

How to connect Power Virtual Agent and Business Central



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Agenda

- Power Virtual Agent
- Adaptive Cards
- Power Automate
- Why are we using them together?
- Business Central & Power Virtual Agent



Power Virtual Agent

- Easily create conversational bots
- Elevate the conversation
- Amplify the value of your bots



Easily create conversational bots

- Respond to customer's and employees needs
- Accelerate and simplify bot building with GPT



Elevate the conversation

- Build bots quickly and easily
- Deploy across channels
- Deploy across languages
- Scale securely with centralized MGMT
- Improve your bots over time



Amplify the value of your bots

- Incorporate bots into business processes
- Included with other Microsoft products
- Make your bots work harder
- Use existing functionalities from other Microsoft products and services



- Adaptive Cards
- Power Automate
- Why are we using them together?
- Business Central & Power Virtual Agent



Adaptive Cards

- **Portable** - To any app, device, and UI framework
- **Open** - Libraries and schema are open source and shared
- **Low cost** - Easy to define, easy to consume
- **Expressive** - Targeted at the long tail of content that developers want to produce
- **Purely declarative** - No code is needed or allowed
- **Automatically styled** - To the Host application UX and brand guidelines



Microsoft Ignite

Microsoft Ignite 2021

Schedule

Join us November 2-3, 2021 to explore the latest tools, training sessions, technical expertise, networking opportunities, and more. See what's coming up and when it will be happening. The schedule adjusts to your time zone and content is updated regularly, so check back often.

DAY 1

DAY 2

Tuesday, November 2

Time	Description
8:00 AM - 8:15 AM	Welcome to Microsoft Ignite: join your daily hosts who will get you ready for the day.
8:15 AM - 11:00 AM	Keynotes: hear from Microsoft leadership on revealing the latest innovations that are shaping the flexible, innovative, and secure business environments of the future.
11:30 AM - 12:00 PM	Breakout Sessions: you have the opportunity to select the sessions best suited for your role and interests.
12:30 PM - 4:00 PM	Connection and Learning Zone: connect with your global community in live interactive sessions, join Learning Zone opportunities, get Microsoft Certified and so much more.
7:15 PM - 10:30 PM	Welcome to Microsoft Ignite's APAC broadcast: hear from Microsoft leadership on revealing the latest innovations that are shaping the flexible, innovative, and secure business environments of the future.
10:30 PM - 1:00 AM	Connection Zone: join your community and hear from local Microsoft leaders and experts through Local Connection sessions to find out what's new in your region.

Registration form

First name *

john

Last name *

Doe

Company *

Add your company name

Phone *

[000] 000-0000

An email containing a One-time Passcode will be sent to the email address you have provided.

☐ By continuing, you acknowledge that you've read and accepted our [Notice of Privacy Practices](#).

Submit

Cancel

Office

Frequently asked questions

Plan a remote gathering, create school projects, set health and fitness goals, and manage your household budget with the apps, tools, and features of Microsoft 365.

What Office apps do I get with Microsoft 365?

Get Office apps such as Word, Excel, PowerPoint, Outlook, OneNote, OneDrive, and more.

Learn more about Microsoft 365 plans for:

Home

Business

Enterprise

Education

What is the difference between Office 365 and Microsoft 365?

Is internet access required for Microsoft 365?

What happens to existing Office 365 subscriptions for home and business?

Does Microsoft 365 cost more?

Still curious?

Ask your question here

Get answers

Previous

Oct 2021

Next

5	M	T	W	T	F	S
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

3 team members are out of office

Oct 11-13

Lynne on vacation

Oct 12

Lee away for doctor's appointment

Oct 14

Lidia out of office

1 report due

Oct 15

Team report due

Let's go places

Current balance

Type	Hours	Days
Sick days	8 hrs	1 day
Paid time off	88 hrs	11 days
Wellness	12 hrs	1.5 days

Submit time off

To avoid forfeiture of time you need to take and submit all vacation hours for the current calendar year prior to December 31.

