



Microsoft

Exam Questions AB-730

AI Business Professional

NEW QUESTION 1

Select the answer that correctly completes the sentence.

Answer Area

From Microsoft 365, you

cannot modify the settings of
can modify the agent instructions of
can add an additional suggested prompt to
can delete one of the suggested prompts from

 the Researcher agent.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

From Microsoft 365, you cannot modify the settings of the Researcher agent.

The correct completion is ??cannot modify the settings of?? because built-in agents such as the Researcher agent in Microsoft 365 Copilot are system-defined experiences. These agents are designed and managed by Microsoft to ensure consistent functionality, security, compliance, and alignment with responsible AI standards.

While users can interact with Researcher, provide prompts, and refine outputs during conversations, they cannot directly modify the core system settings or configuration of the built-in agent from Microsoft 365. Administrative configuration and deeper customization are available when creating custom Copilot agents through approved development tools, but default Microsoft-provided agents have controlled configurations.

Options such as modifying agent instructions, adding prompts, or deleting suggested prompts imply direct structural customization of the built-in agent interface, which is not supported in the standard Microsoft 365 Copilot experience.

This reflects a key generative AI governance principle in enterprise environments: system-level controls remain centrally managed to maintain data protection, compliance, and responsible AI implementation across the organization.

NEW QUESTION 2

You have a Microsoft 365 Copilot license.
You plan to run several prompts.
What should you use to ensure that Copilot generates the best response for each prompt? More than one answer choice may achieve the goal. To answer, select the Best options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Prompt 1: From /Feedback_Q1–Q3.xlsx, consolidate all the sheets, categorize the feedback by theme, compute the positive/negative sentiment by product line, and visualize the top five drivers.



The Analyst agent

Chat

The Researcher agent

.Prompt 2: Using our SharePoint folder '/Go-To-Market/2025' and reputable web sources, produce a 1-page brief about AI trends that includes five key insights, citations, and callouts on gaps/risks.



The Analyst agent

Chat

The Research agent

Prompt 3: For a VP, prepare a polished executive email that distills the strategic priorities, critical decisions, and immediate next steps from the attached Strategic_Plan_2025.docx, ensuring that the tone aligns with senior leadership's communication standards.



The Analyst agent

Chat

The Researcher agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Prompt 1: From /Feedback_Q1–Q3.xlsx, consolidate all the sheets, categorize the feedback by theme, compute the positive/negative sentiment by product line, and visualize the top five drivers.



The Analyst agent

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Prompt 3: For a VP, prepare a polished executive email that distills the strategic priorities, critical decisions, and immediate next steps from the attached Strategic_Plan_2025.docx, ensuring that the tone aligns with senior leadership's communication standards.



The Analyst agent

Chat

The Researcher agent

NEW QUESTION 3

A colleague from another company shares a link to a prompt.

When you select the link, you receive the following response: "Prompt not found. Sorry, it looks like the prompt is no longer available."

What is a possible cause of the response?

- A. The prompt is a scheduled prompt.
- B. The prompt contains a reference to a file that you do NOT have access to.
- C. The prompt is outdated.
- D. The prompt contains a file that has a sensitivity label applied.
- E. The prompt is outside of your organization.

Answer: E

Explanation:

Microsoft 365 Copilot operates within the security, compliance, and identity boundaries of a Microsoft 365 tenant. Shared prompts, prompt links, and Copilot artifacts are governed by organizational access controls and tenant isolation. If a prompt is created and shared from outside your organization, cross-tenant access may not be supported depending on the sharing configuration and administrative policies.

When a user attempts to open a prompt that resides in another organization's tenant without proper cross-tenant sharing permissions, Copilot cannot locate or validate the resource within the user's own environment. As a result, the system displays a "Prompt not found" message.

Option B would typically result in an access or permissions error rather than the prompt being unavailable entirely. Sensitivity labels and scheduled prompts do not inherently cause a "not found" error. Therefore, the most likely cause is that the prompt exists outside your organization's tenant boundary and is not accessible to you.

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NEW QUESTION 4

You need to access Microsoft 365 Copilot from a web browser. Which URL should you use?

