MYWAVE.ai

INNOVATION HUB TRAINING

COURSE TWO HOMEWORK EXERCISES

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Contents

Introduction

Welcome to the MyWave Innovation Hub Training Exercises! These exercises are designed to provide Wave Masters with hands-on experience in leveraging the MyWave platform to enhance and automate business processes effectively. Through a series of guided tasks, you will learn to navigate the MyWave platform, configure InfoPlugins Bindings for integration with external systems like SAP Business One, and create sophisticated process Waves to meet specific business needs.

Objectives

- **Understand the Innovation Hub**: Familiarize yourself with the platform's capabilities, including its AI-driven conversational co-pilot functionalities, which aim to transform any business process by generating and automating digital processes for customers, employees, and assets.

- **Modify and Enhance Use Cases**: Learn how to modify existing use cases, such as the "Create Service Call" scenario, to include additional information like the problem start date. This will help in capturing more detailed service requests from users.

- **InfoPlugin Configuration**: Gain expertise in configuring InfoPlugins to create and assign service calls in SAP Business One directly from MyWave, enhancing the platform's integration capabilities with third-party systems.

- **Wave Creation**: Master the art of Wave creation and modification. Understand how to structure flows that capture essential information and utilize it in business processes, ensuring a seamless user experience.

Contents of this Homework

You will have already received an introduction to MyWave through the Guided eLearning Modules which provide a comprehensive overview of the Innovation Hub, its unique features, and the business problems it solves. Below are the key exercises you will be undertaking as part of this homework learning module

1. **Modifying the "Create Service Call" Use Case**: Step-by-step instructions on how to include the problem start date in service calls, enhancing the information captured during the process.

2. **Configuring InfoPlugins for SAP Business One**: Learn to set up InfoPlugins for creating and assigning service calls, including configuring parameters and mapping user inputs.

3. **Creating new Custom Process Waves**: Instructions on creating effective conversation Waves, from capturing user inputs to utilizing them in automated processes.

Who Should Complete This Homework?

This training is intended for partners and individuals who are looking to be certified as Wave Masters on the Innovation Hub. These exercises are designed to provide you with a solid foundation and the confidence to implement advanced features in the Innovation Hub.

Prepare to dive deep into the functionalities of MyWave and unlock the potential to transform your business processes through generative AI.

What You Need to Get Started

You will need to have signed into the MyWave Innovation Hub Training System with the log in credentials you were provided by email and navigate to your assigned Workspace. Let's get started!

What if You Have Questions?

If at any point you have questions or hit a dead end, please email us on support@myWavesupport.zendesk.com or view our FAQ's at www.myWave.ai/training

Training Exercise 1

Overview

Please log in to the Innovation Hub with the link provided to you in your welcome email. From there you need to:

1. Navigate to the workspace that has been set up for you with the via the dropdown menu on the left-hand menu

2. Select **Waves** from the left-hand menu if not already selected.

3. Click into the pre-build Wave process named **"Training Exercise - Create Service Call"**

Purpose

The purpose of this process is to provide a streamlined way for a Business One user to create a Service Call to assist a customer in resolving a product issue. The customer could have communicated this issue by email or by phone.

The Scenario

You have a Business One Customer who is looking for a faster Service Call process, they are getting a substantial number of these both by phone and email as they grow and do not want to have to hire more employees to service these queries yet. They have, however, requested that their version of the process includes some additional information about when the problem first started occurring. **Let's get into the exercise now.**

Add a Prompt to your Service Call Wave

1. Find a place in the process where it makes sense for you to add a **prompt** relating to when the customer first noticed the problem occurring.
2. Use the drag and drop functionality or the plus icon to add a new **interaction**.
3. Decide on a user-friendly prompt that asks the user to provide the date when the problem first occurred. This prompt should be clear and concise, ensuring that the user

understands what information is being requested. *Example Prompt: "Can you tell me when you first noticed the problem occurring? Please provide the date."*

