# Practice: Watson in Action

1. To get the best out of Watson Services on the IBM Cloud, you must be located in a major metropolitan area, so that you have access to a very high speed internet connection. **1 / 1 point**

   ○ True

   ⦿ False

   > ✓ **Correct**
   > Watson Services are available anywhere you have an internet connection, whether in the big city, or in more rural areas. In fact several Watson services are now even available for private deployments disconnected from the public internet.

2. Watson Studio enables organisations to build their own AI models and leverage open source capabilities and technologies. **1 / 1 point**

   ⦿ True

   ○ False

   > ✓ **Correct**
   > Watson Studio comes with pre-trained models, and enables organisations to build their own AI models. Watson Studio can also leverage open source capabilities and technologies like TensorFlow, Cafe, and PyTorch.

3. Which of the following capabilities are benefits of Watson Oncology? **1 / 1 point**

   ○ Watson for Oncology curates only patient data to help clinicians create treatment regimes.

   ○ Watson for Oncology creates evidence-based, patient-centric treatment regimens without the need for doctors to be involved.

   ○ Watson for Oncology interprets MRI scans and other clinical imaging only.

   ⦿ Watson for Oncology helps clinicians consistently create treatment regimes by ensuring they have access to the most up to date information.

   > ✓ **Correct**
   > Watson for Oncology dynamically curates different types of content including guidelines, trials, articles and patient data, which helps bring clinical teams valuable and relevant information regarding the clinical approaches that are at the forefront of the industry.

4. Which of the following statements about Watson Clinical Trial Matching is correct?  **1 / 1 point**

- ⦿ Watson Clinical Trial Matching identifies clinical trials appropriate for the patient for the physician to consider.

- ◯ Watson Clinical Trail Matching requires significant time to evaluate open trials, analyze enrollment criteria, and determine which patients fit which study.

- ◯ Watson Clinical Trial Matching recommends prescriptions for the physician to trial with their patient.

- ◯ Watson Clinical Trial Matching recommends a physician specializing in the patient's illness.

> ✓ **Correct**
> Watson Clinical Trial Matching helps match patients to appropriate clinical trials. It identifies clinical trials appropriate for the patient for the physician to consider.

5. Watson for Genomics helps accelerate the process of locating information relevant to the genetic profile of a tumor sample.  **1 / 1 point**

- ⦿ True
- ◯ False

> ✓ **Correct**
> Watson for Genomics does help to accelerate the process of locating information relevant to the genetic profile of a tumor sample.

6. What do Abu Dhabi National Oil Company (ADNOC) hope that the use of AI will help them achieve?  **1 / 1 point**

- ⦿ To understand their business better and retain knowledge.
- ◯ To eliminate knowledge transfer.
- ◯ To differentiate their business into educating people about geology.
- ◯ A production target of 17 million barrels per day.

> ✓ **Correct**
> ADNOC describe their digital transformation as being about understanding their industry and business better, and retaining knowledge.

7.

Which of the following are challenges that LivePerson identified in creating positive interactions between customer and company?

**A.** People are turning to self-service and messaging as a preferred way to engage with customer service.

**B.** Legacy voice channels are frustrating for the customer, expensive, and don't necessarily work well.

**C.** Frustrating experiences interacting with customers lead to high agent attrition.

**D.** Consumers prefer to interact with customer service agents by email or by voice.

○ All of the options are correct

○ None of the options are correct.

○ Only option A is correct.

○ Only options B and D are correct.

◉ Only options A, B, and C are correct.

✓ **Correct**
  Correct.

8. The performance of chatbots can be evaluated in the same way as human agents - with Customer Satisfaction (CSat) scores.

◉ True

○ False

✓ **Correct**
  Using CSats can be a useful part of evaluating the performance of your chatbots.

9. Which of Connie's capabilities will enable her to adjust the way she responds to customers' questions?

◉ The ability to sense emotions such as urgency.

○ The ability to move around the hotel independently.

○ The ability to sense the customer's pulse rate.

○ The ability to draw directions on a paper map.

✓ **Correct**
  Connie is able to adjust the way she responds to customers' questions because she can determine emotions such as urgency.

10. At Bradesco, how many questions per month does Watson answer, and at what accuracy?

○ 283 questions a month with a 95% accuracy rate .

○ 147,000 questions a month with a 50% accuracy rate.

○ 283,000 questions a month with a 35% accuracy rate.

◉ 283,000 questions a month with a 95% accuracy rate.

✓ **Correct**
Watson is trained on 62 Bradesco products and answers 283,000 questions a month with a 95% accuracy rate, with just 5% requiring calls for further assistance.

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○ 147,000 questions a month with a 50% accuracy rate.

283,000 questions a month with a 95% accuracy rate.