



Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)

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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 manufacturing company wants to deploy an agent that will automate supplier invoice processing.

You are designing a solution to evaluate the financial implications of the deployment. The company is especially concerned about budget overruns.

You need to ensure that the solution considers the total cost of ownership (TCO), the expected savings from using automation, and whether to extend the existing AI capabilities.

What should you include in the design?

- A. adopting prebuilt agents to reduce the deployment time
- B. a return on AI investment (ROAI) analysis
- C. a break-even analysis only
- D. training a custom model

Answer: B

NEW QUESTION 3

HOTSPOT - (Topic 2)

You are designing an AI strategy for Microsoft Dynamics 365 finance and operations apps. You are evaluating the use of Microsoft Copilot Studio to provide in-app help and guidance based on generative AI general knowledge.

You need to recommend which knowledge sources to include in the generative help and guidance agent. The solution must minimize the risk of generating inaccurate responses.

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

NOTE: Each correct selection is worth one point.

Custom knowledge sources:

- ☐ Must be uploaded to the agent
- ☐ Must be excluded from the agent
- ☐ Are not supported

AI general knowledge:

- ☐ Must be enabled for the agent
- ☐ Must be disabled for the agent
- ☐ Is not supported

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Custom knowledge sources:

- ☒ Must be uploaded to the agent
- ☒ Must be excluded from the agent
- ☐ Are not supported

AI general knowledge:

- ☒ Must be enabled for the agent
- ☒ Must be disabled for the agent
- ☐ Is not supported

NEW QUESTION 4

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	Answer Area
Add a grounding data source.	
Add a prebuilt connector.	To improve performance:
Move to a multi-agent architecture.	To improve accuracy:
Upgrade to a larger generative AI model.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
Add a grounding data source.	
Add a prebuilt connector.	
Move to a multi-agent architecture.	To improve performance: Move to a multi-agent architecture.
Upgrade to a larger generative AI model.	To improve accuracy: Add a grounding data source.

NEW QUESTION 5

- (Topic 2)

A retail company plans to deploy Microsoft Copilot Studio agents to support: Microsoft Dynamics 365 Commerce scenarios. A Microsoft Power Apps inventory management solution. You need to recommend a solution to organize product catalog data as a consistent source for multiple AI systems. What should you recommend?

- A. Let each agent scrape product details from Microsoft SharePoint Online libraries.
- B. Store the product catalog data in a separate custom table for each agent.
- C. Configure prompts to pull product details from the PDFs of external vendors.
- D. Centralize the product catalog data in Microsoft Dataverse and expose the data to both agents.

Answer: D

NEW QUESTION 6

- (Topic 2)

A company has Microsoft 365 Copilot agents. You need to design a security solution for the agents. The solution must meet the following requirements: Identify and mitigate potential risks that relate to AI use. Protect AI apps and the sensitive data processed or generated by the agents. Support responsible AI governance by retaining and logging interactions, detecting policy violations, and investigating incidents. Which two components should you include in the design? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Purview
- B. Azure AI Content Safety
- C. role-based access control (RBAC) in Microsoft Foundry
- D. Microsoft Defender

Answer: AD

NEW QUESTION 7

- (Topic 2)

What should you recommend to assist the CTO with the prebuilt agent selection process?

- A. Agent management

- B. Immersive Home
- C. Lifecycle Services (LCS)
- D. Copilot Studio

Answer: A

NEW QUESTION 8

DRAG DROP - (Topic 2)

A company has a Microsoft Copilot Studio agent that has been in production for three months.

The agent has received positive feedback from users.

You need to identify the number of questions unanswered by the agent and the number of abandoned sessions between the users and the agent.