Type

Sick day

All day (8 hrs)

Date *

mm/dd/yyyy

Submit

Cancel

Read FAQ

Cafeteria 34

OPEN • Closes in 30 min

MENU

INFO

TODAY'S ROTATION

Korean cuisine

Konchi, Bibimbab, Red rice cakes, Bulggi, Korean stew, Korean fried chicken, Spicy...

Dim sum

Beef Bells, Rice Noodle Rolls, Corned Cutsfish, Deep-Fried Crescent Dumplings...

Indian cuisine

Chicken Makhani, Samosas, Aloo, Matar Paneer, Aloo gobi, Tandoori Chicken...

RESIDENT VIDEOS

Ingredients

1st: Onion soup / Mushroom tart, 2nd: New York steak / Caesar's salad, 3rd: Mango...

Coup de grille

Burger, Cheeseburger, Grilled chicken, French fries, Onion rings, Kale salad

Organic salad bar

Wide selection of organic components plus a protein of your choice

Hand-rolled pizza

Cheese, Veggies, Pepporoni, Margherita, BBQ Chicken, Hawaiian, GT

Distribution center #73

As of 11:45 AM • San Diego, CA

Available

10.82M

+8.00%

Ready to ship

946k

+2.56%

Top selling items

Surface Pro Signature Keyboard

56k

+11%

Surface Slim Pen 2

4,556k

—

Surface Adaptive Kit

256k

+3%

Surface 2.0W USB-C Power Supply

750k

+12%

Surface Earbuds

1,312k

+42%

Surface Dial

256k

-2%

Surface Duo 2 Bumper

873k

+7%

View the most popular inventory items ready to ship today. Click item for more details.

Enrollment is open!

What does 2022 have in store?

Take your pick! The past year has been limiting in more ways than one, but now is your chance to finally make a few choices for you and your family. And you have plenty of great options to choose from—we've even expanded some benefits to support you more fully in the year ahead! Check out some of the essential updates and enhancements we've made for 2022 below.

Perks+ Reimbursement

We've increased program reimbursement amounts. That's means more money to put toward you doing you!

Learn more the Perks+ reimbursement

Life insurance

Prudential is providing a one-time exception for you to increase your coverage without Evidence of Insurability.

Visit the return-to-worksite toolkit

Your workspace assignment beginning Stage 4

If you have any questions or concerns about your schedule please see genes@microsoft.com.

Send praise to your colleagues

3 anniversaries are coming up

Lee Gu

Marketing Assistant

1 year on Oct 10

Lidia Holloway

Office Planner

2 years on Oct 15

Lynne Robbins

Regional Director

5 years on Oct 29

Looks like you've received praise!

Achiever

Kudos to you for not only achieving our quarterly goals and objectives...

View more >

Coach

Thank you for being a great team leader and encouraging us...

View more >

Microsoft HoloLens 2

An ergonomic, untethered self-contained holographic device with enterprise-ready applications to increase user accuracy and output.

FEATURES

Precision

Stay engaged heads-up, hands-free longer and more comfortably by safely complete tasks error-free.

Collaborate

Connect with remote colleagues – working together on holograms – to resolve issues in real time.

Innovate

Stay engaged heads-up, hands-free longer and more comfortably by safely complete tasks error-free.

App Ecosystem

Choose from over 200 enterprise-ready, ready-made solutions from Dynamics 365 and Microsoft Teams.

SPECS

Display

Optics

Resolution

Holographic density

Eye-based rendering

Sensors

Head tracking

Eye tracking

Depth

IMU

Camera

See-through holographic lenses (waveguides)

2k 3.2 light engines

More than 2.5k radiants (light points per radian)

Display optimization for 3D eye position

4 visible light camera

2 IR cameras

1.4m time-of-flight (ToF) depth sensor

Accelerometer, gyroscope, magnetometer

8-AP stills, 1080p30 video

Living Well

health center & pharmacy

Schedule your FREE COVID-19 booster appointment today

Some vaccines are a series of multiple shots or doses. Tell us which dose you need so we can have it ready.

