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## Exam Professional Data Engineer All Questions

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### EXAM PROFESSIONAL DATA ENGINEER TOPIC 1 QUESTION 174 DISCUSSION

Actual exam question from Google's Professional Data Engineer

Question #: 174

Topic #: 1

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You work for a large financial institution that is planning to use Dialogflow to create a chatbot for the company's mobile app. You have reviewed old chat logs and tagged each conversation for intent based on each customer's stated intention for contacting customer service. About 70% of customer requests are simple requests that are solved within 10 intents. The remaining 30% of inquiries require much longer, more complicated requests. Which intents should you automate first?

- A. Automate the 10 intents that cover 70% of the requests so that live agents can handle more complicated requests.
- B. Automate the more complicated requests first because those require more of the agents' time.
- C. Automate a blend of the shortest and longest intents to be representative of all intents.
- D. Automate intents in places where common words such as 'payment' appear only once so the software isn't confused.

Show Suggested Answer

by [AWSandeep](#) at Sept. 4, 2022, 10:50 p.m.

### Comments

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🗨️ [MaxNRG](#) 10 months, 2 weeks ago

**Selected Answer: A**

This is the best approach because it follows the Pareto principle (80/20 rule). By automating the most common 10 intents that address 70% of customer requests, you free up the live agents to focus their time and effort on the more complex 30% of requests that likely require human insight/judgement. Automating the simpler high-volume requests first allows the chatbot to handle those easily, efficiently routing only the trickier cases to agents. This makes the best use of automation for high-volume simple cases and human expertise for lower-volume complex issues.

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🗄️ 👤 **vamgcp** 1 year, 3 months ago

**Selected Answer: A**

Option A : : By automating the intents that cover a significant majority (70%) of customer requests, you target the areas with the highest volume of interactions. This helps reduce the load on live agents, enabling them to focus on more complicated and time-consuming inquiries that require their expertise.

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🗄️ 👤 **Takshashila** 1 year, 4 months ago

**Selected Answer: A**

A is the answer.

👍 🔄 🚩 upvoted 1 times

🗄️ 👤 **zellick** 1 year, 11 months ago

**Selected Answer: A**

A is the answer.

<https://cloud.google.com/dialogflow/cx/docs/concept/agent-design#build-iteratively>

If your agent will be large or complex, start by building a dialog that only addresses the top level requests. Once the basic structure is established, iterate on the conversation paths to ensure you're covering all of the possible routes an end-user may take.

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🗄️ 👤 **SMASL** 2 years, 1 month ago

Correct answer: A

As it states in the documentation: "If your agent will be large or complex, start by building a dialog that only addresses the top level requests. Once the basic structure is established, iterate on the conversation paths to ensure you're covering all of the possible routes an end-user may take." (<https://cloud.google.com/dialogflow/cx/docs/concept/agent-design#build-iteratively>)

Therefore, you should initially automate the 70 % of the requests that are simpler before automating the more complicated ones.

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🗄️ 👤 **AWSandeep** 2 years, 2 months ago

**Selected Answer: A**

A. Automate the 10 intents that cover 70% of the requests so that live agents can handle more complicated requests.

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