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Exam Cloud Digital Leader All Questions

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EXAM CLOUD DIGITAL LEADER TOPIC 1 QUESTION 242 DISCUSSION

Actual exam question from Google's Cloud Digital Leader

Question #: 242

Topic #: 1

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Which scenario uses machine learning to unlock business value from unstructured data?

- A. Analyzing tabular records of product defects to predict future maintenance cycles.
- B. Recommending new products based on previous purchases.
- C. Monitoring financial transactions to identify potential fraud and risk.
- D. Determining customer sentiments from call center voice recordings.

Show Suggested Answer

by [Vivek007](#) at April 30, 2024, 7:15 a.m.

Comments

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[jancsn](#) 5 months, 3 weeks ago

Selected Answer: D

D. Determining customer sentiments from call center voice recordings.

This scenario uses machine learning to analyze unstructured data (voice recordings) to extract insights (customer sentiments). By understanding customer sentiments, businesses can make informed decisions to improve their products or services, enhance customer satisfaction, and ultimately drive business value.

   upvoted 2 times

 **Vivek007** 5 months, 3 weeks ago

D: This scenario involves processing and analyzing voice recordings, which are a form of unstructured data. Machine learning techniques, particularly those related to natural language processing (NLP) and speech analysis, are used to analyze the voice data to extract insights about customer sentiments. This application of machine learning helps businesses understand their customers better, improve customer service, and tailor their strategies accordingly.

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