

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



NEW QUESTION 1

- (Topic 1)

Which framework should you use for the infrastructure migration?

- A. Microsoft Cloud Adoption Framework for Azure
- B. Success by Design
- C. Microsoft Power Platform Center of Excellence (CoE)
- D. Microsoft Power Platform Project Setup Wizard

Answer: A

NEW QUESTION 2

- (Topic 2)

A company has a Microsoft Copilot Studio agent that uses custom connectors to interact with enterprise APIs.

You need to recommend an application lifecycle management (ALM) process to ensure that the connectors are deployed consistently across development, test, and production environments and meet governance and traceability requirements.

What should you recommend?

- A. Deploy the APIs as Azure Functions.
- B. Manage the connectors as solution components and deploy the components by using ALM pipelines.
- C. Maintain connector definitions in environment variables.
- D. Export and import the connectors between the environments as unmanaged solutions.

Answer: B

NEW QUESTION 3

HOTSPOT - (Topic 2)

A company uses Microsoft Dynamics 365 Finance for accounts payable and customer debt recovery. You are designing an AI finance process that meets the following requirements:

? Provides AI-driven details to help staff identify overdue vendor invoices and outstanding balances

? Helps staff reduce how long it takes to review overdue invoices and payment history

You need to recommend which Microsoft Copilot features to include in the design.

What should you recommend for each requirement? To answer, select the appropriate options in the answer area.

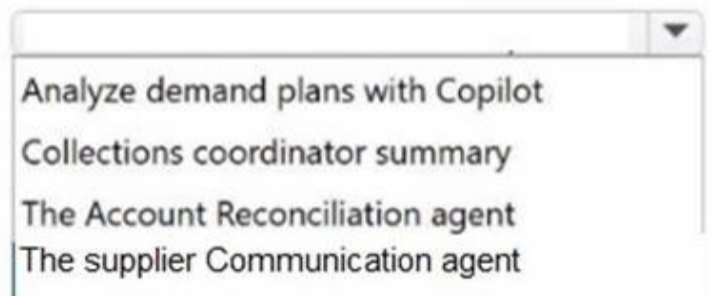
NOTE: Each correct selection is worth one point.

Answer Area

Help identify vendor overdue invoices and outstanding balances:



Reduce how long it takes to review overdue invoices and payment history:



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Help identify vendor overdue invoices and outstanding balances:

Agent management

AI Summaries with Copilot

The Account Reconciliation agent

The supplier Communication agent

Reduce how long it takes to review overdue invoices and payment history:

Analyze demand plans with Copilot

Collections coordinator summary

The Account Reconciliation agent

The supplier Communication agent

NEW QUESTION 4

- (Topic 2)

A company has an AI business solution.

You need to extend the solution so that Microsoft 365 Copilot can invoke external logic hosted in Azure services.

What should you include in the solution?

- A. Microsoft Copilot Studio skills
- B. Microsoft Power Platform connectors
- C. custom engine agents

Answer: B

NEW QUESTION 5

DRAG DROP - (Topic 2)

A company has a Microsoft Foundry project that uses a single agent and a single prompt to complete a series of tasks.

The agent encounters the following issues: It frequently produces incomplete results.

It struggles with domain-specific reasoning. Agent response times are remarkably slow.

You need to recommend a solution to improve the overall performance and accuracy of the agent.

What should you include in the recommendation? To answer, drag the appropriate actions to the correct requirements. Each action may be used once, more than once, or not at all.

Actions

Add a grounding data source.

Add a prebuilt connector.

Move to a multi-agent architecture.

Upgrade to a larger generative AI model.

Answer Area

	Action
To improve performance:	<input style="width: 100%;" type="text"/>
To improve accuracy:	<input style="width: 100%;" type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

Add a grounding data source.

Add a prebuilt connector.

Move to a multi-agent architecture.

Upgrade to a larger generative AI model.

Answer Area

	Action
To improve performance:	Move to a multi-agent architecture.
To improve accuracy:	Add a grounding data source.

NEW QUESTION 6

- (Topic 2)

A company has an Azure environment that supports multiple business units.

The company plans to implement an AI solution that will perform sentiment analysis on customer product reviews. You need to evaluate the potential cost of the solution to support return on AI investment (ROAI) analysis. What should you use?

