

AB-100 Dumps

Agentic AI Business Solutions Architect (beta)

<https://www.certleader.com/AB-100-dumps.html>



NEW QUESTION 1

- (Topic 1)

Which framework should you use for the infrastructure migration?

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

Answer: A

NEW QUESTION 2

- (Topic 2)

A company 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 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:

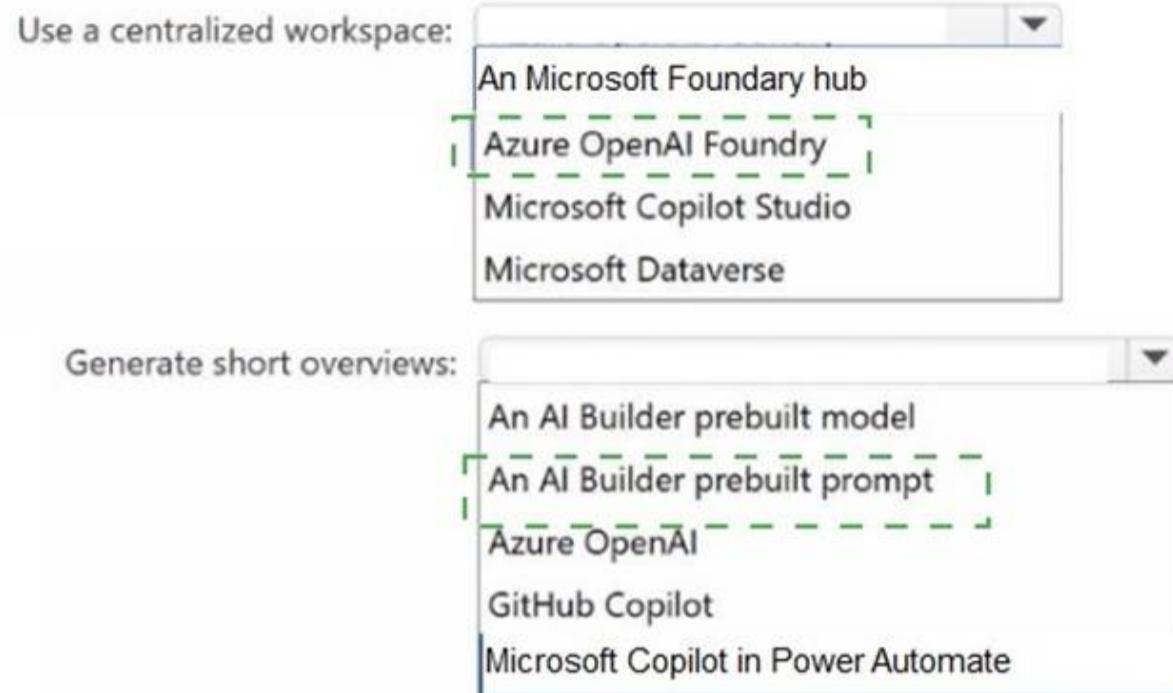
Generate short overviews:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area



NEW QUESTION 5

HOTSPOT - (Topic 2)

A company plans to implement an AI solution that will contain a Microsoft Copilot Studio agent and a Microsoft Foundry agent. The solution will be stored in a source code repository.

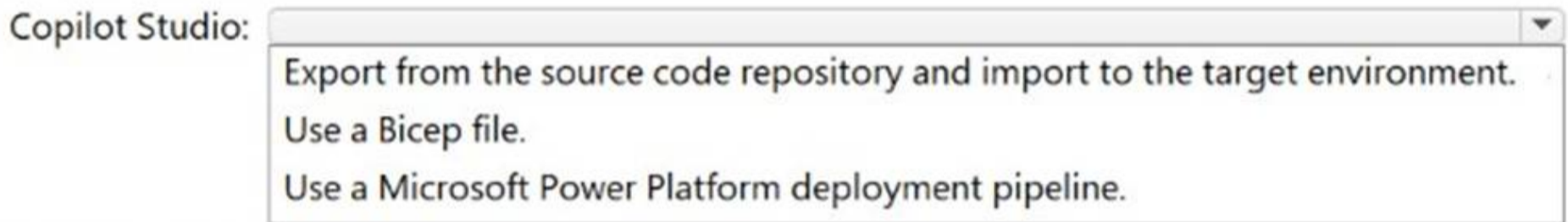
You need to recommend a deployment method for each agent. The solution must meet the following requirements:

A test environment must be used before a deployment to production. Production must be isolated from development and testing.

The deployment must be repeatable and fully automated. The solution must NOT require manual intervention.

Which deployment method should you recommend for each agent? To answer, select the appropriate options in the answer area.

