

IBM C1000-180

IBM watsonx AI Assistant Engineer v1 Professional

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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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