- A. <https://m365.cloud.microsoft>
- B. <https://copilotstudio.microsoft.com>
- C. <https://myapps.microsoft.com>
- D. <https://myaccountmicrosoft.com>

Answer: A

Explanation:

Microsoft 365 Copilot can be accessed via its dedicated web experience for enterprise users. The correct web entry point for Microsoft 365 Copilot is <https://m365.cloud.microsoft>, which provides authenticated access to Copilot features within the Microsoft 365 environment.

This URL routes users into the Microsoft 365 ecosystem where Copilot integrates with organizational data such as SharePoint, OneDrive, Teams, and Outlook. It ensures that users are authenticated through Microsoft Entra ID and that access controls are enforced according to tenant policies.

Option B refers to Copilot Studio, which is used to build and manage custom copilots and agents rather than access the Microsoft 365 Copilot chat experience.

Option C (My Apps) is a general application launcher portal. Option D is an incorrect account management URL and does not provide Copilot access.

Therefore, to access Microsoft 365 Copilot from a web browser, the correct URL is <https://m365.cloud.microsoft>.

NEW QUESTION 5

You are creating a prompt in Microsoft 365 Copilot to get information about a proposal. You need to ensure that the response is grounded in the proposal's information.

What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. Instruct Copilot to rely on its training data to infer proposal details.
- B. Add a specific goal that you want Copilot to accomplish.
- C. Reference the proposal content in the prompt.
- D. Add context about the intended audience.

Answer: C

Explanation:

According to Microsoft AI Business Professional guidance for Microsoft 365 Copilot, grounding a response means ensuring the AI generates output based on specific, authoritative content rather than relying on generalized training data. When working with enterprise documents such as proposals, grounding is achieved by explicitly referencing the source material within the prompt.

Option C is correct because referencing the proposal content directs Copilot to use that specific document as the primary context for generating the response. Microsoft documentation emphasizes that effective prompts should include clear context and explicit references to relevant files, meetings, emails, or documents stored in Microsoft 365. This reduces hallucinations and ensures factual alignment with organizational data.

Option A is incorrect because relying on training data increases the risk of inaccurate or fabricated information. Options B and D improve prompt clarity but do not guarantee grounding in the proposal itself.

Therefore, explicitly referencing the proposal content is the most reliable and best practice method for ensuring grounded, accurate responses in Microsoft 365 Copilot.

NEW QUESTION 6

Select the answer that correctly completes the sentence.

Answer Area

Overreliance is a common risk associated with generative AI, where

users exploit vulnerabilities to elicit unauthorized behavior.

the model is tricked into exposing confidential information.

the model generates misleading, inaccurate, or irrelevant content.

users accept the AI-generated output without verifying its accuracy

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Overreliance is a common risk associated with generative AI, where

users exploit vulnerabilities to elicit unauthorized behavior.
the model is tricked into exposing confidential information.
the model generates misleading, inaccurate, or irrelevant content.
users accept the AI-generated output without verifying its accuracy

NEW QUESTION 7

Select the answer that correctly completes the sentence.

Answer Area

When you are creating an agent in Microsoft 365 Copilot, you can leverage generative AI to build the agent by using

the Configure tab
a Copilot notebook
a Copilot page
the Describe tab

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

When you are creating an agent in Microsoft 365 Copilot, you can leverage generative AI to build the agent by using

the Configure tab
a Copilot notebook
a Copilot page
the Describe tab

NEW QUESTION 8

You use Microsoft 365 Copilot.
You regularly upload the same five files to Copilot chats.
You need to simplify referencing the files in the chats.
What are two ways to achieve the goal?

- A. Send a prompt that includes the files, and then save the prompt.
- B. Create a notebook that references the files.
- C. Ask the data engineers to create a fine-tuned model.
- D. Create an agent that has a knowledge source.
- E. Zip the documents and upload the ZIP file to the chats.