All fields are required.

COVID-19 dosage information

We can help you start a vaccination or schedule a second dose. Patients 5-17 years of age can only receive the Pfizer vaccine at this time.

Booster dose: You're eligible if you were fully vaccinated with Pfizer or Moderna over 6 months ago, or Janssen/3i over 2 months ago, and meet the CDC booster eligibility requirements.

Extra dose: You're eligible if you were fully vaccinated with Pfizer or Moderna over 28 days ago, have a weakened immune system, and meet the CDC extra dose eligibility requirements.

Previous dose

Enter the date when you received your last dose: *

mm/dd/yyyy

Select the vaccine you received: *

☐ PFIZER COVID-19 VACCINE

☐ JANSSEN COVID-19 VACCINE (EUA)

☐ MODERNA COVID-19 VACCINE (EUA)

☐ Other/I don't know

Booster vaccine

Select the date you would like to receive your COVID-19 booster vaccine: *

mm/dd/yyyy

Select the COVID-19 booster vaccine you would like to receive: *

☐ PFIZER COVID-19 VACCINE

☐ JANSSEN COVID-19 VACCINE (EUA)

Continue

Cancel

June 30, 2021

June 30, 2021 • June 30, 2021

Net Pay

\$2212.68

Earnings

\$8815.85

Bonus - Salary

\$75.00

Commission

\$87.00

Regular Pay

\$1053.85

Deductions

\$668.54

Child Support

\$412.33

Dental PPO Plan

\$3.21

Dep Care SA

\$25.00

Health Care SA

\$112.00

HMO Medical

\$25.00

Prescription Dr.

\$7.00

United Way

\$55.00

Taxes

\$813.63

Employee Medicare

\$52.89

Federal Income Tax

\$655.66

Social Security Income Tax

\$225.28

June 1-15

July 1-15

2021

Three holidays remaining this year:

November 25

Thanksgiving

Thursday, November 25, 2021

In 1789, President George Washington proclaimed Nov. 26, 1789 as the first nation-wide day of Thanksgiving, marking the event as a time of public prayer.

December 24

Christmas eve

Friday, December 24, 2021

Celebrating the evening before Christmas Day which celebrates the birth of Jesus Christ

December 31

New Year's eve

Friday, December 31, 2021

The last day of the year which Americans reflect back over the past year and look forward to the new year.

2022

13 holidays will be celebrated this year:

January 1

New Year's day

Saturday, January 1, 2022

January 1, celebrating in the United States the first day of the first month on the Gregorian calendar.

January 17

MLK

Monday, January 17, 2022

Honors the famous American civil rights leader who dedicated his life to achieving equality for people of all colors.

Long weekend opportunity!

Extend this holiday by taking Friday, January 14 or Tuesday, January 18 off. You have 5 days of paid time off available in 2022.

Time off



DEMO

- Power Automate
- Why are we using them together?
- Business Central & Power Virtual Agent



Power Automate

- Take care of what's important. Automate the rest
- Turn outdated into automated
- Automate anywhere. Anytime.



Take care of what's important. Automate the rest

- Do more with less
- Automate repetitive tasks
- Increasing efficiency and reducing costs
- Accelerate innovation with collaborative apps
- Low-code development platform



Turn outdated into automated

- Automate quickly and more securely
- Boost efficiency
- Enhance your workflows with AI



Automate anywhere. Anytime.

