

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



NEW QUESTION 1

- (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 2

HOTSPOT - (Topic 2)

You need to recommend a Microsoft Power Platform solution for customer support. The solution must include AI capabilities in Microsoft Power Automate and must meet the following requirements:

- Use a centralized workspace for AI models.
- Generate short overviews from large amounts of unstructured text such as case notes or transcripts, without requiring additional training or coding.

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

NOTE: Each correct selection is worth one point.

Answer Area

Use a centralized workspace:

An Microsoft Foundry hub

Azure OpenAI Foundry

Microsoft Copilot Studio

Microsoft Dataverse

Generate short overviews:

An AI Builder prebuilt model

An AI Builder prebuilt prompt

Azure OpenAI

GitHub Copilot

Microsoft Copilot in Power Automate

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Use a centralized workspace:

An Microsoft Foundry hub
Azure OpenAI Foundry
Microsoft Copilot Studio
Microsoft Dataverse

Generate short overviews:

An AI Builder prebuilt model
An AI Builder prebuilt prompt
Azure OpenAI
GitHub Copilot
Microsoft Copilot in Power Automate

NEW QUESTION 3

- (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 add the opportunity summary widget to the Opportunity form. Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 4

HOTSPOT - (Topic 2)

A company has a Microsoft Copilot Studio agent for customer support. You are reviewing and validating the following prompts:

- A prompt that has instructions to "help the customer as best you can"
- A prompt that helps retrieve product information from a knowledge base

You need to ensure that the agent delivers consistent and accurate responses.

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

NOTE: Each correct selection is worth one point.

Answer Area

A prompt that has instructions to "help the customer as best you can":

Add filler words to make the prompt sound more natural and conversational.
Keep the prompt vague to enable model flexibility.
Rewrite the prompt with clear and task- specific instructions.

Add several open-ended questions to give the model broader context.
Use responses with only reference sources and limit the response scope.
Remove the knowledge source so that the model responds freely with general product information.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

A prompt that has instructions to "help the customer as best you can":

Add filler words to make the prompt sound more natural and conversational.

Keep the prompt vague to enable model flexibility.

Rewrite the prompt with clear and task- specific instructions.

Add several open-ended questions to give the model broader context.

Use responses with only reference sources and limit the response scope.

Remove the knowledge source so that the model responds freely with general product information.

NEW QUESTION 5

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 6

- (Topic 2)

A company uses a fine-tuned Microsoft Foundry model that requires frequent updates as new customer feedback becomes available.

You need to design an application lifecycle management (ALM) process that meets the following requirements:

? Data changes must be tracked and versioned.

? The model must be retrained consistently by using approved training data.

Which two actions should you include in the design? NOTE: Each correct selection is worth one point.

- A. Associate the storage location to the fine-tuning job.
- B. Create a content filter.
- C. Store the training data in Azure Files.
- D. Upload the training data to Microsoft Foundry data files.
- E. Store the training data in Azure Blob Storage that has version control enabled.

Answer: DE

NEW QUESTION 7

- (Topic 2)

You are evaluating a Microsoft Copilot Studio agent that supports Microsoft Dynamics 365 Customer Service representatives.

You need to recommend a testing solution that meets the following requirements: Evaluates agent effectiveness during active sessions

Validates whether the agent delivers accurate and helpful responses Provides measurable, actionable insights for continuous improvement What should you

recommend?

- A. Track resolution, deflection, and accuracy by using dashboards and use scripts to ensure consistent responses.
- B. Perform load testing to validate how the agent scales under a high chat volume.
- C. Review historical tickets to find agents that have the shortest resolution times.
- D. Measure uptime and page load times.

Answer: A

NEW QUESTION 8

- (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 9

- (Topic 2)

A company has a Microsoft Power Platform solution that contains the following components:

- Microsoft Dataverse tables
- A Microsoft Power BI workspace named WS1
- A canvas app named App1 that uses Dataverse
- A Power BI semantic model that connects to Dataverse by using DirectQuery You plan to use generative AI to provide answers to queries based on a subset of corporate data. You need to ensure that the data is available as a grounding data source for AI systems. What should you do?

- A. Export the semantic model.
- B. Share WS1.
- C. Populate a Dataverse table.
- D. Endorse the semantic model.

Answer: D

NEW QUESTION 10

- (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 10

- (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 13

- (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 15

DRAG DROP - (Topic 2)

A company has a cloud-based AI solution that uses Azure OpenAI models.

You need to design a monitoring solution that meets the following requirements:

- Monitors performance metrics and operational health for the models
- Monitors AI apps and agents for compliance
- Uses Azure-native capabilities
- Minimizes development effort

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. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Options

Azure API Management

Azure Monitor

Azure Policy

Azure Stream Analytics

Microsoft Defender

Microsoft Purview

Answer Area

Monitors AI app and agents for compliance:

Monitors performance metrics and operational health:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options

Azure API Management

Azure Monitor

Azure Policy

Azure Stream Analytics

Microsoft Defender

Microsoft Purview

Answer Area

Monitors AI app and agents for compliance: Microsoft Purview

Monitors performance metrics and operational health: Azure Monitor

NEW QUESTION 18

- (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 19

- (Topic 2)

Which two components in the custom AI agent design should the CFO evaluate in the quarterly agent analysis? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. the GPT models used for the agent
- B. the average characters in a chat message
- C. the average session time per agent
- D. the agent orchestration method

Answer: CD

NEW QUESTION 23

- (Topic 2)
A company uses Microsoft Dynamics 365 Finance to manage accounts payable. You are designing an AI invoice processing solution. You need to recommend the prerequisites to configure a prebuilt copilot for accounts payable. What should you recommend?