- A. Total Cost of Ownership (TCO) Calculator
- B. Azure Reservations
- C. Azure pricing calculator
- D. Azure Monitor

Answer: C

NEW QUESTION 7

- (Topic 2)

A company has a canvas app named App1 in a Microsoft Power Platform environment named Env1.

Env1 uses a customer-managed key for data encryption. App1 connects to multiple data sources to retrieve and update customer and order information.

You need to recommend a solution to add Microsoft Copilot components to App1. The solution must NOT modify the current security or encryption configurations of Env1.

What should you include in the recommendation?

- A. Duplicate App1 and republish the app in Env1.
- B. Enable Copilot features for Env1.
- C. Modify the data sources of App1 to make them compatible with Copilot.
- D. Move App1 to a new environment that uses Microsoft-managed keys.

Answer: D

NEW QUESTION 8

- (Topic 2)

A company has Microsoft Copilot Studio agents.

The company plans to deploy custom connectors across development, test, and production environments.

You need to design an application lifecycle management (ALM) process to ensure consistency and prevent direct editing in production. Which two actions should you include in the design? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Include agents and connectors in a solution.
- B. Move the agents between the environments by using data export and import.
- C. Manually rebuild the agents in each environment.
- D. Deploy managed solutions to production.
- E. Deploy unmanaged solutions to production.

Answer: AD

NEW QUESTION 9

- (Topic 2)

A company uses Microsoft Dynamics 365 finance and operations apps.

The company plans to use Microsoft Copilot in-app help and guidance to generate responses for internal business processes.

You need to add an additional knowledge source for the business processes. The solution must NOT add new topics to the Copilot agent for the finance and operations apps.

Which knowledge source should you add?

- A. Microsoft Dataverse
- B. a public website
- C. Azure AI Search
- D. a file upload

Answer: D

NEW QUESTION 10

- (Topic 2)

A company has an AI solution named Solution1 that is deployed to the production environment. Solution1 uses an Azure OpenAI model to generate marketing emails for existing customers.

During an internal review, you identify that Solution1 creates different emails depending on the customers' traits.

You need to recommend a strategy to mitigate the bias. The strategy must adhere to Microsoft responsible AI principles.

What should you recommend?

- A. Modify the system instructions of Solution1.
- B. Modify the contents of the training dataset.
- C. Modify Solution1 to randomly generate emails for different traits.
- D. Retrain the model by using a larger dataset.

Answer: A

NEW QUESTION 10

HOTSPOT - (Topic 2)

A company deploys agents that generate responses by using Azure OpenAI resources. The agents are deployed to both the United States and Europe.

You need to recommend a governance solution that meets the following requirements: Enforces the deployment of the resources to only approved Azure regions

Provides continuous compliance verification of the resources

Enforces the deployment of the resources to only approved regions:

- Azure Monitor
- Azure Policy
- Microsoft Defender for Cloud
- Microsoft Purview
- Microsoft Sentinel

Provides continuous compliance verification of the resources:

- Azure Monitor
- Azure Policy
- Microsoft Defender for Cloud
- Microsoft Purview
- Microsoft Sentinel

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Enforces the deployment of the resources to only approved regions:

- Azure Monitor
- Azure Policy
- Microsoft Defender for Cloud
- Microsoft Purview
- Microsoft Sentinel

Provides continuous compliance verification of the resources:

- Azure Monitor
- Azure Policy
- Microsoft Defender for Cloud
- Microsoft Purview
- Microsoft Sentinel

NEW QUESTION 14

- (Topic 2)

A company has a Microsoft Dynamics 365 Sales environment that has Microsoft Copilot enabled. You need to customize Copilot by tailoring how opportunity summaries are generated or how they are presented to users. Solution: You configure AI Builder lead scoring models to influence opportunity summaries. Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 16

- (Topic 2)

A company plans to deploy a Microsoft Copilot Studio agent that will analyze historical business data to predict customer behavior. The data is currently stored in an Azure SQL database, flat files, APIs, and logs. You need to organize the data into a format that can be used as a knowledge source in Copilot Studio. What should you include in the solution?

- A. Azure AI Search
- B. Azure Data Lake Storage
- C. Azure Cosmos DB
- D. Azure Translator in Foundry Tools

Answer: A

NEW QUESTION 20

- (Topic 2)

You are designing a low-code AI business solution by using Microsoft Copilot Studio.

