

## Your grade: 100%

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

Next item →

1. In a virtual conversation, the chatbot will need to be able to recognize what the user is asking about. How can you prepare the chatbot for this? 1 / 1 point
- ☐ Use the Training link on the Power Virtual Agents screen to teach the chatbot.
- ☒ Provide a list of Topics at the beginning of the chat.
- ✔ **Correct**  
Correct! Power Virtual Agents takes advantage of Microsoft's powerful conversational AI capabilities. As a result, you simply provide a few short examples of the topic you want the chatbot to handle as a starting point and the AI feature can build on this.
2. As you design the chatbot, what feature make it easy to see if the conversation paths are correct? 1 / 1 point
- ☐ Publishing the Chatbot
- ☒ The Test Pane
- ☐ Viewing the mini map
- ✔ **Correct**  
Correct! The test feature allows you to mimic the real-life situation of a user interacting with the chatbot. As you type, you can follow the path of the conversation in the right-hand side of the screen.
3. When you create topics for the chatbot which of the following approaches are available to you? Select all that apply. 1 / 1 point
- ☒ Type the topic from scratch.
- ✔ **Correct**  
Correct! Power Virtual Agents makes it easy for you to type natural language phrases and questions that expect the users of the chatbot to ask.
- ☐ Creating Multiple Choice lists for the customer to choose from.
- ☒ Templates that you can customize.
- ✔ **Correct**  
Correct! Power Virtual Agents contains a wide range of templates containing commonly used topics that you add to your chatbot and then customize.
4. What are entities in chatbots? 1 / 1 point
- ☒ A piece of information used in real world conversations that the chatbot naturally recognizes.
- ☐ Stages of the conversation.
- ✔ **Correct**  
Correct! Entities are pieces of information that represent specific real-world subjects such as phone number or postcode.
5. You would like the chatbot to perform an action on backend systems by using a flow. Which of the following are true? Select all that apply. 1 / 1 point
- ☒ You can use the flow variables elsewhere in the chat.
- ✔ **Correct**  
Correct! Flows typically use variables to input and output information. The variables can then be used in other nodes within the topic in the chatbot.
- ☐ You can reuse a flow from any Environment that you have access to.
- ☒ The flow must be part of a solution.
- ✔ **Correct**  
Correct! To use an existing flow in the chatbot, it must be part of a solution.
6. When you publish the chatbot, it can only engage with customers on a single platform. True or False? 1 / 1 point
- ☒ False
- ☐ True
- ✔ **Correct**