Your grade: 100%

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

[Next item →]

1. You started the process to create a new chatbot to handle staff enquiries. When the initial chatbot creation process completes what functionality will you have in the chatbot? Select all that apply.

   1 / 1 point

   ☑ Deploy the bot.

   > ⊘ **Correct**
   > Correct! When the design stage of the chatbot is complete, you can deploy the chatbot.

   ☑ Test the chatbot.

   > ⊘ **Correct**
   > Correct! As you are creating the chatbot you can use the Test Pane to test the functionality of the chatbot.

   ☐ Modify and delete system topics.

   ☑ Modify and delete user topics.

   > ⊘ **Correct**
   > Correct! When the chatbot creation process completes you will be able to modify and delete user topics.

2. You are creating a chatbot to answer general enquiries about a store including it's opening hours, facilities, and what it offers to customers. You already created a topic for another chatbot which outlined some terms and conditions on the services that the company provide. You want to add this to the chatbot you are creating. How would you do this?

   1 / 1 point

   ○ Save the topic name as a variable. Select add a condition node and chose the variable name.

   ⦿ Choose the + symbol to add a node and choose Redirect to Topic.

   ○ Select the topic from the topics panel on the left of the screen and drag and drop it to the required position in the conversation.

   > ⊘ **Correct**
   > Correct! This choice will allow you to pick a topic from a drop-down list.

3. You are creating a chatbot which customers can use to find the contact information of company-authorized service people who are in their area. To route them to the correct information the chatbot will need to ask information about where they live and their contact details. You know that the chatbot will recognize common words such as phone number, zip code, city, or name. What are these called in Power Virtual Agents?

   1 / 1 point

   ○ Variables

   ○ System Topics.

   ⦿ Entities

   > ⊘ **Correct**
   > Correct! Entities are pieces of information that represent specific real-world subjects.

4. You have created a chatbot which staff can use to get information on a wide range of queries including payroll, leave and other HR issues. At the beginning of the conversation, the staff member is asked to identify the department that they work in. Regardless of the query, you want the conversation to branch naturally and give the user the correct guidelines for the department they work in. What would be the most efficient way to set this up?

   1 / 1 point

   ○ When adding a node, always use the select a multiple-choice question node to list the departments.

   ⦿ At the beginning of the conversation save the department name the user gives as a variable. When department specific information is required, use the branch based on a condition choice and add the variable name in the condition settings.

   ○ Create a separate topic for each department and direct the conversation to that topic when the department is selected.

   > ⊘ **Correct**
   > Correct! The department name, given at the beginning of the exchange by the user can now be used to direct the flow of the conversation.

5. In Power Automate you have already created a flow which allows a user to complete an enquiry form and then have that form routed automatically to the correct department. At a particular point in the chatbot

   1 / 1 point

conversation, you want the flow to be called so that the user can provide further details and have their enquiry routed automatically. How can you set this up in the conversation path?

○ On the add a node drop-down, choose Run Power Automate Flow.

◉ On the add a node drop-down, choose Call an Action.

○ On the add a node drop-down, choose Redirect to Flow.

> ⊘ **Correct**
> Correct! This choice will allow you to pick an existing flow or to create a new one.

6. In the design of the chatbot you have reached a point where you want to call a Power Automate flow that you have already created. However, when you make the correct choice to call the flow, you do not see it listed. Why might this have happened? Select all that apply.

1 / 1 point

☑ The flow is not part of a solution.

> ⊘ **Correct**
> Correct! To be added to a chat the flow must be part of a Power Automate solution.

☑ The flow was created in a different environment.

> ⊘ **Correct**
> Correct! The flow can only be invoked from a topic that is part of the same Dataverse environment as the chatbot.

☐ The flow was not created by you.

7. You have nearly completed the chatbot you are creating for staff enquiries. The conversation paths in the chatbot are quite complex as staff could be seeking information on a wide range of payroll, leave and other HR queries. You are using the test pane to test the chatbot. What should you do to ensure that you can follow the conversation step by step and more easily find and fix unexpected behavior?

1 / 1 point

○ Enabling Track Errors in the test pane.

◉ Enabling Tracking between Topics in the test pane.

○ Enabling Follow Flow in the test pane.

> ⊘ **Correct**
> Correct! With this enabled you will be able to follow the conversation step by step and identify any nodes where there are issues.

8. You are using the test pane to step through the chatbot you have just created. As the flow of the conversation arrives at a condition node, you notice that you have forgotten to customize the actions for one of the branches. How can you fix this?

1 / 1 point

○ Make a note of the node and exit the text pane to fix the problem.

○ Click on the Pause Test button and then edit the conversation in the authoring canvas to the right. When you are done, click on Resume Test.

◉ Click directly into the authoring canvas and fix the error and then click save the changes. Carry on in the test pane.

> ⊘ **Correct**
> Correct! You can edit the conversation in the authoring canvas while you are testing it. The Test chat pane will even automatically refresh itself when you save the changes.

9. You have created a chatbot to provide additional assistance to customers when they cannot contact customer service directly. The finance manager has expressed concern about the cost implications of this and is particularly concerned that the company may be charged for "dead air" time if a customer begins a conversation with the bot and then leaves the chat window open. Before you discuss this with them, you are checking the facts. Which of these statements are true in relation to billing sessions for chatbots? Select all that apply.

1 / 1 point

☑ The session will end if there is no new message for thirty minutes.

> ⊘ **Correct**
> Correct! The conversation will automatically terminate if the user does not respond after 30 minutes.

☑ The billed session begins as soon as a customer types a phrase or query in the chat window.

> ⊘ **Correct**
> Correct! The billed session begins when a user topic is triggered.

☐ A single billing session can contain unlimited questions and answers.

10. You have created a new self-service chatbot for your customers and you are keen to make it available to as many customers as possible. You have already published the chatbot. You are not sure of the channels you can use, and you know that the connections steps are likely to be different for each channel. Where would you go in Power Virtual Agents to check this information?

1 / 1 point

◉ Click on the Manage link in the left-hand pane

○ Click on the Analytics link in the left-hand pane.

○ Click on the Publish link in the left-hand pane.

✓ **Correct**
Correct! The Manage section contains a Channels link which will give you this information.