Answer: BD

Explanation:

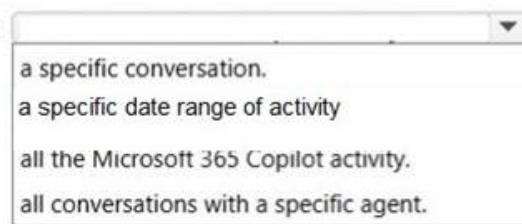
Microsoft 365 Copilot provides structured ways to persist and reuse knowledge sources to avoid repeatedly uploading the same files. Creating a notebook that references the five files (Option B) allows those documents to remain attached within a persistent workspace. Copilot can then consistently ground responses in those files without re-uploading them for every conversation. Creating an agent with a defined knowledge source (Option D) also provides a reusable solution. By configuring the five files as part of the agent's knowledge base, the agent can automatically reference them in future interactions. Saving a prompt does not persist file attachments. Fine-tuning models is not part of standard Microsoft 365 Copilot user workflows. Uploading a ZIP file does not improve reference management and may reduce accessibility of individual documents. Therefore, the correct solutions are to create a notebook that references the files and to create an agent with a knowledge source.

NEW QUESTION 9

HOTSPOT
Select the answer that correctly completes the sentence.

a specific date range of activity

From the Microsoft 365 My Account portal , if you select Delete history for the Copilot activity history, you can delete



a specific conversation.
a specific date range of activity
all the Microsoft 365 Copilot activity.
all conversations with a specific agent.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

The Microsoft 365 My Account portal provides users with control over their Copilot activity history in alignment with enterprise privacy and compliance standards. When selecting Delete history, users can remove Copilot activity based on a defined time range rather than deleting only a single conversation or all activity universally.

This functionality reflects Microsoft's commitment to transparency, user control, and responsible AI governance. Allowing deletion by date range enables organizations and individuals to manage data retention policies efficiently while maintaining compliance with regulatory frameworks such as GDPR and internal data governance policies.

The other options are incorrect because deleting a specific conversation or all conversations with a specific agent is not the primary method offered in the My Account activity deletion setting. Instead, deletion is structured around activity time periods.

This capability reinforces generative AI best practices: secure data management, lifecycle control of AI interactions, and user-directed privacy management within enterprise environments.

NEW QUESTION 10

You have several pages in Microsoft 365 Copilot related to the research you are doing for a new product.

You need to simplify your ability to have many different Copilot conversations about the pages.

What should you do first?

- A. Create a stor
- B. Add the pages to a noteboo
- C. Add the pages to a conversatio
- D. Download the pages locally.

Answer: B

Explanation:

While Microsoft 365 Copilot does not have a single "merge" button for multiple chat histories, you can effectively consolidate different conversations into a single entity using these primary methods:

* 1. Use Copilot Pages for Dynamic Consolidation

Copilot Pages is the most robust way to build a single "source of truth" from multiple chats.

Add Responses: Below any Copilot response, click the pencil icon to create a new page or the drop-down arrow to add the response to an existing page.

Iterative Building: You can continue different chats and keep sending relevant outputs to the same page, effectively merging various threads into one organized document.

*-> 2. Leverage Copilot Notebooks

For projects requiring high-volume consolidation, Copilot Notebooks allow you to aggregate diverse sources.

Aggregate Sources: You can pull in OneDrive files, SharePoint documents, and even specific chat snippets.

Consolidated Output: Use a prompt like "Create an executive summary based on all references in this notebook" to generate one unified entity.

Reference:

https://techcommunity.microsoft.com/blog/microsoft_365blog/introducing-copilot-notebooks-a-whole-new-way-to-work-with-ai-in-onenote/4428626

NEW QUESTION 10

You create a prompt in Microsoft 365 Copilot to help you create a draft project report.

You need the prompt to be available in the Copilot Prompt Gallery.

What should you do first?

- A. Create a noteboo
- B. Add an agen
- C. Create a pag
- D. Run the prompt.

Answer: D

Explanation:

To add a custom prompt to the Microsoft 365 Copilot prompt gallery, type your prompt in the chat, click the "Save prompt" (bookmark) icon that appears after the response, and title it for future use. Access the gallery via the "View Prompts" icon in the chat pane to manage or share your saved prompts.

