



Congratulations! You passed!

TO PASS 80% or higher

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Final Exam

LATEST SUBMISSION GRADE

100%

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-date

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

☐ @system-of-a-down

☐ #sys-date

☒ @sys-time

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

☐ #sys-time

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?

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

✓ **Correct**
Yes.

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

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

✓ **Correct**

You got it!

- ☐ The order of Welcome and Anything else in the dialog will generally not matter.
- ☒ If no known intent is detected in the user input, the Anything else node will be executed.

✓ **Correct**
That's right.

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?

1 / 1 point

- ☐ @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?

1 / 1 point

- ☐ 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!