

# Module 1 Quiz: Introduction

1.

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

1 / 1 point

- ☒ True
- ☐ False

✓ **Correct**

That's right. Text and audio are the most common ways users interact with chatbots.

2.

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

1 / 1 point

- ☒ True
- ☐ False

✓ **Correct**

That's right. The conversation element is what makes a bot a chatbot.

3.

Chatbots are also known as:

3 / 3 points

☒ Artificial Conversational Entities (ACE)

✓ **Correct**

That's right. Sometimes they are even called Embodied Agents.

☒ Virtual Assistants

✓ **Correct**

That's right. Although sometimes this term is also used outside the scope of chatbots to refer to human assistants working remotely.

☐ Whatsapp

☒ Chatterbots

✓ **Correct**

Yes. Sometimes you might even hear them referred to as chatterbox.

☒ Talkbots

✓ **Correct**

Yes.

4.

What factors directly contributed to the emergence of chatbots?

3 / 3 points

☐ Ruby on Rails

☐ Blockchain

☒ AI / Cognitive Computing

✓ **Correct**

Absolutely. AI improvements in capability and availability contributed to the feasibility of chatbots.

☒ Messaging platforms like Facebook Messenger

✓ **Correct**

That's right. Users have a clear preference for chat interfaces. Chatbots leverage that.

5.

Chatbots are **only** beneficial to large companies.

1 / 1 point

☐ True

☒ False

✓ Correct

That's right. Both small and large companies can benefit from providing a chatbot to their customers.