

Exam Questions AB-730

AI Business Professional

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NEW QUESTION 1

You have a Microsoft 365 Copilot license.
You plan to run several prompts.

What should you use to ensure that Copilot generates the best response for each prompt? More than one answer choice may achieve the goal. To answer, select the Best options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Prompt 1: From /Feedback_Q1–Q3.xlsx, consolidate all the sheets, categorize the feedback by theme, compute the positive/negative sentiment by product line, and visualize the top five drivers.

The Analyst agent
 Chat
 The Researcher agent

Prompt 2: Using our SharePoint folder '/Go-To-Market/2025' and reputable web sources, produce a 1-page brief about AI trends that includes five key insights, citations, and callouts on gaps/risks.

The Analyst agent
 Chat
 The Research agent

Prompt 3: For a VP, prepare a polished executive email that distills the strategic priorities, critical decisions, and immediate next steps from the attached Strategic_Plan_2025.docx, ensuring that the tone aligns with senior leadership's communication standards.

The Analyst agent
 Chat
 The Researcher agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Prompt 1: From /Feedback_Q1–Q3.xlsx, consolidate all the sheets, categorize the feedback by theme, compute the positive/negative sentiment by product line, and visualize the top five drivers.

The Analyst agent
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The Analyst agent
 Chat
 The Researcher agent

NEW QUESTION 2

A colleague from another company shares a link to a prompt.

When you select the link, you receive the following response: "Prompt not found. Sorry, it looks like the prompt is no longer available."
 What is a possible cause of the response?

- A. The prompt is a scheduled prompt.
- B. The prompt contains a reference to a file that you do NOT have access to.
- C. The prompt is outdated.
- D. The prompt contains a file that has a sensitivity label applied.
- E. The prompt is outside of your organization.

Answer: E

Explanation:

Microsoft 365 Copilot operates within the security, compliance, and identity boundaries of a Microsoft 365 tenant. Shared prompts, prompt links, and Copilot artifacts are governed by organizational access controls and tenant isolation. If a prompt is created and shared from outside your organization, cross-tenant access may not be supported depending on the sharing configuration and administrative policies.

When a user attempts to open a prompt that resides in another organization's tenant without proper cross-tenant sharing permissions, Copilot cannot locate or validate the resource within the user's own environment. As a result, the system displays a "Prompt not found" message.

Option B would typically result in an access or permissions error rather than the prompt being unavailable entirely. Sensitivity labels and scheduled prompts do not inherently cause a "not found" error. Therefore, the most likely cause is that the prompt exists outside your organization's tenant boundary and is not accessible to you.

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NEW QUESTION 3

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Microsoft 365 Copilot can surface data from Microsoft Teams chats.	<input type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot can schedule, draft, and send emails based on certain conditions.	<input type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot can summarize, draft, and answer questions about content from Microsoft Teams meetings.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Microsoft 365 Copilot can use Microsoft Graph-grounded data (based on the user's permissions) to help users work with Microsoft 365 content. This includes surfacing and summarizing information from Teams chats, so statement 1 is true. Copilot can also summarize and generate content related to Teams meetings (for example, meeting recap details, key discussion points, and follow-up actions when meeting artifacts such as transcript/notes are available), and it can answer questions and draft related content—so statement 3 is true.

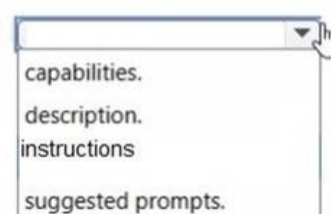
Statement 2 is false because, while Copilot can draft emails and help prepare messages, it does not independently schedule and send emails automatically based on conditions as a native Copilot function. Conditional sending is typically handled through workflow automation tools (for example, Power Automate) and still requires appropriate configuration, permissions, and governance. In enterprise environments, this separation helps reduce risk by ensuring that automated outbound communication remains controlled, auditable, and compliant.

NEW QUESTION 4

Select the answer that correctly completes the sentence.