The solution must include an agent that automates tasks by simulating user interactions across third-party apps and websites, such as clicking buttons, entering text, and extracting information from screens.

You need to recommend what to include in the agent. What should you recommend?

- A. a natural language understanding + (NLU+) model in Copilot Studio
- B. Copilot skills
- C. Computer Use in Copilot Studio
- D. Model Context Protocol (MCP)

Answer: C

NEW QUESTION 21

HOTSPOT - (Topic 2)

You need to design a shared prompt library that will be used across multiple business units. The solution must meet the following requirements:

Ensure consistent AI responses with reusable formats. Support governance and version control.

Minimize administrative effort. Minimize ongoing costs.

What should you recommend for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Ensure consistent AI responses:

- Delegate department-specific prompt templates.
- Define standardized prompt templates.
- Maintain a prompt history.

Support governance and version control:

- Define standardized prompt templates.
- Store prompts in a Git repository.
- Categorize prompts by business function.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Ensure consistent AI responses:

- Delegate department-specific prompt templates.
- Define standardized prompt templates.
- Maintain a prompt history.

Support governance and version control:

- Define standardized prompt templates.
- Store prompts in a Git repository.
- Categorize prompts by business function.

NEW QUESTION 24

- (Topic 2)

You need to design a Microsoft Copilot Studio agent for customer support.

The agent must securely retrieve product warranty data from a REST API. The solution must minimize development effort. What should you include in the design?

- A. Use a Microsoft Power Automate desktop flow to screen scrape the warranty data.
- B. Export the agent as a managed solution and customize the agent in Power Apps.
- C. Add the warranty data to the Fallback topic.
- D. Create a custom connector in Copilot Studio and use the connector to call the API.

Answer: D

NEW QUESTION 25

- (Topic 2)

A company processes invoices stored across multiple systems in multiple formats.

You need to implement an AI solution to automate the invoice processing. The solution must meet the following requirements:

- Automate multi-step invoice processing tasks, including document analysis, data validation, and approval routing.
- Enable users to interact directly via Microsoft Teams to review and approve invoices.
- Minimize development efforts to define and customize approval workflows. What should you include in the solution?

- A. Azure Document Intelligence in Foundry Tools and Azure Logic Apps
- B. Microsoft Copilot Studio and AI Builder
- C. Azure OpenAI and Azure Functions
- D. a SharePoint agent

Answer: B

NEW QUESTION 27

HOTSPOT - (Topic 2)

You use Microsoft Copilot Studio analytics to analyze the performance of a deployed Copilot Studio agent. You need to identify which performance metrics to use to measure the following:

- The percentage of engaged sessions that are escalated to a live customer service representative
- The number of agent queries that cause a knowledge source error

What should you identify for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality
Customer Satisfaction (CSAT) score
Engagement rate
Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality
Engagement rate
Escalation rate

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality
Customer Satisfaction (CSAT) score
Engagement rate
Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality
Engagement rate
Escalation rate

NEW QUESTION 28

- (Topic 2)

A company has an AI business solution that uses Microsoft Copilot Studio agents. You need to recommend prompt best practices to improve the effectiveness of agent interactions. Which two actions should you include in the recommendation? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Measure system resource usage during prompt processing.

- B. Analyze the prompt length distribution.
- C. Use clear and specific instructions in the prompts.
- D. Regularly test and refine the prompts based on user input.
- E. Track the duration of the average user session.

Answer: CD

NEW QUESTION 33

- (Topic 2)

A financial services company uses Microsoft Dynamics 365 Finance.

Currently, the company's support staff manually reviews customer transaction histories to detect potential fraud cases before escalating the cases.

You need to recommend an automation solution for the review process. The solution must ensure that escalations reach a human analyst for final decision making.

What should you recommend?

- A. Deploy an autonomous agent that closes non-fraud cases automatically.
- B. Use Microsoft 365 Copilot in Word to automatically finalize fraud detection policies.
- C. Configure a task agent to generate fraud risk scores for the human analyst to review.
- D. Export the data to a data lake for analysis in Microsoft Power BI.

Answer: C

NEW QUESTION 35

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