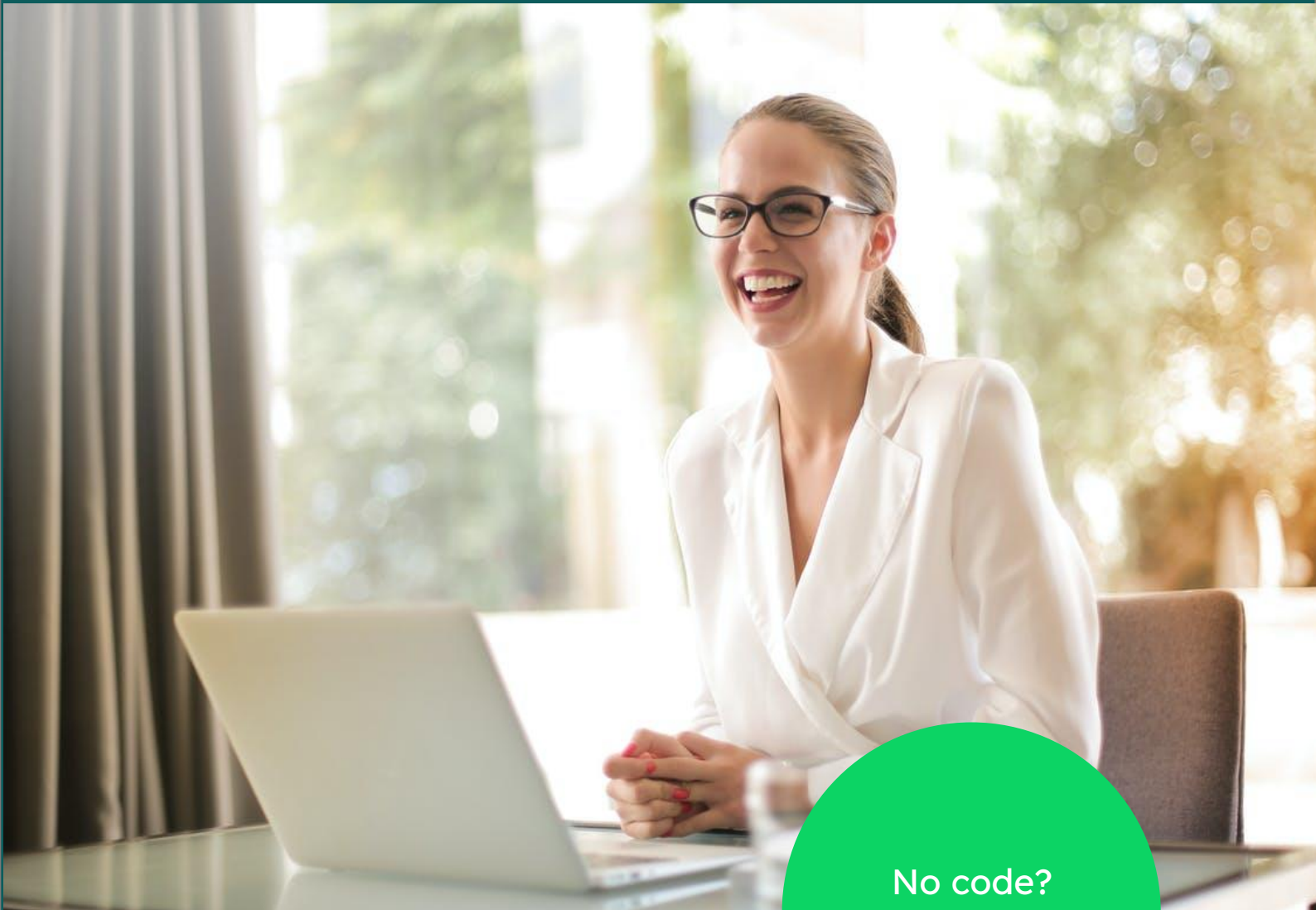




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 PowerPathway

Power Virtual Agents Development

Power Virtual Agents Development

Duration: 2 Days

Delivery Style: Live instructor led session. Hands on guided labs

Audience: Non-technical individuals starting Power Virtual Agents Development

Technical level: Semi-technical session

Objective

After the course you will fully understand best practice for implementing Power Virtual Agents (Chatbots) as well as the costs. You will be able to integrate a Virtual Agent with Power AI and legacy desktop apps via Desktop workflow.

Short Overview

During this session you will be introduced to Power Virtual Agents. The main features of Power Virtual Agents will be explained and hands on labs will be provided to you to gain experience of the tool.

Course Details

Day 1

- Introduction to Power Virtual Agents (PVA)
- Issues Around Chatbots
- Chatbot Use Cases
- Determining Best Use Case for Chatbot
- Integrating AI with Chatbot
- Chatbot Building Options
- Best Practice
- Power Virtual Agents in Teams
- Robotic Process Automation
- Legacy Automation Issues
- Integration Issues
- Answering Questions or Enquiries with PVA

Day 2

- Process Returns and Exchange Requests
- Resolving a Complaint or Problem
- Making a Purchase/Check Inventory/Make Recommendation/Track Shipping
- Product Onboarding/Help Desk
- Making a Reservation/Booking a Ticket to an Event
- Manage Email Subscription Preferences
- Paying a Bill/Processing a Claim
- Finding a Qualified Person (e.g., Professional Services)
- Triage for Healthcare/Crisis Communication
- Customer Feedback/Quizzes, Surveys, and Competitions
- Automate with Power Automate
- Integrating Desktop Software with Virtual Agents
- Recording and Editing Tasks
- Running Desktop Flows
- Process Advisor
- Data Verse