- Power Automate for Web
- Power Automate for Mobile
- Power Automate for Desktop
- Power Automate for Microsoft Teams

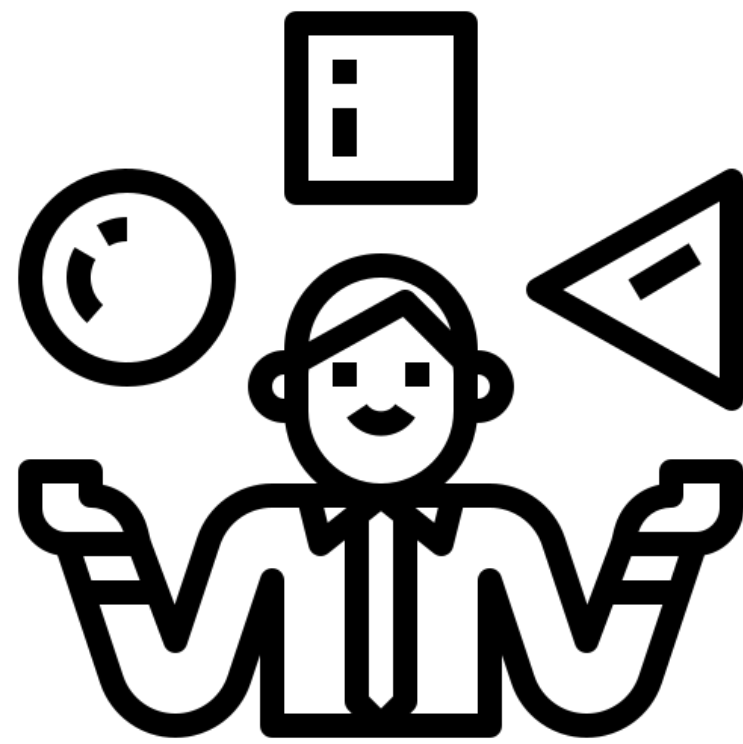


- Why are we using them together?
- Business Central & Power
Virtual Agent



Why are we using them together?

