Build Your Own Chatbot – Cognitive Class – All Modules Exam Answers

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Module 1: Introduction to Chatbots – Answers

Q1- A chatbot will typically interact with the user via text or audio

- **True**
- False

Q2- A chatbot is a bot that interacts with the user through a chat/conversational interface

- **True**
- False

Q3- Chatbots are also known as:

- **Chatterbots**
- **Artificial Conversational Entities (ACE)**
- Whatsapp
- **Talkbots**
- **-Virtual Assistants**

Q4- What factors directly contributed to the emergence of chatbots?

- **AI / Cognitive Computing**
- Blockchain
- **Messaging platforms like Facebook Messenger**
- Ruby on Rails

Q5- Chatbots are ONLY beneficial to large companies

- True
- **False**

Module 2: Working with Intents Answers

Q1- Watson Assistant can ONLY be used to create chatbots in English

- True
- **False**

Q2- Select all the statements that are true

- **An intent is a purpose or goal expressed by the user's input**
- Intents can have spaces in their names
- **Intents start with an # symbol**
- **We train Watson by providing examples for our intents**
- **We should provide Watson with at least 5 examples per intent**

Q3- The three main components of a Dialog Skill are Intents, Entities, and Dialog.

- **True**
- False

Q4-If Watson detects the wrong intent, we can train Watson by selecting a different intent from the Try it out panel.

- **True**
- False

Q5- The Content Catalog offers collections of pre-made intents for various industries.

- **True**
- False

Module 3 – Working with Entities Answers

Q1- Entities allow us to capture specific information in the user input

- **True**
- False

Q2- Entities start with an # symbol

- True
- **False**

Q3- Entity values can have synonyms and patterns

- **True**
- False

Q4- Two user questions can have the same intent but different entities

- **True**
- False

Q5- In our flower shop chatbot, “dad” is defined as a synonym for @relationship:father. If a user were to ask “flowers for dad”, what’s the entity value detected by Watson?

- @relationship:dad
- **@relationship:father**
- @dad
- @relationship
- @father

Module 4 – Defining the Dialog Answers

Q1- Multiple conditional responses allow us to attach conditions to responses within a node.

- **True**
- False

Q2- The order of nodes in the dialog can affect how the chatbot works.

- **True**
- False

Q3- Node A has @occasion as its condition. Node B, placed just below node A, has @occasion:Graduation as its condition. Which one of the following statements is true?

- The order of node A and node B doesn’t matter.
- Both node A and node B will never be executed.
- Node A (with @occasion as a condition) is overshadowed and will not be executed (unless we explicitly jump to it).
- **Node B (with @occasion:Graduation as a condition) is overshadowed and will not be executed (unless we explictily jump to it).**

Q4- In general, child nodes are considered if the parent node condition is met

- **True**
- False

Q5- Select all the statements that are true

- **When designing a chatbot, we should consider tone and personality**
- **We should avoid “yes” and “no” answers when possible**
- Very long responses are good
- **The tone and personality of our chatbot can affect how well it is perceived by the user**

- Chatbot prompts should be as generic as possible (e.g., Hello. Ask me anything.)

Module 5 – Deploying Your Chatbot Answers

Q1- The Watson Assistant plugin for WordPress allows us to deploy a chatbot by specifying the credentials of the corresponding Assistant, without the need to develop a separate application that connects Watson Assistant to our site.

- **True**
- False

Q2- A preview link integration allows us to share our chatbot with friends and colleagues.

- **True**
- False

Q3- One or more skills can be linked to an Assistant. In other words, an Assistant can "contain" one or more skills.

- **True**
- False

Q4- The WordPress plugin for Watson Assistant allow us to customize the look and feel of the chat box that appears on the site.

- **True**
- False

Q5- There is no way to limit the chatbot usage in the Watson Assistant WordPress plugin (to prevent abusive users).

- True
- **False**

Module 6 – Advanced Concepts – Part 1 Answers

Q1-Once set, context variables can be accessed for the duration of the conversation with a given user.

