

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)

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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:

Agent2:

NEW QUESTION 3

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 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

HOTSPOT - (Topic 2)

You are designing an AI strategy for Microsoft Dynamics 365 finance and operations apps. You are evaluating the use of Microsoft Copilot Studio to provide in-app

help and guidance based on generative AI general knowledge.

You need to recommend which knowledge sources to include in the generative help and guidance agent. The solution must minimize the risk of generating inaccurate responses.

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

NOTE: Each correct selection is worth one point.

Custom knowledge sources:

▼

- Must be uploaded to the agent
- Must be excluded from the agent
- Are not supported

AI general knowledge:

▼

- Must be enabled for the agent
- Must be disabled for the agent
- Is not supported

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Custom knowledge sources:

▼

- Must be uploaded to the agent
- Must be excluded from the agent
- Are not supported

AI general knowledge:

▼

- Must be enabled for the agent
- Must be disabled for the agent
- Is not supported

NEW QUESTION 6

- (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 7

- (Topic 2)

A company has a Microsoft Foundry agent that summarizes customer feedback and recommends products to customers. The agent references data from multiple knowledge sources.

Users report that the agent response time is slow.

Telemetry data shows that the agent frequently reaches its token usage limit

You need to recommend a solution to reduce token usage without degrading the quality of the generated responses.

What should you recommend?

- A. Chunk documents during indexing.
- B. Lower the maximum token usage limit for the responses.
- C. Reduce the number of knowledge sources used by the agent.
- D. Reconfigure the prompts to limit the amount of retrieved content from the knowledge sources.

Answer: D

NEW QUESTION 8

- (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 9

- (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 10

- (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

DRAG DROP - (Topic 2)
 You need to design a Microsoft Copilot Studio agent that meets the following requirements: Supports interactive speech responses
 Optimizes decision-making and the accuracy of responses
 What should you include in the design 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.

Options

- A deep reasoning model
- Azure Language in Foundry Tools
- Azure AI Speech
- Copilot Studio voice features
- Speech Synthesis Markup Language (SSML)

Answer Area

	Option
Supports interactive speech responses:	<input type="text"/>
Optimizes decision-making and response accuracy:	<input type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options

- A deep reasoning model
- Azure Language in Foundry Tools
- Azure AI Speech
- Copilot Studio voice features
- Speech Synthesis Markup Language (SSML)

Answer Area

	Option
Supports interactive speech responses:	Copilot Studio voice features
Optimizes decision-making and response accuracy:	A deep reasoning model

NEW QUESTION 14

- (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 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 21

- (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 22

- (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 23

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:

Initiate external processes when requested:

NEW QUESTION 26

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:

NEW QUESTION 27

- (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 32

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.

- 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 37

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