

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

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:

Agent2:

NEW QUESTION 3

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 4

- (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 5

A company deploys a Microsoft Copilot Studio agent that integrates with a Microsoft Power Automate desktop flow.

You need to recommend a testing solution that meets the following requirements: Test cases must validate the most recent changes to the agent before the agent is released.

The flow must be validated as part of the agent's orchestration.

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.

Validate the most recent changes to the agent before release:

Publish the agent to a channel and test the agent on live users.
 Run tests against the latest unpublished version of the agent.
 Run tests against the production version of the agent.

Validate the flow as part of the agent's orchestration:

Add the flow to the agent as a tool.
 Add the flow to a canvas app.
 Use the Power Automate for desktop console.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Validate the most recent changes to the agent before release:

Publish the agent to a channel and test the agent on live users.

Run tests against the latest unpublished version of the agent.

Run tests against the production version of the agent.

Validate the flow as part of the agent's orchestration:

Add the flow to the agent as a tool.

Add the flow to a canvas app.

Use the Power Automate for desktop console.

NEW QUESTION 6

HOTSPOT - (Topic 2)

A company uses Microsoft Dynamics 365 Finance for accounts payable and customer debt recovery. You are designing an AI finance process that meets the following requirements:

- ? Provides AI-driven details to help staff identify overdue vendor invoices and outstanding balances
- ? Helps staff reduce how long it takes to review overdue invoices and payment history

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.

Answer Area

Help identify vendor overdue invoices and outstanding balances:

Agent management

AI Summaries with Copilot

The Account Reconciliation agent

The supplier Communication agent

Reduce how long it takes to review overdue invoices and payment history:

Analyze demand plans with Copilot

Collections coordinator summary

The Account Reconciliation agent

The supplier Communication agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Help identify vendor overdue invoices and outstanding balances:

Agent management

AI Summaries with Copilot

The Account Reconciliation agent

The supplier Communication agent

Reduce how long it takes to review overdue invoices and payment history:

Analyze demand plans with Copilot

Collections coordinator summary

The Account Reconciliation agent

The supplier Communication agent

NEW QUESTION 7

- (Topic 2)

A company has an AI business solution.

You need to extend the solution so that Microsoft 365 Copilot can invoke external logic hosted in Azure services.

What should you include in the solution?

- A. Microsoft Copilot Studio skills
- B. Microsoft Power Platform connectors
- C. custom engine agents

Answer: B

NEW QUESTION 8

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 9

- (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 10

- (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 10

- (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 Appl. 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 15

- (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 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 20

- (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 23

- (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 25

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 29

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 30

- (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 35

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:

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

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 44

- (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 48

- (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 53

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 54

- (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

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