Which Copilot Studio insights should you use? To answer, drag the appropriate insights to the correct requirements. Each insight may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Insights

Conversation outcomes

Generated answer rate and quality

Reactions

Survey results

Answer Area

Insight

The number of unanswered questions:

The number of abandoned sessions:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Insights

Conversation outcomes

Generated answer rate and quality

Reactions

Survey results

Answer Area

Insight

The number of unanswered questions:

Generated answer rate and quality

The number of abandoned sessions:

Conversation outcomes

NEW QUESTION 9

- (Topic 2)

A company has an AI solution that uses Azure OpenAI models.

You need to recommend a governance solution that monitors and audits changes to model configurations and data usage. The solution must minimize administrative effort.

What should you include in the recommendation?

- A. Azure Monitor
- B. Azure Stream Analytics
- C. Azure API Management
- D. Azure Policy
- E. Microsoft Purview

Answer: E

NEW QUESTION 10

- (Topic 2)

A company has a Microsoft Foundry generative AI model.

You need to evaluate the model's output to measure the overall quality and coherence of generated responses. The evaluation must use GPT-4o as a judge and return a numeric score for each output.

Which type of metric should you use?

- A. Groundedness
- B. AI quality (NLP)
- C. risk and safety
- D. AI quality (AI assisted)

Answer: D

NEW QUESTION 10

- (Topic 2)
What should you configure for the custom AI agent?

- A. Azure OpenAI reasoning models
- B. generative orchestration
- C. classic orchestration
- D. AI-assisted evaluators

Answer: B

NEW QUESTION 11

- (Topic 2)
A company has a Microsoft Power Platform environment that contains Microsoft Dataverse data. You create a Microsoft Copilot Studio agent named Agent1 that processes the Dataverse data. You discover that Agent1 fails to return relevant or accurate results. You need to improve the quality and reliability of data grounding. What should you do?

- A. Use an adaptive card in Agent1.
- B. Add example user inputs to the training data of Agent1.
- C. Verify and cleanse the Dataverse data.
- D. Retrain Agent1.

Answer: C

NEW QUESTION 15

- (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 17

DRAG DROP - (Topic 2)
You need to design a Microsoft Copilot Studio agent that meets the following requirements: Supports interactive speech responses
Optimizes decision-making and the accuracy of responses
What should you include in the design for each requirement? To answer, drag the appropriate options to the correct requirements. Each option may be used once, more than once, or not at all.

Options	Answer Area	Option
A deep reasoning model	Supports interactive speech responses:	
Azure Language in Foundry Tools	Optimizes decision-making and response accuracy:	
Azure AI Speech		
Copilot Studio voice features		
Speech Synthesis Markup Language (SSML)		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options	Answer Area	Option
A deep reasoning model	Supports interactive speech responses:	Copilot Studio voice features
Azure Language in Foundry Tools	Optimizes decision-making and response accuracy:	A deep reasoning model
Azure AI Speech		
Copilot Studio voice features		
Speech Synthesis Markup Language (SSML)		

NEW QUESTION 21

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 24

- (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 29

DRAG DROP - (Topic 2)

A company has an AI solution that uses a Microsoft Copilot Studio agent. You need to monitor the agent's performance. The solution must meet the following requirements: Monitor the agent's telemetry in near-real-time (NRT). Download transcripts of full conversations.

Monitor the agent's usage and performance.

What should you use for each requirement? To answer, drag the appropriate options to the correct requirements. Each option may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Options

Application Insights

Copilot Studio

Log Analytics

Microsoft Power Apps

Answer Area

Option

Monitor the agent's telemetry in NRT:

Download transcripts of full conversations:

Monitor the agent's usage and performance:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options

Application Insights

Copilot Studio

Log Analytics

Microsoft Power Apps

Answer Area

Option

Monitor the agent's telemetry in NRT: Application Insights

Download transcripts of full conversations: Copilot Studio

Monitor the agent's usage and performance: Copilot Studio

NEW QUESTION 31

- (Topic 2)

A company uses Microsoft Dynamics 365 to manage service operations. Dispatchers coordinate service requests, and technicians perform scheduled on-site work.

