

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



NEW QUESTION 1

HOTSPOT - (Topic 1)

Which framework should you use to meet the AI agent requirements for the sales cycle enablement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

For Microsoft Copilot Studio best practices:

the ALM Accelerator for Microsoft Power Platform
Microsoft Cloud Adoption Framework for Azure
Microsoft Power Platform Well-Architected framework
Success by Design

For conversational user experiences:

the ALM Accelerator for Microsoft Power Platform
Microsoft Cloud Adoption Framework for Azure
Microsoft Power Platform Well-Architected framework
Success by Design

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

For Microsoft Copilot Studio best practices:

the ALM Accelerator for Microsoft Power Platform
Microsoft Cloud Adoption Framework for Azure

Microsoft Power Platform Well-Architected framework

Success by Design

For conversational user experiences:

the ALM Accelerator for Microsoft Power Platform
Microsoft Cloud Adoption Framework for Azure

Microsoft Power Platform Well-Architected framework

Success by Design

NEW QUESTION 2

- (Topic 2)

You need to recommend a security solution for agents in a Microsoft Power Platform environment.
The agents must use only approved connectors and services. The solution must prevent the agents from accessing sensitive data. What should you recommend?

- A. Enable customer-managed keys in Microsoft Dataverse.
- B. Deploy data loss prevention (DLP) policies in Power Platform.
- C. Configure Azure Monitor to capture connector activity logs.
- D. Enable a Microsoft Dataverse audit.

Answer: B

NEW QUESTION 3

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?

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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:

Agent2:

NEW QUESTION 4

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.

Copilot Studio:

☐ Export from the source code repository and import to the target environment.

☐ Use a Bicep file.

☐ Use a Microsoft Power Platform deployment pipeline.

Microsoft Foundry:

☐ Use a Bicep file.

☐ Use a Microsoft Power Platform deployment pipeline.

☐ Use an Azure DevOps pipeline.

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Copilot Studio:

Export from the source code repository and import to the target environment.
 Use a Bicep file.
 Use a Microsoft Power Platform deployment pipeline.

Microsoft Foundry:

Use a Bicep file.
 Use a Microsoft Power Platform deployment pipeline.
 Use an Azure DevOps pipeline.

NEW QUESTION 5

- (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 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)

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 8

- (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 9

- (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 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: Application Insights

Download transcripts of full conversations: Copilot Studio

Monitor the agent's usage and performance: Copilot Studio

NEW QUESTION 10

- (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 13

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 16

- (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 19

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

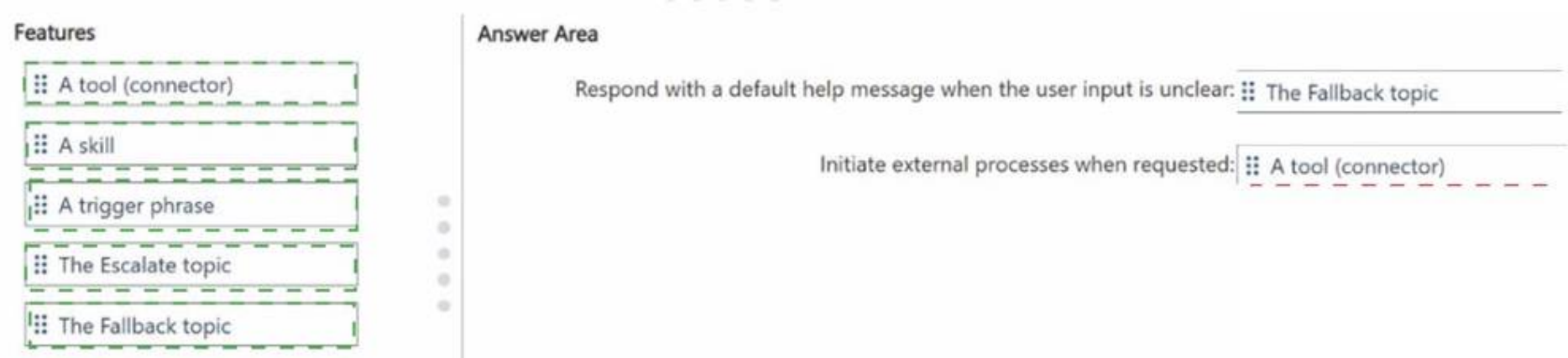
Respond with a default help message when the user input is unclear:

Initiate external processes when requested:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



The screenshot shows a 'Features' list on the left and an 'Answer Area' on the right. The 'Features' list includes: A tool (connector), A skill, A trigger phrase, The Escalate topic, and The Fallback topic. The 'Answer Area' contains two prompts: 'Respond with a default help message when the user input is unclear:' followed by a dropdown menu showing 'The Fallback topic', and 'Initiate external processes when requested:' followed by a dropdown menu showing 'A tool (connector)'.

NEW QUESTION 22

- (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 24

- (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 27

- (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 32

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 36

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

⋮ Drift

⋮ Exploratory

⋮ Integration

⋮ Performance

⋮ User acceptance

Answer Area

Properly exchanges data between the Dynamics 365 apps:

Aligns with defined user workflows and business processes:

- 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 processes: ⋮ User acceptance

NEW QUESTION 39

- (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 43

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