IBM
C1000-180
IBM watsonx AI Assistant Engineer v1 Professional

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Product Version

✓ Up to Date products, reliable and verified.
✓ Questions and Answers in PDF Format.

Latest Version: 6.0

Question: 1

What happens when watsonx Assistant invalidates a user's input three times, and the "No matches" count is set to three?
Response:

A. By default, Fallback sends the user to a live agent if a Phone channel is integrated.
B. Since the Fallback action was renamed, the "No matches" action is triggered.
C. The assistant sets the Fallback reason session variable to "Step validation failed".
D. The assistant displays a warning to the user, displays an error, and then triggers the Fallback action.

Answer: C

Question: 2

Which metric would most likely indicate that users are receiving irrelevant or confusing responses?
Response:

A. Session duration
B. Number of unique users
C. Fallback rate
D. API token usage

Answer: C

Question: 3

What are two common reasons users may abandon a conversation mid-way?
(Choose two)
Response:

A. Assistant prompts are too vague or confusing
B. There are too many assistant avatars
C. The conversation is overly long or asks irrelevant questions
D. Chat is initiated via SMS instead of web

Answer: A,C

Question: 4

When working with post-message webhooks, which method is used to make an HTTP request?
Response:

A. PUT
B. GET
C. POST
D. PATCH

Answer: C

Question: 5

Which two options determine when a virtual assistant is trained?
Response:

A. Through automatic retraining
B. When organizational skills change
C. When content or settings are updated
D. Through written and verbal communication
E. When there is a change to interpersonal skills

Answer: A,C

Question: 6

When implementing Retrieval-Augmented Generation (RAG), which two components are essential? (Choose two)
Response:

A. A vector-based search retriever
B. A scheduling policy manager
C. A foundation model endpoint
D. An IAM group policy

Answer: A,C

Question: 7

Suggestions are offered to customers automatically when they might otherwise become frustrated. Where are the suggestions drawn from?
Response:

A. They are generated by the LLM.
B. Chosen randomly from a list of all configured actions.
C. Any relevant action with clarifying questions enabled.
D. From actions marked for suggestion by the administrator.

Answer: C

Question: 8

What is the prerequisite for setting up live agent transfers for an assistant?
Response:

A. A supported External Trunk service.
B. An Integration to a supported Service Desk.
C. Outbound calls must be enabled on the Assistant.
D. Live Agent Transfer must be enabled on the Action.

Answer: B

Question: 9

Which type of escalation refers to a situation in which a customer is unable to get help from the assistant?
Response:

A. Agent escalation
B. Assistant override
C. Planned escalation
D. Fallback escalation

Answer: D

Question: 10

Analyzing which metric can help build new actions that customers are looking for?
Response:

A. Actions with low usage rates.

B. Patterns in recognized topics.
C. Patterns in unrecognized topics.
D. Actions with high completion rates.

Answer: C

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