Answer Area

You are creating an agent in the Microsoft 365 Copilot app. The agent persona must be warm and friendly. To set the persona, you should modify the



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

The correct answer is instructions because an agent's persona—such as being warm, friendly, formal, or analytical—is defined through its behavioral and communication guidance. In Microsoft 365 Copilot, the Instructions field controls how the agent responds, including tone, style, personality, response structure, and interaction patterns.

The description typically explains what the agent does, not how it communicates. Capabilities define what tasks the agent can perform, such as summarizing

documents or analyzing data. Suggested prompts provide example user queries but do not control the agent's personality or communication style. To establish a warm and friendly persona, the instructions should explicitly state guidance such as: "Respond in a supportive, conversational tone. Use clear and positive language. Be encouraging and approachable." This ensures consistent tone across all interactions. Defining persona through instructions reflects prompt engineering best practices in generative AI, enabling predictable behavior, improved user experience, and alignment with organizational communication standards within Microsoft 365 Copilot environments.

NEW QUESTION 5

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
When you submit the same prompt to Microsoft 365 Copilot multiple times, and you are grounded in the web, the response will always be identical.	<input type="radio"/>	<input type="radio"/>
When you submit the same prompt to Microsoft 365 Copilot multiple times, and you are grounded in your own data, the response will always be identical.	<input type="radio"/>	<input type="radio"/>
When you submit the same prompt to Microsoft 365 Copilot multiple times, and you are grounded only in the model's knowledge, the response will always be identical.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

All three statements are false because generative AI responses are not guaranteed to be identical even when the prompt is the same. First, when grounded in the web, results can vary due to changing web content, different retrieved sources, or differences in how information is summarized at run time. Second, when grounded in your organization's data, responses can change based on updates to files, emails, meetings, permissions, or which specific items Copilot retrieves as the most relevant context at that moment. Third, even when relying only on the model's general knowledge, large language models are probabilistic: they may choose different wording, structure, examples, or emphasis across runs, especially when temperature/decoding settings and internal routing differ. In business scenarios, this means Copilot outputs should be treated as drafts that may require validation, and repeatability should be improved by adding precise constraints (cite specific sources, use fixed formats, specify exact sections, and request verbatim quotes where appropriate).

NEW QUESTION 6

You have several pages in Microsoft 365 Copilot related to the research you are doing for a new product. You need to simplify your ability to have many different Copilot conversations about the pages. What should you do first?

- A. Create a stor
- B. Add the pages to a noteboo
- C. Add the pages to a conversatio
- D. Download the pages locally.

Answer: B

Explanation:

While Microsoft 365 Copilot does not have a single "merge" button for multiple chat histories, you can effectively consolidate different conversations into a single entity using these primary methods:

* 1. Use Copilot Pages for Dynamic Consolidation

Copilot Pages is the most robust way to build a single "source of truth" from multiple chats.

Add Responses: Below any Copilot response, click the pencil icon to create a new page or the drop-down arrow to add the response to an existing page.

Iterative Building: You can continue different chats and keep sending relevant outputs to the same page, effectively merging various threads into one organized document.

*-> 2. Leverage Copilot Notebooks

For projects requiring high-volume consolidation, Copilot Notebooks allow you to aggregate diverse sources.

Aggregate Sources: You can pull in OneDrive files, SharePoint documents, and even specific chat snippets.

Consolidated Output: Use a prompt like "Create an executive summary based on all references in this notebook" to generate one unified entity.

Reference:

https://techcommunity.microsoft.com/blog/microsoft_365blog/introducing-copilot-notebooks-a-whole-new-way-to-work-with-ai-in-onenote/4428626

NEW QUESTION 7

You create a prompt in Microsoft 365 Copilot to help you create a draft project report. You need the prompt to be available in the Copilot Prompt Gallery. What should you do first?

- A. Create a noteboo
- B. Add an agen
- C. Create a pag
- D. Run the prompt.

Answer: D

Explanation:

To add a custom prompt to the Microsoft 365 Copilot prompt gallery, type your prompt in the chat, click the "Save prompt" (bookmark) icon that appears after the response, and title it for future use. Access the gallery via the "View Prompts" icon in the chat pane to manage or share your saved prompts.

