


## Exercise Review: Build and test your first chatbot

[← Back](#)

Practice Assignment • 6 min

 English ▾

### Your grade: 100%

Your latest: 100% • Your highest: 100%

To pass you need at least 80%. We keep your highest score.

Next item →

1. When you added all the choices requested by the Be Well Fitness Center into the chatbot, how many condition branches did your chatbot have?

1 / 1 point

☒ 9

 **Correct**

Correct! When all the options are included, there should be 9 condition paths in the conversation.

☐ 12

☐ 7

2. Are there any internal or external process in your own organization which could be streamlined and improved by using a chatbot.

1 / 1 point

If you've identified one, what would be the key trigger phrases. Note down between two and five phrases. What answers would the chatbot need to be prepared for? Plan the conversation paths and write a brief description of each.

A chatbot could help streamline IT Support Requests within an organization by handling common technical issues and reducing the workload on the IT helpdesk. Key Trigger Phrases: "I can't log into my account." "My internet is not working." "How do I reset my password?" "I need access to a software or tool." "My computer is running slow."

#### Feedback

Great! Thanks for your answer. There are many internal and external processes that can be improved and streamlined by using a chatbot. It's a brilliant skill to be able to notice opportunities where a chatbot could be used and know how to create a framework for it.