You need to design a solution that will use Microsoft Copilot to improve the efficiency of the service operations. The solution must meet the following requirements:

- Provide AI-driven assistance to help staff organize and resolve work orders.
- Deliver contextual AI support to frontline workers as they prepare for and complete customer appointments.

Which two components should you include in the design? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Copilot in Customer Service
- B. Copilot in Outlook
- C. Copilot in Field Service
- D. the Dynamics 365 Field Service mobile app
- E. Dynamics 365 Customer Service
- F. Copilot Service workspace

Answer: CD

NEW QUESTION 36

- (Topic 2)

A company uses multiple Microsoft Copilot Studio agents across different channels.

You need to recommend a monitoring solution that provides comprehensive telemetry data and performance insights for the agents.

What should you include in the recommendation?

- A. Application Insights
- B. Azure Advisor
- C. Azure DevOps
- D. Microsoft Dynamics 365 Customer Voice

Answer: A

NEW QUESTION 37

DRAG DROP - (Topic 2)

Which Copilot Studio analytics metrics should you recommend to assist the executives with their specific responsibilities? To answer, drag the appropriate metrics

to the correct executives. Each metric may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Answer Area

Metrics

Effectiveness

Satisfaction

Tool use

Use

Answer Area

CFO concerns about Copilot Studio credit usage:

CTO concerns about poor feedback on AI agent responses:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Metrics

Effectiveness

Satisfaction

Tool use

Use

Answer Area

CFO concerns about Copilot Studio credit usage: Effectiveness

CTO concerns about poor feedback on AI agent responses: Satisfaction

NEW QUESTION 39

- (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 41

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 46

- (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 48

- (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 50

- (Topic 2)

A company has an AI agent that automates the review of customer feedback stored in a cloud database.

You plan to generate monthly reports from the agent's output to provide insights into customer sentiment and guide product development and marketing.

You need to ensure that the data ingested by the agent is clean and suitable for the intended use.

What should you do to prepare the data?

- A. Ensure that the size of the database does not exceed 100 GB.
- B. Translate the data into a single language.
- C. Identify and address biased data.
- D. Sort the database by customer last name.

Answer: C

NEW QUESTION 54

- (Topic 2)

A company plans to deploy a Microsoft Dynamics 365 Contact Center agent. You need to ensure that the agent can transfer the conversation to a live customer service representative. Which two components should you include in the solution? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Foundry
- B. Microsoft Copilot Studio
- C. Microsoft 365 Agents Toolkit
- D. an Azure AI Bot Service skill
- E. Customer engagement hub

Answer: BE

NEW QUESTION 56

HOTSPOT - (Topic 2)

A company uses Microsoft Dynamics 365 Supply Chain Management. You are designing an AI supply chain process that meets the following requirements: Provides managers with AI-driven insights that surface key information from customer orders
Helps planners use AI to anticipate future product needs more accurately
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.

Provide AI-driven insights from customer orders:

AI Summaries with Copilot

Generative insights for Demand planning

The Customer credit and collections workspace

Workload insights with Copilot

Anticipate future product needs:

Generative insights for Demand planning

Microsoft Power BI

Product information management

The Supplier Communications Agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Provide AI-driven insights from customer orders:

AI Summaries with Copilot
Generative insights for Demand planning
The Customer credit and collections workspace
Workload insights with Copilot

Anticipate future product needs:

Generative insights for Demand planning
Microsoft Power BI
Product information management
The Supplier Communications Agent

NEW QUESTION 59

- (Topic 2)

You need to recommend a Microsoft Power Platform business solution that consolidates data from multiple internal and external data sources. The solution must meet the following requirements:

Provide the data as a centralized source for multiple AI systems, including Microsoft Copilot Studio agents, Dynamics 365 applications, and external AI models. Support built-in data classification and protection policies. Provide data for grounding and analytics.

What should you include in the recommendation?