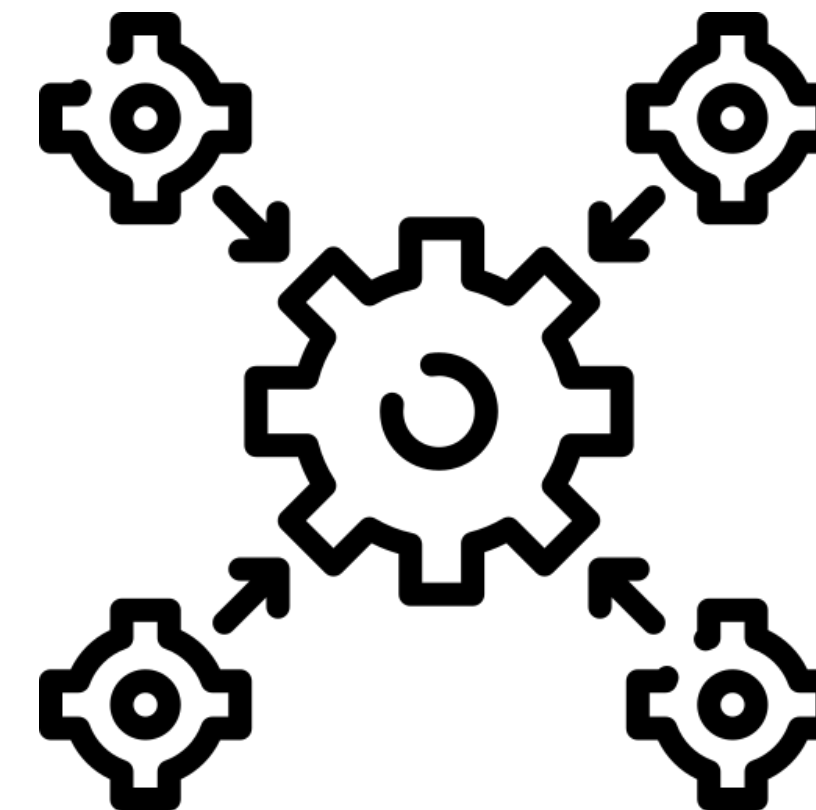
Power Virtual Agent and Power Automate



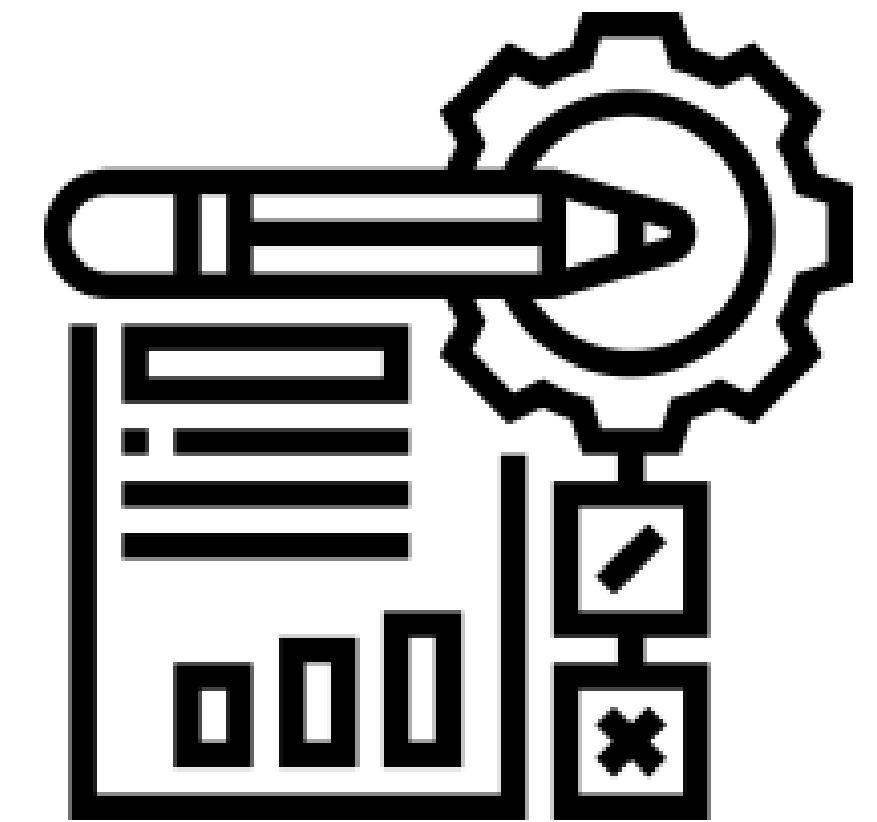
**Extend the
capabilities of
your bot!**



**Trigger bots to
take action!**



**Integration with
legacy enterprise
systems!**



**Meet the rising
customer and
employee
expectations!**



- **Business Central & Power Virtual Agent**



Business Central & Power Virtual Agent

- Allow customers to enter data into BC
- Expose BC data to customers
- Higher level of customer communication



Allow customers to enter data into BC

- Customer inputs can create records in BC
- Customers can give you data on their own
- Speed Up communication with customers



Expose BC data to customers

- Expose relevant data
- Expose what you want
- Almost real-time response with real data



Communicate with customers on a higher level

- Allow customers to have faster response
- Leverage customer experience
- Customer nurturing



Example



Contoso ElectronicsDynamics 365 Business Central

CRONUS USA, Inc. | FinanceCash ManagementSalesPurchasingShopify

Sales Orders: AllSearchNewDeleteHomeReleasePostPrint/SendOrderMore options

No.↑	Assigned User ID	Document Date	Status	Compl... Shipped	Amount Shipped Not Invoiced (\$)	Amount Shipped Not Invoiced (\$) Incl. Tax	Amount	Amount Including Tax	Cou... to Dyn... 365
S-ORD101039		6/18/2023	Open	No	0.00	0.00	1,000.80	1,060.85	
S-ORD101040		6/18/2023	Open	No	0.00	0.00	1,000.80	1,060.85	
S-ORD101041		6/18/2023	Open	No	0.00	0.00	1,000.80	1,060.85	
S-ORD101042		6/18/2023	Open	No	0.00	0.00	1,000.80	1,060.85	
S-ORD101043		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101044		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101045		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101046		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101047		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101048		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101049		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101050		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101051		6/18/2023	Open	No	0.00	0.00	0.00	0.00	
S-ORD101052		6/18/2023	Open	No	0.00	0.00	0.00	0.00	
S-ORD101053		6/18/2023	Open	No	0.00	0.00	10,008.00	10,608.48	
S-ORD101056		6/18/2023	Open	No	0.00	0.00	0.00	0.00	
S-ORD101062		6/20/2023	Open	No	0.00	0.00	0.00	0.00	
S-ORD101064		6/22/2023	Open	No	0.00	0.00	13,010.40	13,791.02	
S-ORD101065		6/22/2023	Open	No	0.00	0.00	10,008.00	10,608.48	

