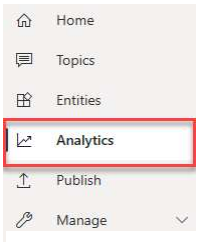
Custom analytics solution for Power Virtual Agents in GCC - Installation

Reporting against Power Virtual Agents is a critical aspect of understanding the effectiveness of a strategy for supporting customers via Chat Bots. Some of the native reporting analytics features available in the commercial version of Power Virtual Agents are not available to Power Virtual Agents US Government customers. Power Virtual Agents US Government feature limitations can be found in here.

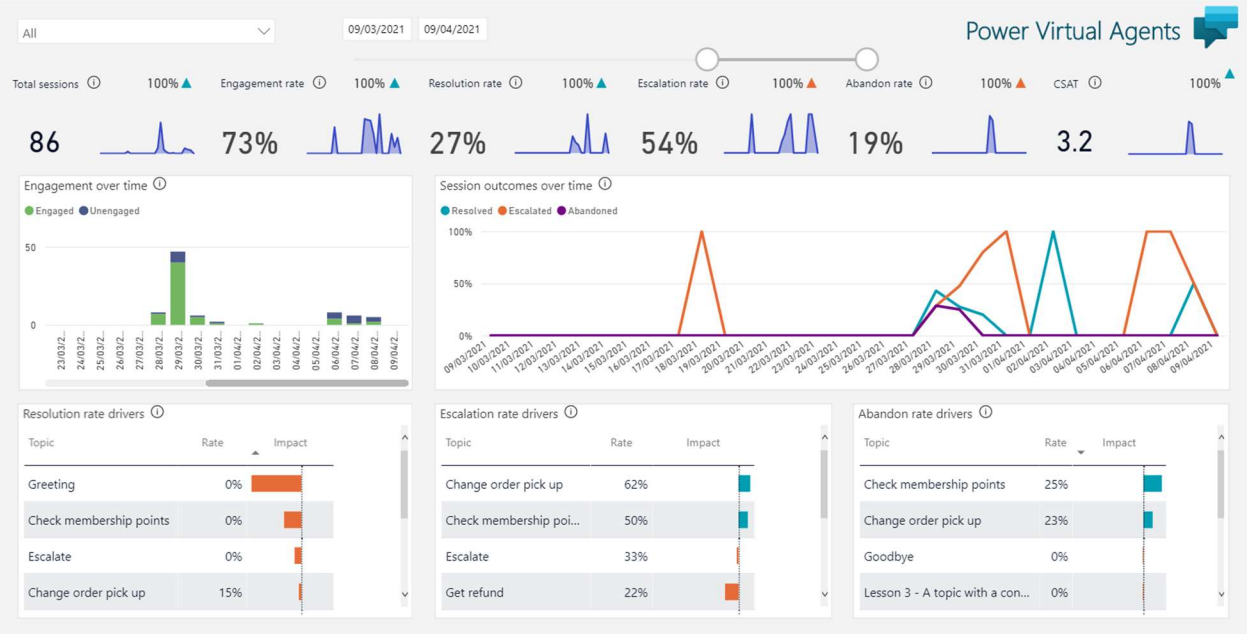


PVA Menu

The Power Virtual Agents team is actively working on making these features available to US Government customers and will update this document when these features become available. Either way, users can alter these reports for use personalizing them for their own organization.

This write up is an adjustment to the content found by @MattFarm to support custom analytics for Power Virtual Agents. This document explains installation instructions to support GCC use cases and base on Matt Farms Blog entry Custom analytics solution s for Power Virtual Agents,

All solutions related to this effort can be found at PowerVirtualAgentsSamples/CustomAnalytics at master · microsoft/PowerVirtualAgentsSamples · GitHub



Installation Steps in GCC

1. Edit the DataFlow template
    i. Download and extract the zip file from GitHub at PowerVirtualAgentsSamples/CustomAnalytics at master · microsoft/PowerVirtualAgentsSamples · GitHub

ii. Find the server url associated with your Dataverse environment (it will look like https://yourservice.crm.dynamics.com)

iii. Open the file 'PVA Analytics_Export.json' in a text editor

iv. Perform a find and replace on the file - swapping the placeholder ****Your server url here**** with your Datverse URL. (Note: There should be three references.)

2. Create the DataFlow from the template
   i. Log in to Power BI for GCC at GCC https://app.powerbigov.us/ (Note: http://powerbi.com for Commercial)
   ii. Select the Workspace you wish to deploy the DataFlow to - or create a new one if you wish (the template defaults to 'PVA_Analytics')
   iii. Select New - DataFlow
   iv. Select Import Model
   v. Select the edited file 'PVA Analytics_Export.json'. Your DataFlow job should now be ready - test refreshing the data. (Note: You may need to update the data source credentials of the dataflow for an Authentication Mode of OATH2 and privacy level set to Organizational.)
3. Create your PowerBI report
   i. Open the file PVA_Dashboard.pbit, you will need to download PowerBi desktop at
   ii. Enter the parameters you are prompted for. These are:
      a. The name of the PowerBI workspace
      b. The name of the DataFlow you created
   iii. The report should pull through the data and render it
   iv. You can now save the report to share through the Power BI portal