🌐 English ⌄

Your grade: 100%

Your latest: **100%** • Your highest: **100%**
To pass you need at least 80%. We keep your highest score.

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1. Once you have published a chatbot to multiple platforms, you can no longer make changes to it. True or False? **1 / 1 point**

   ○ True

   ◉ False

   ⊘ **Correct**
   Correct! As a chatbot is used, you may need to adjust or refine the flow. After making amendments you can simply publish the chat again to have users see an updated version. This automatically updates the chatbot across the platforms and channels you previously connected to.

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2. Once you have published the chatbot, you can view it in live mode by selecting the link to go the demo website provided by Microsoft. How is this different to the test pane? Select all that apply **1 / 1 point**

   ☑ You can have others test the chatbot on the demo site.

   ⊘ **Correct**
   Correct! You can share the URL of the chatbot on the website to ask colleagues to do test runs on the chatbot and provide feedback.

   ☑ You can make edits in the test pane but not on the demo website.

   ⊘ **Correct**
   Correct! While you are viewing the chatbot in the test pane you are still in an editing screen and can make adjustments if you spot an error. This is not possible on the demo website where you are viewing the published chatbot.

   ☐ The demo site will catalog errors.

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3. You have published the chatbot and you are using the Analytics page to monitor its performance and usage. You would like to know the topics that have the greatest impact on your bot's performance? Where would you find this information? **1 / 1 point**

   ◉ At the bottom of the summary page.

   ○ In the Session tab.

   ⊘ **Correct**
   Correct! The Engagement, Abandon, and Resolution Rate Drivers at the bottom of this summary page show you the topics that have the greatest impact on your bot's performance

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4. For the purposes of billing, a session is an interaction between a customer and a chatbot. When does Power Virtual Agent consider the session to have started? **1 / 1 point**

   ○ When the customer clicks into the chatbot interface.

   ◉ When a topic is triggered.

   ○ When the chatbot makes it first response.

   ⊘ **Correct**
   Correct! The billed session begins when a user topic is triggered by the customer typing their question in the chatbot.

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5. If the customer has been interacting with the chatbot for 65 minutes, Power Virtual Agents considers this to be two sessions. When did the second session start, assuming that there have been more than 100 turns? **1 / 1 point**

   ○ At 30 minutes.

   ◉ At 60 minutes.

   ⊘ **Correct**
   Correct! The first message that occurs after 60 minutes starts a new session.