- **True**
- False

Q2-Slots allow us to collect information from the user and store it in context variables.

- **True**

- False

Q3-Slots with no question defined are optional and will only set the context variable if the condition (e.g., @location) is detected.

- **True**
- False

Q4-A node can only have one slot and therefore cannot assign more than one context variable.

- True
- **False**

Q5-A required slot will only ask its question to the user once, even if the user replies with irrelevant information.

- True
- **False**

Module 7 – Advanced Concepts – Part 2 Anwers

Q1- The "Found" section of a slot allow us to specify what to say to the user (e.g., thanking them) when they provide a valid reply to the slot.

- **True**
- False

Q2- The "Not Found" section of a slot allow us to specify what to say to the user when they provide an invalid reply to the slot (e.g., a reply that doesn't meet the slot condition).

- **True**
- False

Q3- Digressions allows us to decide what the chatbot should do when the user asks a different question instead of replying to the slot question.

- **True**
- False

Q4- Handlers are evaluated after the "Not found" responses you defined in a slot.

- True
- **False**

Q5- We must explicitly enable returns to a slot to continue where we left off before a digression.

- **True**
- False

Build Your Own Chatbot Final Exam Answers

Q1- Text and audio are two common ways through which chatbots interact with the user.

- **True**
- False

Q2- To be called a chatbot, a bot needs to converse with the user.

- **True**
- False

Q3- Chatbots can help cut down the number of inquiries a business' customer care team needs to manually address.

- **True**
- False

Q4- Watson Assistant is a chatbot building service hosted on IBM Cloud (formerly Bluemix).

- **True**
- False

Q5- Chatbots can only be deployed on WordPress sites.

- True
- **False**

Q6- Which of these is a valid intent?

- @buy_product
- **#buy_product**
- $buy_product
- #buy product
- @buy product

Q7- Which of the following are valid system entities?

- **@sys-date**
- #sys-date

- #sys-time
- **@sys-time**
- @system-of-a-down

Q8- The value of an entitity detected in the user input is automatically available for the entire duration of the conversation with the user.

- True
- **False**

Q9 – We can use context variables to store (and later access) information collected from the user.

- **True**
- False

Q10 -Slots allow us to collect information from the user and store it in context variables.

- **True**
- False

Q11- A dialog has the following nodes: Welcome (welcome condition), Greetings (#greetings intent condition), Thank you (#thank_you intent condition), Goodbyes (#goodbyes intent condition), Anything else (anything_else condition). Which of the following statements apply?

- **Welcome will be executed at the beginning of the conversation.**
- **If no known intent is detected in the user input, the Anything else node will be executed.**
- Greetings overshadows Goodbyes, and therefore Goodbyes is never executed.
- The order of Welcome and Anything else in the dialog will generally not matter.
- **Rearranging the order to be Welcome, Thank You, Greetings, Goodbyes, Anything else would generally not cause any problems.**

Q12- The evaluation of peer nodes proceeds top to bottom until a node with a matching condition is found. Child nodes are only considered for execution after their parent's condition is met (or if a jump is involved.)

- **True**
- False

Q13- Digressions allow users to divert the conversation away from a node while the slots are being processed (i.e., asking questions to the user).

- **True**
- False

Q14- Which of the following contains the user input?

- @sys-person
- text.input
- **input.text**
- user.text
- None of the above

Q15- A restaurant chatbot needs to collect the following information from the user: reservation name, party size, date, and time in order to book a reservation. Which of the following approaches works best?

- Have four peer nodes, each asking one of the questions to the user.
- Have a node with multiple slots, each asking for the relevant information. System entities are not needed.
- Have a parent node asking for the reservation name, then a child node asking for party size, then a grandchild node asking for date, then a great-grandchild node asking for the time.
- **Have a node with multiple slots, each asking for the relevant information. System entities should be enabled.**
- It's not possible to collect the information for four follow up questions.