Quiz

Graded: Watson AI Overview

1.
In which of the following ways is Watson currently helping solve business problems?

A. Gathering expertise learned from thousands of employees to reduce time spent on tracking down expert knowledge.

B. Using data from sensors to detect moisture levels in the air, helping irrigation systems give water where it's needed most.

C. Identifying the best routes based on traffic, temperature, and road conditions to transport bees for pollination.

1 / 1 point

- ○ A only
- ○ B and C only
- ○ A and C only
- ◉ A, B, and C are all correct.

✓ **Correct**

When working in challenging conditions, especially operational sites, the speed at which questions get resolved can be critical. Watson's natural language processing capabilities and conversation APIs help gather expertise from thousands of employees to greatly reduce the time spent on tracking down expert knowledge.

Watson uses data from sensors to detect moisture levels in the air, helping irrigation systems give water where moisture content is low. Watson ingests data from weather, satellite, and sensor data on the IBM Cloud to identify conditions on the ground and in the atmosphere to adapt the irrigation levels. This not only helps get the best yields but also reduces the water use.

Every third bite of food we eat is from a pollinated plant. To aid this process, bees sometimes need to be transported long distances. Watson has partnered with The Weather Company to help identify the best routes taking traffic, temperature, and road conditions into account for the safe transportation of bees.

2.
Which of the following statements about Transfer Learning is INCORRECT?

1 / 1 point

- (●) Transfer Learning requires massive amounts of training data for each new related use case.
- ( ) Transfer Learning enables Watson to learn more from less.
- ( ) It is because of Transfer Learning that the learning model can be fed prior knowledge, eliminating the need to train it from scratch.
- ( ) Transfer Learning is a machine learning technique where a model trained on one task is repurposed on a second related task.

✓ **Correct**

Watson's Transfer Learning ensures that the learning model can be fed prior knowledge, eliminating the need for massive amounts of training data.

3.
What are the different approaches clients can take to enrich their customer service experience?

A. Clients can use IBM Watson's 24/7 AI-powered virtual assistant to engage with customers to resolve their queries.

B. Clients can use IBM Watson Assistant as a behind the scenes assistant to help employees in how they engage directly with their customers.

C. Clients can use IBM Watson Assistant to manage the complete customer service cycle, end-to-end, eliminating the need for human intervention.

D. Clients can deploy IBM Watson Assistant powered chatbots along with other Watson services like Watson Discovery to get answers to a wide range of questions about a product.

1 / 1 point

- ( ) All of the options are correct
- ( ) None of the options are correct
- ( ) Only option B is correct
- (●) Only options A, B, and D are correct
- ( ) Only options A and D are correct

✓ **Correct**

Correct

4.
Which of the following is an attribute of intelligent chatbots?

1 / 1 point

- Intelligent chatbots can only understand the spoken words, not the underlying intent and emotions behind what is being said.
- Intelligent chatbots can converse with customers in a unique way, different from how humans interact with each other.
- An intelligent bot can understand when the customer is best served by a human agent and connects the customer to a human agent for such interactions.
- With the use of intelligent bots, customer queries that may require creativity or exceptions are also being handled by bots, eliminating the need for getting a human agent involved.

Correct

The natural language capabilities of Watson powered chatbots enable them to understand the varied emotions in what the customer is saying. This capability enables chatbots to have conversations with customers that are natural and implicit, just the way humans interact with one another. An intelligent chatbot is also capable of deciding when the customer is better served by a human agent and transfer the call to the human agent.

5.
Which of these are examples of Watson assisting in compliance-oriented business processes?

1 / 1 point

- [ ] Creating spam filters to prevent phishing scams involving legal notices.
- [x] Helping data privacy professionals maintain an up to the minute understanding of the continually evolving regulations, across jurisdictions.

Correct
Watson assists professionals process massive amounts of structured and unstructured data, giving them precise and up to the minute understanding of the rapidly evolving regulations. Watson's ability to understand document structures and contract terminology also supports professionals in effective contract governance.

- [x] Helping professionals analyze contracts and statements of work to facilitate effective contract governance and fulfillment of tangible items and services.