Reference:

<https://www.youtube.com/watch?v=BkjK2ZISS1A>

NEW QUESTION 14

You plan to use a notebook in Microsoft 365 Copilot. What is the purpose of a notebook?

- A. to create a transcript of a conversation that you can easily email to other users
- B. to provide a private location that can be used to organize reference materials across related conversations

C. to generate a summary of all the interactions you had with Copilot during a specific conversation

Answer: B

Explanation:

In Microsoft 365 Copilot, a Notebook is a focused, AI-powered workspace designed to organize reference materials for specific projects or topics. It acts as a curated container where you can bring together various resources--such as Word documents, PDFs, PowerPoint decks, meeting notes, and even previous Copilot chats--into one location.

Reference:

<https://support.microsoft.com/en-us/topic/how-microsoft-365-copilot-notebooks-works-4071d73d-8bdd-478f-8968-8dc1d7c3d43e>

NEW QUESTION 19

You have a Microsoft Excel workbook open that contains a table. The table contains sales data and the following columns:

- OrderDate
- OrderNumber
- Amount

You plan to use Microsoft Copilot in Excel to generate a monthly summary of the sales data in the table.

What should you include in the prompt to generate an effective summary? More than one answer choice may achieve the goal. Select the BEST answer.

- A. the desired format of the response
- B. a specific cell range from the worksheet
- C. the file name of the workbook
- D. the clear goal of the summary
- E. a formula to calculate monthly totals

Answer: AD

Explanation:

To generate an effective monthly sales summary using Microsoft Copilot in Excel, your prompt must include a clear goal that specifies exactly what you want to achieve.

Why the Goal Matters

A clear goal is the most critical part of a prompt. Without it, Copilot may provide generic insights that don't align with your business needs.

Elements of an Effective Prompt

While a goal is the only required element, adding these components can significantly improve results:

Goal: What you specifically want Copilot to do (e.g., "Summarize monthly sales").

Context: Why you need it or who the audience is (e.g., "for a leadership briefing").

Expectations: How you want the output to look (e.g., "in a bulleted list" or "as a PivotTable").

Source: Which specific data to use (e.g., "from the 'SalesTable'").

Example of an Effective Prompt

Instead of saying "Summarize this data," use a structured prompt like this:

"Summarize the monthly revenue from the 'SalesTable' [Goal/Source]. Identify the top-performing product category and any significant sales trends [Context].

Present the findings in a concise bulleted list for my manager [Expectations]."

Reference:

<https://stringfestanalytics.com/how-to-write-effective-prompts-for-copilot-in-excel/>

NEW QUESTION 23

You need to improve prompt-grounding during a Microsoft 365 Copilot conversation. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. Use shorter prompt
- B. Provide the desired output forma
- C. Avoid technical jargon
- D. Reference specific files.

Answer: D

Explanation:

To significantly improve prompt-grounding and accuracy during a Microsoft 365 Copilot conversation, you should explicitly reference specific files, folders, or emails. While Copilot automatically attempts to ground responses in your Microsoft Graph data, guiding it to precise, authorized sources reduces the risk of generating "ungrounded" (hallucinated) content.

Here are the best practices for referencing files to ground your Copilot prompts:

Methods for Referencing Files

Use the Forward Slash (/): Typing a forward slash (/) followed by the file name in the Copilot chat box is the primary way to bring up a list of relevant, recently used files.

Use the Attachment Icon: Click the attachment icon to browse your OneDrive or SharePoint for specific documents, spreadsheets, or presentations.

Explicit Naming: Use clear, descriptive names. For example: "Summarize the findings in '/ProjectAlpha_Draft.docx'".

