Graded: Watson in Action

1. The Watson at Work video presents a Watson use case for KONE elevators. How does IBM Watson analyze for wear and tear, bumpy rides and misalignments in the elevator?   **1 / 1 point**

   ⦿ Elevators are being equipped with IoT sensors that connect to the IBM Cloud and help Watson in analyzing the data for wear and tear, bumpy rides, and the smallest misalignments.

   ◯ Elevators are being equipped with smartphones that connect to IBM Watson and help in analyzing the data for wear and tear, bumpy rides, and the smallest misalignments.

   ◯ Elevators are being equipped with cameras that notify Watson for any wear and tear, bumpy rides, and the smallest misalignments.

   ◯ Watson does not require any sensor to identify the wear and tear, bumpy rides, and the smallest misalignments.

   > ✓ **Correct**
   >
   > Watson analyses data sent from IoT sensors installed in KONE elevators.

2. Which of the following categories is **NOT** a use case for IBM Watson?   **1 / 1 point**

   ◯ Conversational assistance

   ◯ Compliance

   ◯ Building AI powered applications

   ⦿ Time management service

   > ✓ **Correct**
   >
   > Time management systems for customer service staff is not a major use case category for AI.

3. You are a business owner who wants to track all the obligations in your Statement of Work contracts with clients to ensure they have been met. Which Watson service would this use case fit?   **1 / 1 point**

   ◯ Watson Personality Insights

   ⦿ Watson Compare and Comply

   ◯ Watson Knowledge Catalog

   ◯ Watson OpenScale

   > ✓ **Correct**
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   > Watson Compare and Comply streamlines contract workflows to save time and improve accuracy, and simplify contract governance. Compliance with Watson Compare and Comply includes tracking all the obligations in your Statement of Work contracts with clients to ensure they have been met, and analyzing Statement of Work documents to provide insights into your compliance position.

4. What do Woodside and Abu Dhabi National Oil Company (ADNOC) have in common in their use of AI?   **1 / 1 point**

○ Neither company has encouraged their current workers to contribute to the AI system knowledge base.

○ Both companies are reluctant to use AI in their day-to-day operations.

⦿ Both companies want to gather and retain knowledge and make it easily accessible to younger workers.

○ Both companies want to use AI to diversify into different industries.

> ✓ **Correct**
> That is correct, Woodside and ADNOC have both worked in conjunction with IBM to create Watson systems that retain knowledge and make it easily accessible to younger workers.

5. Which of the following is a benefit of having an integrated AI system in a call center environment?   **1 / 1 point**

⦿ Reducing costs

○ Eliminating the need for human agents.

○ Decreasing agent satisfaction due to fear of job loss.

○ Increasing agent turnover

> ✓ **Correct**
> By answering simple queries and freeing up the agents to resolve more complex issues, an integrated AI system can reduce costs in a call center.

6. At Bradesco, after 5 months of training, what percentage of written questions could Watson understand?   **1 / 1 point**

⦿ 100%

○ 67%

○ 99%

○ 80%

> ✓ **Correct**
> Bradesco and IBM worked together as a team that taught Watson about the bank's products. Because of this team effort, Watson could understand 100% of written questions and 83% of spoken ones after just 5 months of training.

7. Which of the following technologies does Coca-Cola use to assist its field engineers to fix broken beverage dispensing machines?

- ○ Watson Compare and Comply
- ◉ Watson Visual Recognition
- ○ Watson Language Translator
- ○ Watson Fault Identifier

✓ **Correct**
Coca-Cola field engineers use an app on their device that incorporates Watson Visual Recognition technology to identify unfamiliar machines and parts.

8. Woodside, like many organizations, faces losing historical knowledge as the older generation of workers retires. AI systems can be a key part of retaining that knowledge and making it easily accessible to younger workers.

- ○ False
- ◉ True

✓ **Correct**
Many organizations are turning to AI systems to help retain the knowledge of the older generation of workers, and make it accessible to the younger generation of workers.

9. What mindset did Woodside notice amongst its workers after introducing an AI system?

- ◉ Retiring workers are proud to leave their knowledge as a legacy for the future.
- ○ Younger workers resisted contributing to the AI knowledge base.
- ○ Retiring workers resented their years of knowledge being reduced to a computer system.
- ○ Younger workers found the new technology difficult to incorporate into their day-to-day tasks.

✓ **Correct**
At Woodside, Watson has created a new mindset. Retiring workers are proud to leave their knowledge as a legacy, and younger workers make their own contributions to the company knowledge base.

10. You are head of an organization that has realized that it is slowly losing expert knowledge as older workers retire. Which of the following techniques will **NOT** help mitigate the problem? **1 / 1 point**

○ Use AI technology like Watson Assistant, Watson Discovery, and Watson Text to Speech on mobile devices to make the information easy to access.

○ Deploy an AI chatbot on mobile devices to make the technology portable.

○ Implement an AI system that maintains a knowledge base.

◉ Implement a secure monitoring system to ensure workers leaving the company do not take sensitive industry information with them.

✓ **Correct**
This technique would be part of a system to mitigate information being deliberately stolen. The issue for this organization is that older workers are retiring, and the knowledge that they have gained over years of service is being lost.