Correct
Watson assists professionals process massive amounts of structured and unstructured data, giving them precise and up to the minute understanding of the rapidly evolving regulations. Watson's ability to understand document structures and contract terminology also supports professionals in effective contract governance.

- [x] Analyzing structured and unstructured data in incident reports to identify the causes and corresponding mitigation actions.

Correct
Watson assists professionals process massive amounts of structured and unstructured data, giving them precise and up to the minute understanding of the rapidly evolving regulations. Watson's ability to understand document structures and contract terminology also supports professionals in effective contract governance.

- [x] Assisting legal teams by analyzing transactions to ensure adherence to tax law compliances.

Correct
Watson assists professionals process massive amounts of structured and unstructured data, giving them precise and up to the minute understanding of the rapidly evolving regulations. Watson's ability to understand document structures and contract terminology also supports professionals in effective contract governance.

6.
Which of these are attributes of IBM's Cognitive APIs?

1 / 1 point

- (●) IBM Cognitive APIs are based on an input/output system, where your input is data that the API feeds into Watson, and the output is the delivery of the overall outcome based on that data.
- ( ) IBM Cognitive APIs can process only structured data as input and unstructured data as output .
- ( ) IBM Cognitive APIs serve as a messenger between the input data and the output files on your local machine. These output files can then be transferred to the cloud.
- ( ) IBMs Cognitive APIs help AI professionals to build apps for mobile devices.

✓ **Correct**

IBM provides an end-to-end collaborative environment with a suite of capabilities to help AI professionals build, train, and deploy their custom models with their data alongside Watson. IBMs Cognitive APIs serve as messengers between data and the cognitive computing power of Watson, combining these in a coding platform on the cloud. These APIs are based on an input/output system where the API feeds the input data into Watson and the output is the delivery of the overall outcome based on that data.

7.
Watson's 3-layered transfer learning model allows businesses to retain complete ownership of their data and insights.

1 / 1 point

- (●) True
- ( ) False

✓ **Correct**

Watson is based on a 3-layered transfer learning model which stores customer-specific data and insights in the topmost layer. This model only allows data to flow from bottom to top, making it possible for customers to retain complete ownership of the top layer.

8.
Which of these are the first three steps customers should take to get started on their AI Journey?

1 / 1 point

- (●) Prove, adopt and scale
- ( ) Prove, adopt and design
- ( ) Prove, scale and design
- ( ) Adopt, scale and design

✓ **Correct**

The first step in the organization's AI journey is **Prove**, identifying the use case which will best demonstrate the benefits of AI to the organization. The second step in the organization's AI journey is **Adopt**, the value of bringing AI into the organization. The third step in the organization's AI journey is **Scale**, which is about scaling AI to the enterprise.

9.
How is Watson AI currently serving businesses?

A. Processing massive amounts of data faster.

B. Helping systems learn with minimal amount of training data.

C. Protecting customer-specific data and insights.

D. Helping businesses benefit from the advantages that AI offers without developing AI models from scratch.

1 / 1 point

- ( ) A only.
- ( ) C only.
- ( ) A, B, and C are correct.
- (●) A, B, C, and D are all correct.

✓ **Correct**

Watson AI processes vast amounts of structured and unstructured data to extract information that is specific to the business problem being solved. It enables systems to learn with minimal amount of data, without having to worry about gathering huge amounts of training data. Watson also helps businesses protect their data. Businesses today are benefiting from the advantages that AI offers without developing AI models from scratch.

10.
Which of these are benefits clients are seeing with the use of intelligent chatbots in customer service?
1 / 1 point

- ○ Holistic query resolution completely eliminating the need for human intervention.
- ○ A chatbot enables faster resolution even for the queries not present in the intents defined for it.
- ◉ Greater job satisfaction for human agents as they engage in the more fulfilling customer interactions that require their creativity and decision-making capabilities.
- ○ Eliminate the need to hire human agents to interface with the customers.

✓ **Correct**

Using chatbots in customer service is helping businesses resolve customer queries faster with lower service costs. It is also helping businesses create greater job satisfaction for contact agents by freeing them from the routine and repetitive work to create greater value.