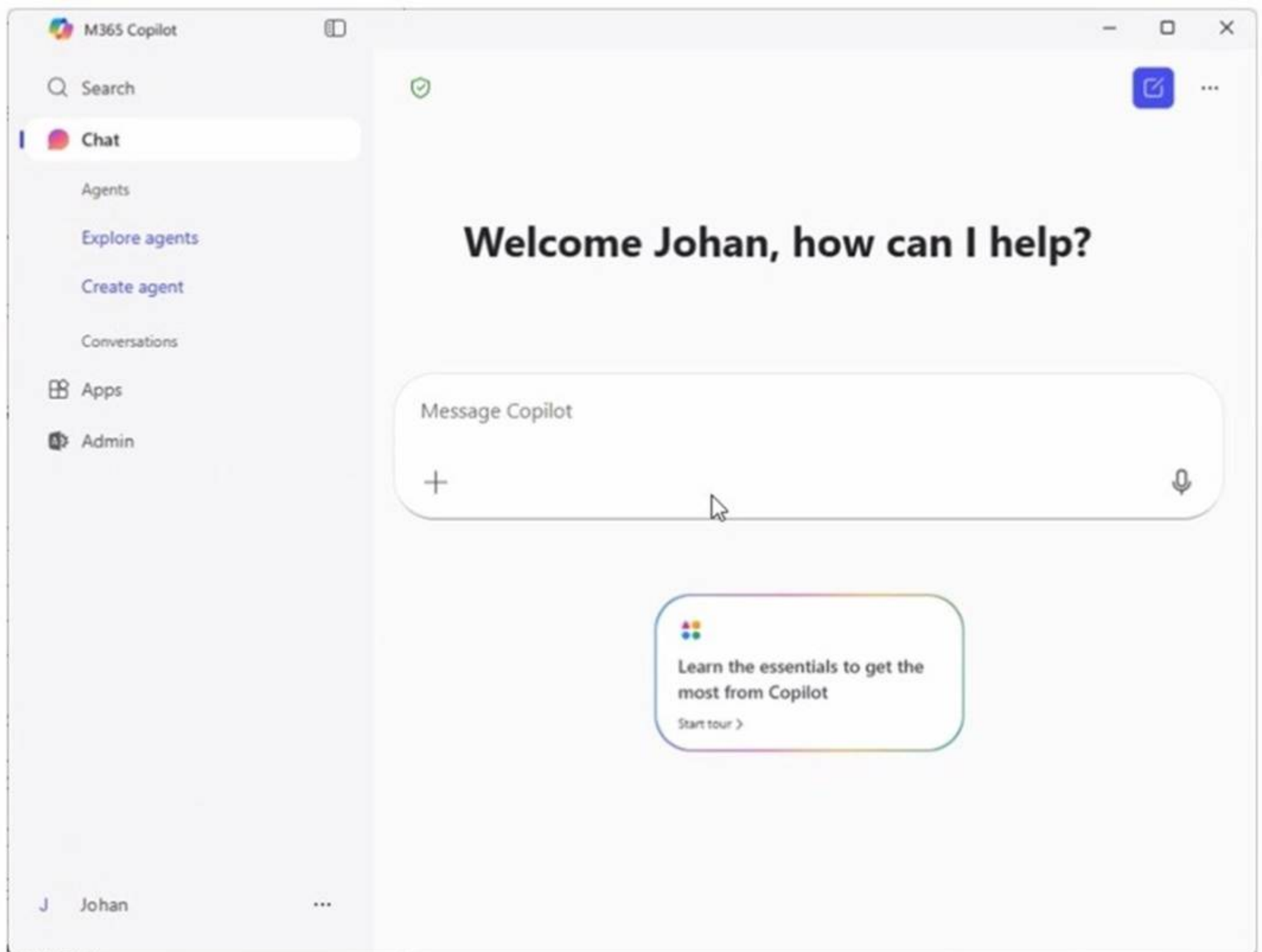
Copy/Paste Links: If a file does not appear in the suggestions, open the file in SharePoint or OneDrive, copy the link, and paste it directly into the prompt.

Reference:

<https://www.datastudios.org/post/microsoft-copilot-prompting-techniques-structure-grounding-and-workflow-optimisation>

NEW QUESTION 24

You sign in to the Microsoft 365 Copilot app by using your work account as shown in the following exhibit



A colleague tells you that when they open the Microsoft 365 Copilot app, they have access to the Researcher agent. You need to access to the Researcher agent. What should you do?