Reference:

<https://www.youtube.com/watch?v=BkjK2ZISS1A>

NEW QUESTION 8

HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
You can chat with the Analyst agent from within an existing Microsoft 365 Copilot conversation.	<input type="radio"/>	<input type="radio"/>
You can chat with the Researcher agent from within an existing Microsoft 365 Copilot conversation.	<input type="radio"/>	<input type="radio"/>
You can chat with multiple agents concurrently within an existing Microsoft 365 Copilot conversation.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
You can chat with the Analyst agent from within an existing Microsoft 365 Copilot conversation.	<input checked="" type="radio"/>	<input type="radio"/>
You can chat with the Researcher agent from within an existing Microsoft 365 Copilot conversation.	<input checked="" type="radio"/>	<input type="radio"/>
You can chat with multiple agents concurrently within an existing Microsoft 365 Copilot conversation.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 9

HOTSPOT

While using Microsoft 365 Copilot, content is returned from a website. You need to verify the exact search query used to find the website. What should you use? To answer, select the appropriate options in the answer area.

Answer Area

Today

Give me the current temperature in Ghana. Don't be verbose. Just the temp.

Copilot ⓘ

83°F in Accra, Ghana **1**.

Sources 

Citations

1  Weather Information
a.msn.com

More

-  Ghana Current Weather | AccuWeather
accuweather.com
-  Accra, Greater Accra, Ghana - The Weather Channel
weather.com
-  Weather for Accra, Ghana - timeanddate.com
timeanddate.com
-  Ghana local weather (live): today, hourly weather
weather25.com



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Today

Give me the current temperature in Ghana. Don't be verbose. Just the temp.

Copilot ⓘ

83°F in Accra, Ghana 1.

Sources

Citations

1 Weather Information
a.msn.com

More

- Ghana Current Weather | AccuWeather
accuweather.com
- Accra, Greater Accra, Ghana - The Weather Channel
weather.com
- Weather for Accra, Ghana - timeanddate.com
timeanddate.com
- Ghana local weather (live): today, hourly weather
weather25.com



NEW QUESTION 10

You are using Microsoft 365 Copilot to plan a trip and have asked Copilot to remember several details about the trip. You cancel the trip plans. You need to ensure that Copilot forgets the details. What should you do?

- A. From the My Account portal, delete the Copilot activity history.
- B. From Copilot delete custom instructions.
- C. From Copilot delete memories.
- D. From Copilot delete all the conversation about the trip.

Answer: C

Explanation:

Microsoft 365 Copilot includes a memory capability that allows it to retain user-provided preferences or details across interactions when explicitly instructed to remember them. These stored details are referred to as memories and are separate from standard conversation history. If you previously asked Copilot to remember specific trip-related details, those details are stored as structured memory items. Simply deleting the conversation does not necessarily remove stored memory entries. Likewise, deleting activity history through the My Account portal removes conversation records but does not directly manage structured Copilot memories. Custom instructions define persistent behavioral preferences and are unrelated to trip-specific stored data. To ensure Copilot no longer retains those trip details, you must delete the stored memories directly within Copilot. Microsoft documentation explains that users can view and manage saved memories and remove them individually to control what Copilot retains. Therefore, the correct action to ensure Copilot forgets the trip details is to delete the memories.

NEW QUESTION 10

You join an internal Microsoft Teams meeting late and want to catch up on what you missed. The meeting is being recorded. You need to summarize the portion of the meeting that you missed as soon as possible. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. From the Teams app, ask Copilot in Teams to summarize what you missed so far.
- B. From the meeting, read the transcript.
- C. From the Microsoft 365 Copilot app, ask Copilot to tell you what you missed.
- D. From the Teams app, view the intelligent recap.