DetailsAttachments (0)

Customer Statistics

Customer No.10000Balance (\$)23,338.67Balance (\$) As Vendor0.00SalesOutstanding Orders (\$)158,406.02Shipped Not Invd. (\$)0.00Outstanding Invoices (\$)19,184.20PaymentsPayments (\$)232,466.11Refunds (\$)0.00Last Payment Receipt Date3/23/2023Total (\$)200,928.89Credit Limit (\$)0.00Overdue Amounts (\$)0.00Total Sales (\$)82,690.40Invoiced Prepayment Amo...0.00Customer DetailsCustomer No.10000NameAdatum Corporation

ANTWERP Conference Table	1920-S	10.00
Conference Bundle 1-6	1925-W	0.00
AMSTERDAM Lamp	1928-S	8.00
Conference Bundle 1-8	1929-W	0.00
BERLIN Guest Chair, yellow	1936-S	100.00
Guest Section 1	1953-W	0.00

<12>

BCTechDays

Submit

You have created sales Order with No. S-ORD101065With Item: ATHENS Desk - 1896-SQuantity: 10 PCSWith total price: 10608.48 USD

Would you like to confirm your order?

Just now

YesNo

Type your message

Contoso ElectronicsDynamics 365 Business Central

Customers

SearchNewManageHomeNew DocumentCustomerPrices & DiscountsReportSynchronizeMore options

Register Customer PaymentsSend EmailApply Template

10000Adatum Corp...23,338.670.0020000Trey Research4,087.443,036.6030000School of Fine...53,833.5253,833.5240000Alpine Ski House4,316.924,316.9250000Relecloud8,836.808,836.80C00010BizSource0.000.00C00020Microsoft0.000.00

DetailsAttachments (0)

Sell-to Customer Sales History

Customer No.C00020

Ongoing Sales Quotes0Ongoing Sales Blanket Orders0Ongoing Sales Orders0Ongoing Sales Invoices0Ongoing Sales Return Orders0Ongoing Sales Credit Memos0Posted Sales Shipments0Posted Sales Invoices0Posted Sales Return Receipts0Posted Sales Credit Memos0GP Sales transactions0GP Receivables transactions0

Customer Statistics

Customer No.C00020Balance (\$)0.00Balance (\$) As Vendor0.00

Chat2 minutes ago

Microsoft

A minute ago

Please tell us youre company email

A minute ago

microsoft@microsoft.com

A minute ago

Please tell us your company address

A minute ago

Redmonde

A minute ago

You have successfully created new customer! Your new ID is: C00020

A minute ago

Type your message











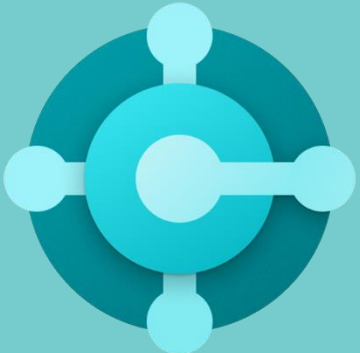








DEMO



Conclusion



Conclusion

	Data sharing	Customer-oriented solution	Easy to use	Integration with external systems
				
				
				
Together				

Q&A

Any Questions?

marko@totovic.com

nikola@pancic.tech



Thank
You!