- A. From Microsoft Edge, use your work account to sign in to <https://copilot.microsoft.com>.
- B. Select Explore agents and then search for Researcher.
- C. Sign in to the Copilot app by using a personal account
- D. Request a Microsoft 365 Copilot license from an administrator.

A.

Answer: B

NEW QUESTION 28

You use Microsoft 365 Copilot.

You need to delete all your conversations by using the least amount of effort.

What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. the Microsoft 365 Copilot web app
- B. the My Account portal in Microsoft 365
- C. the Microsoft 365 Copilot desktop app
- D. the Settings app in Windows 11

A.

Answer: B

Explanation:

Microsoft provides centralized activity management controls through the My Account portal, which allows users to manage privacy settings, activity history, and data associated with Microsoft 365 services, including Copilot. When the requirement is to delete all conversations with minimal effort, the most efficient method is to use the account-level activity management tools rather than deleting conversations individually.

The My Account portal enables bulk management of Copilot activity data, allowing users to clear conversation history in a consolidated manner. This approach aligns with Microsoft's privacy-by-design framework, giving users control over their AI-generated interaction history without requiring administrative intervention. Using the Copilot web or desktop app would typically require manually deleting conversations one at a time, increasing effort. The Windows 11 Settings app is unrelated to Microsoft 365 Copilot data management.

Therefore, to delete all Copilot conversations efficiently and with the least amount of effort, the correct approach is to use the My Account portal in Microsoft 365.

NEW QUESTION 33

HOTSPOT
For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
You can chat with the Analyst agent from within an existing Microsoft 365 Copilot conversation.	☐	☐
You can chat with the Researcher agent from within an existing Microsoft 365 Copilot conversation.	☐	☐
You can chat with multiple agents concurrently within an existing Microsoft 365 Copilot conversation.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can chat with the Analyst agent from within an existing Microsoft 365 Copilot conversation.	☒	☐
You can chat with the Researcher agent from within an existing Microsoft 365 Copilot conversation.	☒	☐
You can chat with multiple agents concurrently within an existing Microsoft 365 Copilot conversation.	☒	☐

NEW QUESTION 34

HOTSPOT
For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
You can review the Microsoft 365 Copilot activity history from the My Account portal.	☐	☐
When you delete the Microsoft 365 Copilot activity history, you also immediately delete all the associated notebooks and pages.	☐	☐
Users can delete their entire Microsoft 365 Copilot activity history, including their prompts and the responses Copilot returns.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements

You can review the Microsoft 365 Copilot activity history from the My Account portal.

When you delete the Microsoft 365 Copilot activity history, you also immediately delete all the associated notebooks and pages.

Users can delete their entire Microsoft 365 Copilot activity history, including their prompts and the responses Copilot returns.

Yes	No
☒	☐
☐	☒
☒	☐

NEW QUESTION 37

HOTSPOT - Select the answer that correctly completes the sentence.

Answer Area

The Common Data Model
Enterprise data protection (EDP)
Sensitivity labels
Zero Trust

_____ in Microsoft 365 Copilot ensures that business data stays within a Microsoft 365 tenant and is **NOT** used to train AI models.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

The Common Data Model
Enterprise data protection (EDP)
Sensitivity labels
Zero Trust

_____ in Microsoft 365 Copilot ensures that business data stays within a Microsoft 365 tenant and is **NOT** used to train AI models.

NEW QUESTION 41

In a Microsoft 365 Copilot conversation, you generate a report, and then edit the report in a page. You need to collaborate with a colleague on the report. What are two ways to achieve the goal?

- A. @mention the colleague in the page.
- B. Add the page to a notebook.
- C. Open the page in Microsoft Word.
- D. Share the page link.

Answer: AD

Explanation:

Microsoft 365 Copilot Pages supports collaboration similarly to other Microsoft 365 documents. Collaboration requires notifying or granting access to colleagues. Using @mentions within the page (Option A) directly notifies the colleague and facilitates collaborative engagement. Sharing the page link (Option D) allows others to access and edit the content according to permissions. These two methods provide complete collaboration workflows. Adding the page to a notebook does not grant collaborative access. Opening the page in Word changes the editing surface but does not inherently enable collaboration unless shared. Therefore, the correct answers are A and D.

