

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 are creating a new chatbot. You have typed the name for the bot and clicked on create and you are taken to the home page. However, you cannot make any edits. Why is this happening?

1 / 1 point

- ☐ You are in the wrong environment.
- ☒ The chatbot is still being created.

✓ Correct

Correct! The chatbot can take some time to create and initially it is opened in a read-only mode so that you can begin to explore topics etc. You will be notified when the chatbot is fully created and you can then edit it.

2. You created a new topic and Power Virtual Agents has now brought you to the authoring canvas. What nodes should be visible in the canvas? Select all that apply.

1 / 1 point

- ☒ Trigger phrases node.

✓ Correct

Correct! The trigger phrases that you defined in the new topic will be included in a trigger phrases node.

- ☐ Other pre-populated nodes.

- ☒ A Blank Message Node.

✓ Correct

Correct! A message node is provided so that you can type in the initial response that you want the chatbot to give.

3. When you click on the plus symbol to add a new node, what choices are you given? Select all that apply.

1 / 1 point

- ☐ Create a Condition

- ☒ Show a message

✓ Correct

Correct! This option is useful if the chatbot does not need to ask any further questions but can display an answer

- ☒ Go to another topic,

✓ Correct

Correct! This allows you to incorporate another topic, complete with it's conversation path into the conversation you are creating.

- ☒ End the conversation.

✓ Correct

Correct! You should always add an end the conversation node so that both the user and the chatbot know that the conversation has ended.

- ☒ Call an action,

✓ Correct

Correct! This would allow you to call a flow that was already created in the system.

- ☒ Ask a question,

✓ Correct

Correct! This allows you to ask the user a question which can help to direct the flow of the conversation.

4. In the conversation you have asked the customer which city they are based in. You can save the customers response in case it is needed further down in the conversation and so that you do not have to repeat the question. What do you save it as?

1 / 1 point

- ☒ A Variable
- ☐ An Entity
- ☐ A Topic

✓ Correct



Correct

Correct! You can save the response to a question as a variable which can then be incorporated into responses further down the path.

5. At the end of the chatbot conversation, you would like to know how pleased the customer is with their experience. What is the easiest way to set this up?

1 / 1 point

- ☒ Use the End conversation choice
- ☐ Use the Ask a Question node and then multiple-choice entries for the customer to pick.
- ☐ Choose End Topic with Survey from the command line.



Correct

Correct! On the End Conversation choice, you can select the survey option so that the customer will automatically be asked to rate their experience. The advantage of this approach is that the results are collated by Power Virtual Agents and are available for you to view.

6. You have designed the chatbot and you are using the Test Pane to work through questions and responses to ensure that the conversation flows as expected. In the conversation path on the right, how do you know where the chatbot is in the flow?

1 / 1 point

- ☐ The node will be the only item visible in the flow.
- ☒ The node is highlighted in green



Correct

Correct! The node that the chatbot has arrived at will be outlined in green in the chat pane.