- A. From Microsoft Copilot Studio, create an accounts payable agent.
- B. Extend Microsoft 365 Copilot for Sales to an accounts payable agent.
- C. Build an AI tool in Microsoft Foundry.
- D. From the Power Platform admin center, assign the Finance and Operations AI security role to users.

Answer: D

NEW QUESTION 24

DRAG DROP - (Topic 2)
A company has an ecommerce support portal that uses Microsoft Dataverse. You are designing a Microsoft Copilot Studio agent for the portal. The agent must meet the following requirements:

- Respond with a default help message when the user input is unclear.
- Initiate external processes, such as retrieving the order status, when users make specific requests.

Generative orchestration will be enabled for the solution. You need to recommend a feature for each requirement. What should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features

A tool (connector)

A skill

A trigger phrase

The Escalate topic

The Fallback topic

Answer Area

Respond with a default help message when the user input is unclear:

Initiate external processes when requested:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Features

A tool (connector)

A skill

A trigger phrase

The Escalate topic

The Fallback topic

Answer Area

Respond with a default help message when the user input is unclear:

The Fallback topic

Initiate external processes when requested:

A tool (connector)

NEW QUESTION 29

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 34

- (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 35

HOTSPOT - (Topic 2)
A company has a Microsoft Power Platform environment.
You need to build two agents named Agent1 and Agent2. The solution must meet the following requirements:
• Agent1 must be extendable by using the Semantic Kernel and must connect to multiple business apps and APIs.
• Agent2 must connect directly to data stored in Microsoft Dataverse and must be embeddable in a Microsoft Power Apps canvas app.
What should you use to build each agent? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Agent1:

Microsoft foundary

Azure Logic Apps

Copilot in Power Apps

Microsoft Copilot Studio

Agent2:

Microsoft Foundry

Azure Logic Apps

Copilot in Power Apps

Microsoft Copilot Studio

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Agent1:

Microsoft foundary

Azure Logic Apps

Copilot in Power Apps

Microsoft Copilot Studio

Agent2:

Microsoft Foundry

Azure Logic Apps

Copilot in Power Apps

Microsoft Copilot Studio

NEW QUESTION 38

DRAG DROP - (Topic 2)

Which tools should you recommend to assist the CISO and the CIO with their specific responsibilities? To answer, drag the appropriate tools to the correct executives. Each tool 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.

Tools

⋮

Azure Blob Storage

⋮

Azure Resource Graph Explorer

⋮

Copilot Studio

⋮

Microsoft Purview

Answer Area

CISO:

CIO:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Tools

⋮

Azure Blob Storage

⋮

Azure Resource Graph Explorer

⋮

Copilot Studio

⋮

Microsoft Purview

Answer Area

CISO

⋮

Azure Resource Graph Explorer

CIO

⋮

Microsoft Purview

NEW QUESTION 39

- (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 41

- (Topic 2)

A company uses Microsoft Foundry agents. You need to ensure that an agent can dynamically use external tools at runtime without updating the agent. What should you include in the solution?

- A. a Model Context Protocol (MCP) server
- B. a Microsoft Foundry hub

- C. Microsoft Copilot Studio
- D. Azure AI Search

Answer: A

NEW QUESTION 45

- (Topic 2)

A company has multiple AI models that support generation of sales transactions. Each release of the models must be reviewed by a security and compliance team before being deployed to the production environment. The security and compliance team must have access to prior versions to properly determine potential exposures introduced. You need to recommend a solution to evaluate the impact of each deployment to production. The solution must enhance business continuity. What should you recommend?

- A. Create a central model registry that uses version history.
- B. Establish a promotion process by using a quality gate.
- C. Implement version control for all the AI system components.
- D. Track model retirement schedules to prevent service disruptions.

Answer: C

NEW QUESTION 48

- (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 50

- (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 55

DRAG DROP - (Topic 2)

You are designing end-to-end test scenarios for a business solution that uses Microsoft Dynamics 365 Sales and Dynamics 365 Finance. You need to ensure that the business solution meets the following test requirements:

- Properly exchanges data between the Dynamics 365 apps
- Aligns with defined user workflows and business processes

Which type of testing should you use for each requirement? To answer, drag the appropriate testing types to the correct requirements. Each testing 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.

Testing types	Answer Area
⋮ Drift	Properly exchanges data between the Dynamics 365 apps:
⋮ Exploratory	Aligns with defined user workflows and business processes:
⋮ Integration	
⋮ Performance	
⋮ User acceptance	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Testing types

⋮ Drift

⋮ Exploratory

⋮ Integration

⋮ Performance

⋮ User acceptance

Answer Area

Properly exchanges data between the Dynamics 365 app: ⋮ Integration

Aligns with defined user workflows and business processe ⋮ User acceptance

NEW QUESTION 56

- (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 58

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