NEW QUESTION 44

You create a Microsoft 365 Copilot notebook and add a file named Process.docx from a local folder. Yesterday, you updated Process.docx in the local folder. What will occur when you chat in the notebook?

- A. The chat will reference both versions of Process.docx.
- B. The chat will reference the most recent version of Process.docx.

C. The chat will reference only the original version of Process.docx.

A.

Answer: C

Explanation:

Microsoft 365 Copilot notebooks use the version of a file that was uploaded or attached at the time it was added to the notebook. When a document such as Process.docx is added from a local folder, Copilot references that uploaded snapshot of the file. If the file is later modified locally, the notebook does not automatically sync or refresh with the updated local version unless the updated file is re-uploaded.

Microsoft guidance on grounding and file references explains that Copilot works with the specific content stored in Microsoft 365 or the attached artifact within the notebook session. Since the updated version remains in the local folder and was not reattached, Copilot continues to use the originally added version.

Therefore, during subsequent chats in the notebook, Copilot references only the original uploaded version of Process.docx.

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NEW QUESTION 45

You are creating a custom analytics agent in the Microsoft 365 Copilot app. The agent will use Microsoft Excel files that contain sales data as knowledge.

You need to ensure that the agent can create visualizations, perform mathematical operations, create aggregations, and analyze the data in the files.

What should you add to the agent?

- A. code interpreter
- B. image generator
- C. a suggested prompt
- D. a template

A.

Answer: A

Explanation:

When building a custom analytics agent in Microsoft 365 Copilot that must process structured data from Excel files, advanced analytical capabilities are required. According to Microsoft AI Business Professional guidance, tasks such as performing mathematical calculations, generating aggregations, creating charts, and conducting structured data analysis require programmatic execution capabilities rather than simple text generation.

A code interpreter enables the agent to run Python-based analytical operations in a secure execution environment. This allows the agent to manipulate datasets, compute totals and averages, perform grouping and filtering, and generate visualizations such as bar charts or line graphs based on the Excel data. The interpreter bridges the gap between natural language instructions and executable analytical logic.

An image generator is designed for creative visual content and is unrelated to structured data analytics. Suggested prompts and templates improve usability and consistency but do not provide computational or visualization capabilities.

Therefore, to enable mathematical operations, aggregation, data analysis, and visualization of Excel sales data, the correct component to add to the agent is a code interpreter.

NEW QUESTION 50

You use Microsoft 365 Copilot to generate a training plan.

You need to check if there are any existing training plans in your organization that are similar to the new training plan. What should you use in Copilot?

- A. Search
- B. Designer
- C. Apps
- D. Pages

A.

Answer: A

Explanation:

Microsoft 365 Copilot integrates with Microsoft Search to help users discover relevant content across their organization's Microsoft 365 data estate, including SharePoint, OneDrive, Teams, and Exchange. When the objective is to determine whether similar training plans already exist, the appropriate action is to perform a search across organizational content.

Using Search allows Copilot to query indexed enterprise documents and return files, plans, or related materials that the user has permission to access. This supports content reuse, avoids duplication of work, and aligns with Microsoft's guidance on leveraging organizational knowledge efficiently.

Designer is focused on visual content creation, Apps provides access to Microsoft 365 applications, and Pages is used for creating and organizing content within Copilot. None of these options are intended for discovering existing documents across the tenant.

Therefore, to identify similar existing training plans within your organization, the correct tool to use in Copilot is Search.

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NEW QUESTION 51

You receive the following response to a prompt: "Sorry, it looks like I can't respond to this. Let's try a different topic."

What is a possible cause of the response?

- A. The prompt is too vague to elicit a response.
- B. The prompt contains language that violates safety guidelines.
- C. The prompt contains more than five requests.
- D. The prompt is larger than the allowed context window.

