatbot journey

www.ec.co.za

Build a Bot | hands-on experience

Are your support teams inundated with queries? Are some of these queries easily answered?

Or

Are your employees struggling to get the information they need about leave or procurement policies? Do IT, HR, Procurement and other internal delays affect your staff's productivity?

Using Microsoft Power Virtual Agent, these bots can be used to:

- Run a website chatbot
- Implement Robotic Process Automation that launches workflows and completes tasks
- Integrate social media and WhatsApp bots
- Assist Customer Service and Support
- Automate frequently asked questions and build a knowledge base

Build a Bot| Example

No code needed

Personalise conversations

Look up records and policies

Hand off conversations to support agents

Empower employees to help the business

The screenshot displays the Power Virtual Agents interface. On the left, a navigation pane includes 'Home', 'Topics', 'Entities', 'Analytics', 'Publish', and 'Manage'. The main area is split into two panes. The left pane, titled 'Test bot', shows a chat conversation with a bot and a user. The bot's messages include: 'If you'd like to speak to a human agent, let me know at any time.', 'So, what can I help you with today?', 'I'd be glad to help find a store near you.', and 'Which location are you interested in?'. The user's messages include: 'Are there any stores around me?' and 'Kirkland'. The bot's final message is: 'Our Kirkland is located in downtown Kirkland. The address is: 1234 Central Way, Kirkland, 98321.' Below the chat is a 'Did that answer your question?' prompt with 'Yes' and 'No' buttons. The right pane, titled 'End of Conversation', shows a flowchart configuration. It starts with a 'Trigger Phrases' step, followed by a 'Question' step with the text 'Did that answer your question?'. Below this is an 'Identify' step set to 'Boolean'. The 'Save response as' step is set to 'PRR Survey Question (Boolean)'. The flowchart then branches into two paths based on the 'PRR Survey Question (Boolean)' condition. The left path is for 'True' and leads to a 'Redirect' step labeled 'Confirmed Success'. The right path is for 'False' and leads to a 'Redirect' step labeled 'Confirmed Failure'.

Workshop| Agenda

Part One

What is Virtual Agents/Chatbots
Scenarios and Chatbot use cases
Create your first bot

Break

Part Two

Create and edit topics
Enhance your bot
Publish your bot
Using analytics to improve your bot

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*topics may be subject to change

THANK YOU



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