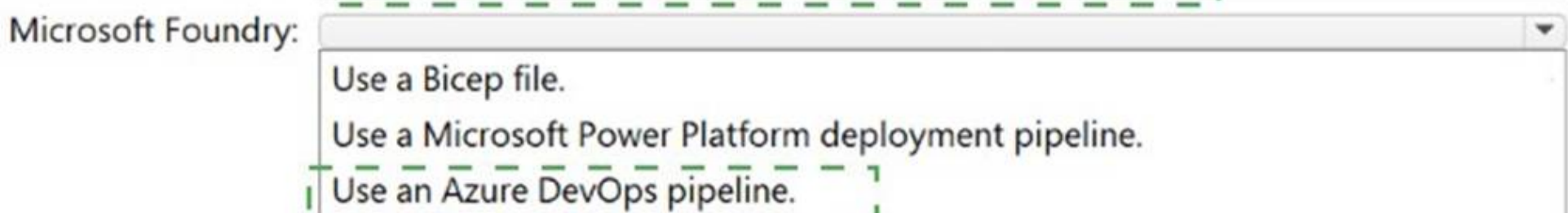
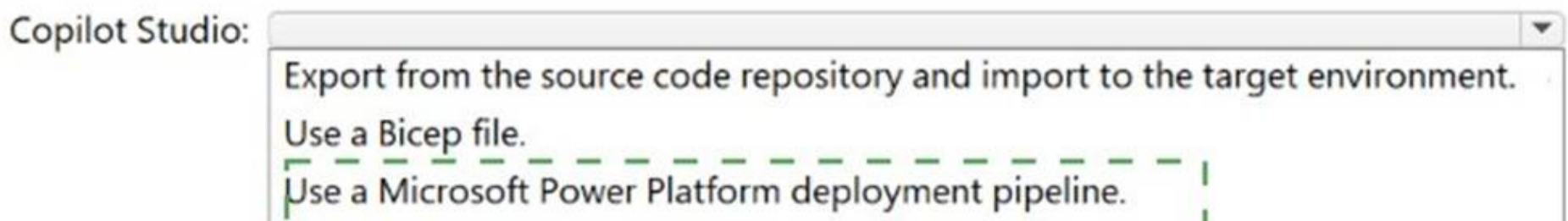
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 6

- (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 7

- (Topic 2)

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

A company mandate states that the agents and their grounding data must adhere to data residency and movement regulations.

You need to recommend a governance solution for the agents. What should you include in the recommendation?

- A. Microsoft Defender for Cloud
- B. Azure Policy
- C. Azure Monitor
- D. Microsoft Purview

Answer: B

NEW QUESTION 8

- (Topic 2)

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

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

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

What should you include in the recommendation?

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

Answer: D

NEW QUESTION 9

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 10

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

The number of unanswered questions:

Insight
Generated answer rate and quality

The number of abandoned sessions:

Conversation outcomes

NEW QUESTION 10

- (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 13

- (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 18

- (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 22

- (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 23

- (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 28

- (Topic 2)

A company uses Microsoft Dynamics 365 finance and operations apps.

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

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

Which knowledge source should you add?

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

Answer: D

NEW QUESTION 30

- (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 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 33

- (Topic 2)

A company plans to deploy a Microsoft Copilot Studio agent that will analyze historical business data to predict customer behavior.

The data is currently stored in an Azure SQL database, flat files, APIs, and logs.

You need to organize the data into a format that can be used as a knowledge source in Copilot Studio.

What should you include in the solution?

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

Answer: A

NEW QUESTION 36

- (Topic 2)

A company plans to deploy an AI-based customer service app that will autonomously manage interactions, escalate complex cases, and learn from historical ticket data.

You need to perform a return on AI investment (ROAI) analysis of the app deployment. The solution must ensure that the analysis is accurate. What should you do first?

- A. Establish the AI performance metrics.
- B. Conduct an AI market benchmarking study.
- C. Model the customer experience.
- D. Identify and quantify all the development, deployment, and operating costs.

Answer: D

NEW QUESTION 39

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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 42

- (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 47

- (Topic 2)

A company plans to deploy a Microsoft Copilot Studio agent to enhance customer support.

The company stores customer data across ServiceNow, Microsoft Dynamics 365 Finance, Dynamics 365 Supply Chain Management, and Excel files in SharePoint Online.

You need to recommend a solution to ensure that the agent can deliver accurate and timely responses.

What should you recommend?

- A. Enable incremental indexing in Azure AI Search.
- B. Implement a model router for query handling.
- C. Create custom prompts.

D. Implement Microsoft Power Platform connectors.

Answer: D

NEW QUESTION 52

- (Topic 2)

You need to design a Microsoft 365 Copilot solution to optimize employee productivity. The solution must meet the following requirements:

Ensure that the employees can query content stored in a subset of Microsoft SharePoint Online sites and in Teams by using natural language-based prompt actions.

Ensure that employees receive contextually relevant responses in Microsoft 365 Copilot. What should you include in the design?

- A. Build a Microsoft Power Automate desktop flow to read the SharePoint content and post the responses to Teams.
- B. Modify SharePoint settings.
- C. Create a custom REST API that crawls the SharePoint content.
- D. Configure Microsoft Graph access.

Answer: D

NEW QUESTION 55

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 60

- (Topic 2)

A company has a Microsoft Copilot Studio agent that provides answers based on a knowledge base for customer support.

Users report that, occasionally, the agent provides inaccurate answers.

You need to use metrics from the Analytics tab in Copilot Studio to identify the cause of the inaccuracies.

Which two options should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. survey results
- B. session information and session outcomes
- C. topic usage and topics with low resolution
- D. engagement, resolution, and escalation rates
- E. quality of generated answers

Answer: BE

NEW QUESTION 64

- (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 67

- (Topic 2)

What should you recommend to assist the CEO with their specific responsibilities?

- A. Compliance Center
- B. Microsoft Foundry Tools
- C. the Microsoft Service Trust Portal
- D. the Responsible AI dashboard
- E. Microsoft Purview

Answer: D

NEW QUESTION 70

- (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 72

- (Topic 2)

A company extends Copilot in Microsoft Dynamics 365 Customer Service.

You need to recommend an automated application lifecycle management (ALM) process so that the Copilot components can be safely developed, tested, and promoted to production.

Which two actions should you include in the ALM process? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Use an unmanaged solution in production.
- B. Rebuild the agents in each environment.
- C. Use Microsoft Power Platform pipelines.
- D. Include the components in a solution.
- E. Store the agent transcripts in source control.

Answer: CD

NEW QUESTION 75

- (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 80

- (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 81

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 83

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 85

- (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 89

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:

Analyze historical data and trends:

NEW QUESTION 90

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