Answer: B

Explanation:

Microsoft 365 Copilot follows Microsoft's Responsible AI principles and enforces strict content safety policies. When a prompt violates safety guidelines---such as containing harmful, abusive, illegal, or restricted content---the system may refuse to generate a response. The refusal message shown is consistent with safety

filtering behavior.

Generative AI systems include moderation layers that evaluate prompts before generating output. If the prompt is classified as unsafe or non-compliant with policy, Copilot blocks the request and encourages the user to try a different topic.

A vague prompt typically results in a generic or clarifying response rather than a refusal. There is no fixed limit of five requests per prompt. Exceeding the context window usually results in truncation or processing errors, not a safety-based refusal message.

Therefore, the most likely cause of the response is that the prompt contains language that violates safety guidelines.

NEW QUESTION 54

You are using Microsoft 365 Copilot to enhance your productivity in Microsoft Outlook. Which two tasks can you achieve by using Copilot in Outlook? Each correct answer presents a complete the solution. NOTE: Each correct selection is worth one point.

- A. Insert a custom HTML signature that has specific formatting.
- B. Generate a draft response to an email based on the context of the conversation.
- C. Create a summary of unread emails in your inbox.
- D. Customize the folder structure to organize your emails.

Answer: BC

NEW QUESTION 59

You run a saved prompt and receive the following response:

"You asked for a summary of File.docx. However, the file appears to be either empty, corrupted, or in a format that I cannot process."

What is a possible cause of the response?

- A. You did NOT schedule the prompt to run.
- B. You ran the prompt from a web app instead of a desktop app.
- C. You used the wrong agent to run the prompt.
- D. You do NOT have access to the file.

Answer: D

NEW QUESTION 63

You create a Microsoft 365 Copilot notebook and add a file named Process.docx from a Microsoft SharePoint site as a reference. Yesterday, a user updated Process.docx in the SharePoint site. What will occur when you chat in the notebook?

- A. The chat will reference only the original version of Process.docx.
- B. The chat will reference the most recent version of Process.docx.
- C. The chat will reference both versions of Process.docx.

Answer: B

NEW QUESTION 66

You are a marketing assistant preparing for a budget meeting with your manager.

You need to evaluate key spending and performance trends from the last year to understand which marketing channels deliver the best return on investment (ROI).

What should you use in Microsoft 365 Copilot to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. the Analyst agent
- B. Chat
- C. the Researcher agent
- D. a notebook

Answer: A

NEW QUESTION 69

You have a Microsoft 365 subscription.

You do NOT have a Microsoft 365 Copilot license.

When you send a prompt in Microsoft 365 Copilot Chat, which three sources does Copilot Chat use to respond? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. chat data in Microsoft Teams
- B. your organization's databases
- C. the prompt context
- D. organizational data in Microsoft 365
- E. internet search data
- F. the conversation history

Answer: CEF

NEW QUESTION 73

HOTSPOT

Select the answer that correctly completes the sentence.

Answer Area

Microsoft Defender for Cloud

Microsoft Entra ID

Microsoft Intune

Microsoft Purview

enables organizations to apply governance policies to conversations generated by using Microsoft 365 Copilot.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Microsoft Defender for Cloud

Microsoft Entra ID

Microsoft Intune

Microsoft Purview

enables organizations to apply governance policies to conversations generated by using Microsoft 365 Copilot.

NEW QUESTION 75

HOTSPOT

You create an agent in the Microsoft 365 Copilot app by using a template.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
You can share the agent with external users.	☐	☐
You can choose which knowledge sources the agent can use.	☐	☐
You can share the agent with users in your organization.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can share the agent with external users.	☐	☒
You can choose which knowledge sources the agent can use.	☒	☐
You can share the agent with users in your organization.	☒	☐

NEW QUESTION 78

HOTSPOT
You have a Microsoft 365 subscription.
You do NOT have a Microsoft 365 Copilot license.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Microsoft 365 Copilot Chat lets you upload documents from your local computer.	☐	☐
Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.	☐	☐
Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
Microsoft 365 Copilot Chat lets you upload documents from your local computer.	☒	☐
Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.	☒	☐
Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.	☐	☒

NEW QUESTION 83
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