Answer: A

Explanation:

Microsoft 365 Copilot in Teams is designed to provide real-time meeting assistance, including summarizing discussions, identifying key decisions, and highlighting action items. When joining a meeting late, the most efficient and immediate method to catch up is to directly prompt Copilot within the Teams meeting experience. Option A is the best answer because Copilot in Teams can summarize what has occurred so far during the live meeting. It leverages the meeting transcript, speaker attribution, and contextual signals to generate a concise, structured summary in real time. This minimizes delay and provides actionable insights instantly. Reading the transcript (Option B) would require manual review and is not the fastest method. Intelligent recap (Option D) is typically available after the meeting concludes and processes recording data. Asking Copilot from the separate Microsoft 365 Copilot app (Option C) may not provide immediate, in-meeting contextual awareness.

Therefore, the fastest and most effective approach is to ask Copilot in Teams to summarize what you missed.

NEW QUESTION 15

You create a Microsoft 365 Copilot notebook and add a file named Process.docx from a local folder. Yesterday, you updated Process.docx in the local folder. What will occur when you chat in the notebook?

- A. The chat will reference both versions of Process.docx.
- B. The chat will reference the most recent version of Process.docx.
- C. The chat will reference only the original version of Process.docx.

A.

Answer: C

Explanation:

Microsoft 365 Copilot notebooks use the version of a file that was uploaded or attached at the time it was added to the notebook. When a document such as Process.docx is added from a local folder, Copilot references that uploaded snapshot of the file. If the file is later modified locally, the notebook does not automatically sync or refresh with the updated local version unless the updated file is re-uploaded.

Microsoft guidance on grounding and file references explains that Copilot works with the specific content stored in Microsoft 365 or the attached artifact within the notebook session. Since the updated version remains in the local folder and was not reattached, Copilot continues to use the originally added version.

Therefore, during subsequent chats in the notebook, Copilot references only the original uploaded version of Process.docx.

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NEW QUESTION 18

You use Microsoft 365 Copilot to generate a training plan.

You need to check if there are any existing training plans in your organization that are similar to the new training plan. What should you use in Copilot?

- A. Search
- B. Designer
- C. Apps
- D. Pages

A.

Answer: A

Explanation:

Microsoft 365 Copilot integrates with Microsoft Search to help users discover relevant content across their organization's Microsoft 365 data estate, including SharePoint, OneDrive, Teams, and Exchange. When the objective is to determine whether similar training plans already exist, the appropriate action is to perform a search across organizational content.

Using Search allows Copilot to query indexed enterprise documents and return files, plans, or related materials that the user has permission to access. This supports content reuse, avoids duplication of work, and aligns with Microsoft's guidance on leveraging organizational knowledge efficiently.

Designer is focused on visual content creation, Apps provides access to Microsoft 365 applications, and Pages is used for creating and organizing content within Copilot. None of these options are intended for discovering existing documents across the tenant.

Therefore, to identify similar existing training plans within your organization, the correct tool to use in Copilot is Search.

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NEW QUESTION 19

You are discussing Microsoft 365 Copilot with a colleague. The colleague asks which data Copilot uses to answer questions when using the Work scope.

What should you tell your colleague?

- A. Copilot provides responses based only on the general knowledge that Copilot was trained on.
- B. Copilot provides responses based on all the data in your organization's Microsoft 365 environment and the general knowledge that Copilot was trained on.
- C. Copilot provides responses based only on data that the user can access and the general knowledge that Copilot was trained on.
- D. Copilot provides responses based only on data that the user can access.

A.

Answer: C

Explanation:

Microsoft 365 Copilot operates within two primary knowledge boundaries: its foundational large language model training data and the organizational data available within the Microsoft 365 tenant. However, Copilot strictly enforces Microsoft's security and compliance model, meaning it only retrieves and uses data that the signed-in user is authorized to access.

When using the Work scope, Copilot combines the general knowledge it was trained on with organizational data such as documents, emails, chats, calendars, and

files stored in Microsoft 365. Importantly, Copilot respects role-based access control and existing permissions. It does not surface information from content the user does not have access to.

Option A is incomplete because Work scope includes organizational data. Option B is incorrect because Copilot does not access all tenant data indiscriminately; it is permission-scoped. Option D is incomplete because Copilot also leverages its general training knowledge.

