



Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)

NEW QUESTION 1

- (Topic 2)
A company uses a Microsoft Copilot Studio agent to automate tasks in a web app. During testing, you discover that the automation sometimes fails because of frequent changes to the app s user interface. You need to recommend a solution to ensure that the agent successfully automates the tasks. The solution must minimize changes to the agent. What should you include in the recommendation?

- A. conversation topics in Copilot Studio
- B. an agent flow in Copilot Studio
- C. Computer Use in Copilot Studio
- D. custom models in Azure AI Studio

Answer: C

NEW QUESTION 2

DRAG DROP - (Topic 2)
You are designing two Microsoft Copilot Studio agents named Agent1 and Agent2. Each agent must meet the following requirements:
Each agent must use a standard model.
Each agent must NOT use generative orchestration.
Agent1 must support simple and short phrases for a given topic.
Agent2 must integrate with Microsoft Dynamics 365 Contact Center voice channel. You need to recommend language models for the agents. What should you recommend for each agent?

Language models

Azure Language in Foundry Tools

Azure OpenAI

Conversational language understanding (CLU)

Natural language understanding (NLU)

Natural language understanding + (NLU+)

Answer Area

Language model

Agent1:

Agent2:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Language models

Azure Language in Foundry Tools

Azure OpenAI

Conversational language understanding (CLU)

Natural language understanding (NLU)

Natural language understanding + (NLU+)

Answer Area

Language model

Agent1: Natural language understanding (NLU)

Agent2: Natural language understanding + (NLU+)

NEW QUESTION 3

- (Topic 2)
Which two components for the custom AI agent should you include in the application lifecycle management (ALM) process? Each correct answer presents part of the solution.
NOTE; Each correct selection is worth one point.

- A. anX++ model
- B. a ZIP package
- C. an Azure package
- D. a Microsoft Power Platform solution
- E. a Cloud Scale Unit (CSU) package

Answer: AD

NEW QUESTION 4

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 5

- (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 6

- (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 7

HOTSPOT - (Topic 2)

A company has Microsoft Power Platform development staging, and production environments. Each environment has its own Microsoft Dataverse tables and Azure AI Search index.

You are designing an application lifecycle management (ALM) process to deploy a Microsoft Copilot Studio agent between the environments.

The company has a Copilot Studio agent named Agent1 in development. Agent1 uses the following grounding data sources:

- A Dataverse table named CustomerOrders
- An Azure AI Search index named customer-knowledge

You need to deploy Agent1 to production. The solution must ensure that the agent uses the production grounding data sources, minimizes downtime, and handles credentials and endpoints securely.

What should you include in the deployment package solution, and what should you reconfigure after the deployment? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Include in the deployment package solution:

Agent1 only

The data sources only

Agent1 and the data source connections

Agent1 and references to the data sources

Agent1, the data sources, and the data source connections

Reconfigure after the deployment:

The environment variables

The Dataverse connection only

The Azure AI Search connection only

The Dataverse and Azure AI Search connections

The Agent1 configuration

The environment variables

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Include in the deployment package solution:

Agent1 only

The data sources only

Agent1 and the data source connections

Agent1 and references to the data sources

Agent1, the data sources, and the data source connections

Reconfigure after the deployment:

The environment variables

The Dataverse connection only

The Azure AI Search connection only

The Dataverse and Azure AI Search connections

The Agent1 configuration

The environment variables

NEW QUESTION 8

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 9

- (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 10

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:

Download transcripts of full conversations:

Monitor the agent's usage and performance:

Application Insights

Copilot Studio

Copilot Studio

NEW QUESTION 10

- (Topic 2)

A company has an AI solution built by using Microsoft Copilot Studio and Power Platform. The solution is used by the company's sales, marketing, and customer service teams.

You are performing a return on AI investment (ROAI) analysis to evaluate the impact of the solution.

You need to identify which measurable business drivers to include in the analysis.

Which two business drivers should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. the reduced average case resolution time
- B. market capitalization
- C. economic market predictability
- D. increased employee productivity
- E. brand awareness

Answer: AD

NEW QUESTION 11

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 12

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 17

- (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 21

- (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 24

- (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 29

- (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 33

HOTSPOT - (Topic 2)

A company uses Azure OpenAI models that use grounding data from Microsoft Fabric for agents. The models are fine-tuned by using proprietary datasets.

You need to design a governance solution that meets the following requirements: Restricts access to the grounding data to only assigned roles

Restricts model fine-tuning to only the AI engineering team

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

NOTE: Each correct selection is worth one point.

Restricts access to the grounding data:

Azure AI Content Safety
Azure Monitor alerts
Azure Policy compliance rules
Microsoft Purview access policies

Restricts model fine-tuning:

Azure Policy compliance rules
Azure Resource Manager (ARM) resource locks
Microsoft Entra Conditional Access
Role-based access control (RBAC) in Microsoft Foundry

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Restricts access to the grounding data:

Azure AI Content Safety

Azure Monitor alerts

Azure Policy compliance rules

Microsoft Purview access policies

Restricts model fine-tuning:

Azure Policy compliance rules

Azure Resource Manager (ARM) resource locks

Microsoft Entra Conditional Access

Role-based access control (RBAC) in Microsoft Foundry

NEW QUESTION 36

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 38

- (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 39

- (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 44

HOTSPOT - (Topic 2)

A company has a Microsoft Copilot Studio prompt-and-response agent. You need to ensure that the agent meets the following requirements: Provides effective and relevant responses

Provides conversational outcomes

Which metric should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Provides effective and relevant responses:

Generated answer rate and quality

Reactions

Tool use

Provides conversational outcomes:

Satisfaction

Tool use

Topics by outcome

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Provides effective and relevant responses:

Generated answer rate and quality

Reactions

Tool use

Provides conversational outcomes:

Satisfaction

Tool use

Topics by outcome

NEW QUESTION 49

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 52

- (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 56

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