4. Add your **field** information next per the below information
   a. Field: occurence_date
   b. Field Type: date
   c. Label: Date of Occurrence
   d. Hint: Please provide the date you first noticed the problem
5. Add the occurence_date to the list of fields to confirm in the "Here's the information I will use to create the service call…." prompt
6. Make sure to save you work and then go back to your main Wave view

Configure the InfoPlugin to create the Service Call in Business One

1. Click into the prompt titled **"The following service call has been successfully created:

Customer Name: ${replies.customer_name}
Item: ${replies.item_name}
Serial Number: ${replies.serial_number}
Issue: ${replies.issue_description}

Please choose the person you want to assign this call to."**
2. Select **Add InfoPlugin Assigned Value**
3. Select InfoPlugin name **Create Service Call**
4. Provide an assigned value
5. Fill in the table with appropriate information using the ${replies. syntax
6. Make sure to save you work and then go back to your main Wave view

Configure the Service Call Wave to use an InfoPlugin to assign the Service Call to an agent.

1. Click into the prompt titled **"The service call has been created. ${replies.customer_name} and ${replies.assignee} have been notified via email."**
2. Select **Add InfoPlugin Assigned Value**
3. Select InfoPlugin name **Assign Service Call**
4. Provide an assigned value
5. Provide the email address of the assignee using ${replies.assignee}

6. Make sure to save you work and then go back to your main Wave view

What Does Your Process Look Like?

To view an example of what a working Service Call looks like once deployed, please click here

Training Exercise 2

Now you have tested your skills are edited a Wave we are ready to build your own Custom Wave from the beginning. We will provide less detail in this part of the homework exercise to allow you to test your understanding of the Innovation Hub and how it works.

Do not forget the key steps and you can use the Service Call process configuration as a guide to assist you in determining some of the more complex steps to may need to create.

The Scenario

You have a Business One Customer who is looking for a more efficient Sales Order process, they want to increase their productivity by 50%. You do not currently have a Sales Order process to offer and so you need to generate one from the beginning.

The task is to create a new post sales order process. This includes:

1. Setting up your Intent
2. Creating a new Wave
3. Configuring Info Plugin bindings
4. Configuring a condition

Let's get into the exercise now.

Key Information

The following information needs to be collected as part of posting a Sales Order

1. The Customer's Name
2. The Item Name

3. The number of items to order
4. The Document Date
5. The Document Due Date
6. Any optional comments

You will also need to add a condition step to provide the following experience;

1. If the customer's country of origin is "Nowhere Land" then:
   a. End the conversation as Nowhere Land has been blacklisted by everyone

InfoPlugins Required

The following InfoPlugins should be used as part of this process:

- Get country of origin
- Post Sales Order

What Should Your Process look like once deployed?

Please view an example of a deployed Sales Order process [here](#) for inspiration.

Key Tools to Assist You in Completing this Exercise

1. Do not forget that your Field tags in the format **field_tag** are the important components that connect the information that your Wave process collects and what gets submitted into SAP Business One
2. Condition types you may want to use are:
   a. WHEN ${replies.any_comments} which requests further information from the user based on a prior response
   b. WHEN ${response.country == 'Nowhere Land'} to check the response of the *Get country of origin* infoplugin
3. Assume you are using an LLM intent for this process so there is no need to configure categories or multiple attributes
4. Do not forget your Labels or Hints as that can be easy to miss

You've Finished the Exercises

So, you have finished your homework exercises, well done! You are now well over halfway to becoming a Wave Master.

So, what is next?

1. Once you have completed your Homework exercises, please email training@myWave.ai with your name and Organization name to let us know that it is ready for review
2. A MyWave expert will review your work and provided feedback and guidance on any areas to improve

Thank you for joining us in Training Course Two. We look forward to seeing you at Training Course Three which is where you will learn how to Configure the InfoPlugins for your Customers to be available within the Workspace.