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Exam Professional Machine Learning Engineer All Questions

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EXAM PROFESSIONAL MACHINE LEARNING ENGINEER TOPIC 1 QUESTION 44 DISCUSSIO..

Actual exam question from Google's Professional Machine Learning Engineer

Question #: 44

Topic #: 1

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You work for a large technology company that wants to modernize their contact center. You have been asked to develop a solution to classify incoming calls by product so that requests can be more quickly routed to the correct support team. You have already transcribed the calls using the Speech-to-Text API. You want to minimize data preprocessing and development time. How should you build the model?

- A. Use the AI Platform Training built-in algorithms to create a custom model.
- B. Use AutoML Natural Language to extract custom entities for classification.
- C. Use the Cloud Natural Language API to extract custom entities for classification.
- D. Build a custom model to identify the product keywords from the transcribed calls, and then run the keywords through a classification algorithm.

Show Suggested Answer

by [chohan](#) at June 18, 2021, 3:03 p.m.

Comments

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🗨️ 👤 **chohan** Highly Voted 👍 3 years, 4 months ago

Should be B

-> minimize data preprocessing and development time

👍 ↩️ 🚩 upvoted 22 times

🗨️ 👤 **sensev** 3 years, 2 months ago

Agree its B. A and D is incorrect since it requires more development time. C is also incorrect since the product is company specific and might not be well recognized by Cloud Natural Language API.

👍 ↩️ 🚩 upvoted 6 times

🗨️ 👤 **neohanju** 3 years, 1 month ago

I thought the answer is B too. However, after carefully reading the question and answers again, B produces entities for classification only, not a classification result.

So, A and D are only candidates and A is better.

👍 ↩️ 🚩 upvoted 2 times

🗨️ 👤 **misya** Most Recent 🕒 2 months, 1 week ago

Selected Answer: C

Cloud NLP API no require custom training

👍 ↩️ 🚩 upvoted 1 times

🗨️ 👤 **PhilipKoku** 4 months, 2 weeks ago

Selected Answer: C

C) Cloud NLP API

👍 ↩️ 🚩 upvoted 2 times

🗨️ 👤 **21c17b3** 8 months, 1 week ago

I'm voting C here!

👍 ↩️ 🚩 upvoted 3 times

🗨️ 👤 **ralf_cc** 8 months, 1 week ago

AutoML only has classification and regression

👍 ↩️ 🚩 upvoted 2 times

🗨️ 👤 **pico** 1 year, 1 month ago

Selected Answer: C

Key Differences:

Approach: Option B (AutoML Natural Language) involves using an AutoML service to train a custom NLP model, while Option C (Cloud Natural Language API) relies on a pre-built NLP API.

Control and Customization: Option B gives you more control and customization over the training process, as you train a model specific to your needs. Option C offers less control but is quicker to set up since it uses a pre-built API.

Complexity: Option B might require more technical expertise to set up and configure the AutoML model, while Option C is more straightforward and user-friendly.

In summary, both options allow you to extract custom entities for classification, but Option B (AutoML) involves more manual involvement in training a custom model, while Option C (Cloud Natural Language API) provides a simpler, pre-built solution

👍 ↩️ 🚩 upvoted 1 times

🗨️ 👤 **M25** 1 year, 5 months ago

Selected Answer: B

Went with B

👍 ↩️ 🚩 upvoted 2 times

🗨️ 👤 **lucaluca1982** 1 year, 6 months ago

Selected Answer: C

why not C?

👍 ↩️ 🚩 upvoted 1 times

🗨️ 👤 **juliet** 1 year, 5 months ago

you have to classify company products, which are custom classes



👍 ↩️ 🚩 upvoted 1 times

🗨️ 👤 **YushiSato** 2 months, 1 week ago

It seems to me that if there is a product name that needs to be learned in AutoML Natural Language, there is a possibility that it cannot be recognized into text by the Google Text API in the first place.

possibility that it cannot be transcribed into text by the Speech-to-Text API in the first place.

   upvoted 1 times

  **pico** 1 year, 1 month ago

you can still use Option C (Cloud Natural Language API) even when the solution needs to classify incoming calls by company-specific products rather than general products. The Cloud Natural Language API can be customized to handle company-specific entities and classifications effectively.

   upvoted 2 times

  **John_Pongthorn** 1 year, 7 months ago

Selected Answer: B

AutoML is appropriate to classify incoming calls by product (Custom) to be routed to the correct support team.

Cloud Natural Language API is for general case (not particular business)

   upvoted 1 times

  **Mohamed_Mossad** 2 years, 4 months ago

Selected Answer: B

"minimize data preprocessing and development time" answer will be limited to B,C will choose C as Natural Language API does not handle custom operation

   upvoted 2 times

  **mmona19** 2 years, 6 months ago

B- automl custom classification and entity is going to help with minimum effort.

   upvoted 4 times

  **baimus** 2 years, 7 months ago


I'm leaning towards C over B here. The question is underlining that minimal development time is required, and C is even less than B. If the information is really domain specific, then you'd need B, but it's not clear what products the company sells, so we don't have enough info to say it's too domain specific for C.

   upvoted 4 times

  **giaZ** 2 years, 6 months ago

If anything, C is wrong because it tells you something that is not true: extract custom entities with Natural Language API it's not possible. That is something you can do only with AutoML. Look at this comparison table:
<https://cloud.google.com/natural-language#section-6>
That's how they subtly point you at answer B.



   upvoted 8 times

  **ggorzki** 2 years, 9 months ago

Selected Answer: B

AutoML Natural Language - custom entities, with least development time

   upvoted 4 times

  **NamitSehgal** 2 years, 9 months ago

Should be B

Basic classification, entity extraction, and sentiment analysis are available through the Cloud Natural Language API. AutoML Natural Language enables you to define custom classification categories, entities, and sentiment scores that are relevant to your application.

   upvoted 2 times

  **David_ml** 2 years, 5 months ago

no. if you need custom entities you don't use APIs

   upvoted 1 times

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