Final Exam

1. Text and audio are two common ways through which chatbots interact with the user. **1 / 1 point**

   ⦿ True

   ◯ False

   > ✓ **Correct**
   > That's right.

2. To be called a chatbot, a bot needs to converse with the user. **1 / 1 point**

   ⦿ True

   ◯ False

   > ✓ **Correct**
   > Yes.

3. Chatbots can help cut down the number of inquiries a business' customer care team needs to manually address. **1 / 1 point**

   ⦿ True

   ◯ False

   > ✓ **Correct**
   > Absolutely.

4. Watson Assistant is a chatbot building service hosted on IBM Cloud. **1 / 1 point**

   ⦿ True

   ◯ False

   > ✓ **Correct**
   > Indeed.

5. Chatbots can only be deployed on WordPress sites.

1 / 1 point

○ True

◉ False

✓ **Correct**
That's right.

6. Which of these is a valid intent?

1 / 1 point

☐ @buy_product

☑ #buy_product

✓ **Correct**
That's right.

☐ $buy_product

☐ #buy product

☐ @buy product

7. Which of the following are valid system entities?

3 / 3 points

☑ @sys-time

✓ **Correct**
A handy system entity to detect times (e.g., 8 pm).

☑ @sys-date

✓ **Correct**
Quite useful to detect dates.

☐ #sys-time

☐ @system-of-a-down

☐ #sys-date

8. The value of an entity detected in the user input is automatically available for the entire duration of the conversation with the user.   **1 / 1 point**

   ○ True

   ⦿ False

   > ✓ **Correct**
   > Correct. Entities are detected in the current user input.

9. We can use context variables to store (and later access) information collected from the user.   **1 / 1 point**

   ⦿ True

   ○ False

   > ✓ **Correct**
   > Yes.

10. Slots allow us to collect information from the user and store it in context variables.   **1 / 1 point**

   ⦿ True

   ○ False

   > ✓ **Correct**
   > A very convenient tool.

11. A dialog has the following nodes: **3 / 3 points**

   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?

☑ If no known intent is detected in the user input, the Anything else node will be executed.

✓ **Correct**
That's right.

☐ The order of Welcome and Anything else in the dialog will generally not matter.

☑ Welcome will contain the chatbot prompt and be executed at the beginning of the conversation.

✓ **Correct**
Yes.

☑ In this case, rearranging the order to be Welcome, Thank You, Greetings, Goodbyes and Anything else would not cause problems.

✓ **Correct**
You got it!

☐ Greetings overshadows Goodbyes, and therefore Goodbyes is never executed.

12. 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.) `1 / 1 point`

◉ True
○ False

✓ **Correct**
That's right.

13. Digressions allow users to divert the conversation away from a slot while it's asking its question. `1 / 1 point`

◉ True
○ False

✓ **Correct**
Yes.

14. Which of the following contains the entire user input?

○ @sys-date

○ text.input

◉ input.text

○ user.text

○ None of the above

✓ **Correct**
That's right!

15. 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 and then a grandchild node asking for date, then a great grandchild node asking for the time.

◉ Have a node enabled with multiple slots, each asking for the relevant information. System entities should be enabled.

○ It is not possible to collect the information for four follow up questions.

✓ **Correct**
Yes!