- A. Microsoft Dataverse
- B. Azure Data Lake Storage
- C. a Microsoft Power BI semantic model
- D. Azure Cosmos DB

Answer: A

NEW QUESTION 60

- (Topic 2)

A company has a Microsoft 365 tenant in Canada and multiple Microsoft Power Platform environments in Canada and the United States. The company plans to deploy a Microsoft

Copilot Studio agent to the Canadian environment that will use:

- Microsoft Dataverse data stored in Canada
- A connector that connects to an Azure OpenAI instance in the United States

You need to ensure that the agent adheres to data residency and data movement policies before being deployed. What should you do?

- A. Ensure that the data processed by Azure OpenAI is stored in the United States.
- B. From the Microsoft Purview portal, validate the Data loss prevention settings.
- C. Ensure that cross-region data movement is enabled for the Canadian environment and connector dependencies.
- D. Migrate the tenant to the United States.

Answer: C

NEW QUESTION 62

HOTSPOT - (Topic 2)

You are designing a testing solution for Microsoft Copilot Studio agents.

You need to validate prompt engineering best practices to ensure that the agents generate accurate and contextually relevant responses. Which prompt validation techniques and metrics should you include in the solution? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Prompt validation techniques:

Exclude domain-specific terminology from the prompts.

Use prompts that have varied phrasing

Use only simple, one-word prompts.

Metrics:

The number of words generated per response

Response relevance and accuracy

The response generation time

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Answer Area

Prompt validation techniques:

Exclude domain-specific terminology from the prompts.

Use prompts that have varied phrasing

Use only simple, one-word prompts.

Metrics:

The number of words generated per response

Response relevance and accuracy

The response generation time

NEW QUESTION 67
HOTSPOT - (Topic 2)
You are designing a testing solution for a Microsoft Copilot Studio agent that integrates with Microsoft Dynamics 365 Customer Service and Dynamics 365 Sales.
You need to design end-to-end scenarios to test the agent's ability to perform the following actions:
Coordinate tasks and data interactions across both Dynamics 365 apps. Interpret user input and provide contextually relevant outputs.
Which test scenario and metric should you include in the design? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Test scenario:

In each app, test isolated tasks without using workflows.

Run task-based scenarios that involve both apps.

Test visual consistency across both apps.

Metric:

Measure the initial prompt response time for each app.

Track the average click rate across both apps.

Track the successful completion of cross-app tasks.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Test scenario:

In each app, test isolated tasks without using workflows.

Run task-based scenarios that involve both apps.

Test visual consistency across both apps.

Metric:

Measure the initial prompt response time for each app.

Track the average click rate across both apps.

Track the successful completion of cross-app tasks.

NEW QUESTION 68

- (Topic 2)

You need to recommend a solution to integrate a Microsoft Copilot agent with a Microsoft Dynamics 365 Contact Center chat channel. The agent must respond to customer questions and hand off the conversation to a live customer service representative when the customer requests an escalation. What should you recommend?

- A. Configure the Escalate topic.
- B. Configure the Conversation Start topic.
- C. Build an agent flow.
- D. Call a Microsoft Power Automate connector.
- E. Configure a skill.

Answer: A

NEW QUESTION 72

DRAG DROP - (Topic 2)

A company plans to implement an AI business solution for a consumer goods company. You need to create agents that meet the following requirements:

- Orchestrate the sales order fulfillment and shipping of goods to customers.
- Analyze historical data and trends to replenish stock.

Which type of agent should you use for each requirement? To answer, drag the appropriate agent types to the correct requirements. Each agent type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Agent types

Autonomous

Prompt-and-response

Task

Answer Area

Orchestrate the sales order fulfillment and shipping:

Analyze historical data and trends:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Agent types

Autonomous

Prompt-and-response

Task

Answer Area

Orchestrate the sales order fulfillment and shipping: Autonomous

Analyze historical data and trends: Task

NEW QUESTION 73

- (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 75

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