Therefore, the correct explanation is that Copilot provides responses based only on data the user can access, combined with its general training knowledge.

NEW QUESTION 24

You receive the following response to a prompt: "Sorry, it looks like I can't respond to this. Let's try a different topic." What is a possible cause of the response?

- A. The prompt is too vague to elicit a response.
- B. The prompt contains language that violates safety guidelines.
- C. The prompt contains more than five requests.
- D. The prompt is larger than the allowed context window.

Answer: B

Explanation:

Microsoft 365 Copilot follows Microsoft's Responsible AI principles and enforces strict content safety policies. When a prompt violates safety guidelines---such as containing harmful, abusive, illegal, or restricted content---the system may refuse to generate a response. The refusal message shown is consistent with safety filtering behavior.

Generative AI systems include moderation layers that evaluate prompts before generating output. If the prompt is classified as unsafe or non-compliant with policy, Copilot blocks the request and encourages the user to try a different topic.

A vague prompt typically results in a generic or clarifying response rather than a refusal. There is no fixed limit of five requests per prompt. Exceeding the context window usually results in truncation or processing errors, not a safety-based refusal message.

Therefore, the most likely cause of the response is that the prompt contains language that violates safety guidelines.

NEW QUESTION 27

You are using Microsoft 365 Copilot to enhance your productivity in Microsoft Outlook. Which two tasks can you achieve by using Copilot in Outlook? Each correct answer presents a complete the solution. NOTE: Each correct selection is worth one point.

- A. Insert a custom HTML signature that has specific formatting.
- B. Generate a draft response to an email based on the context of the conversation.
- C. Create a summary of unread emails in your inbox.
- D. Customize the folder structure to organize your emails.

Answer: BC

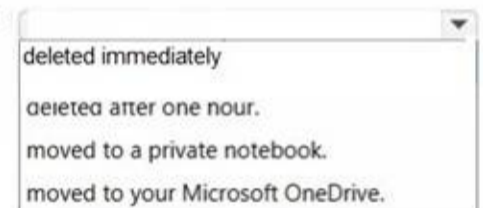
NEW QUESTION 30

HOTSPOT

Select the answer that correctly completes the sentence.

Answer Area

If you start a temporary chat in Microsoft 365 Copilot, and then start a new chat, all the prompts and responses from the temporary chat will be



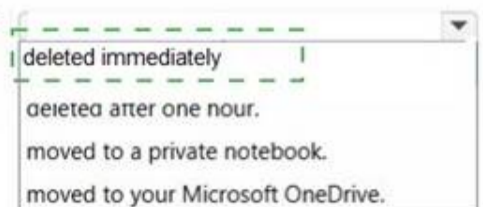
- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

If you start a temporary chat in Microsoft 365 Copilot, and then start a new chat, all the prompts and responses from the temporary chat will be



NEW QUESTION 35

You have an open Microsoft 365 Copilot conversation.

You need to chat with an agent named Agent1 during the conversation. What should you enter to call Agent1?

- A. [Agent1]
- B. #Agent1
- C. /Agent1
- D. @Agent1

Answer: D

NEW QUESTION 37

You create a Microsoft 365 Copilot notebook and add a file named Process.docx from a Microsoft SharePoint site as a reference. Yesterday, a user updated Process.docx in the SharePoint site. What will occur when you chat in the notebook?

- A. The chat will reference only the original version of Process.docx.
- B. The chat will reference the most recent version of Process.docx.
- C. The chat will reference both versions of Process.docx.

Answer: B

NEW QUESTION 38

HOTSPOT

Select the answer that correctly completes the sentence.

Answer Area

From Microsoft 365 Copilot, you can use

to help users begin conversations with an agent and guide the users to use the agent more effectively.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

From Microsoft 365 Copilot, you can use

to help users begin conversations with an agent and guide the users to use the agent more effectively.

NEW QUESTION 42

You attend many Microsoft Teams meetings.

You want to ensure that you can catch up on key points and next steps after each meeting. Which Microsoft 365 Copilot feature should you use after the meetings?

- A. Recap
- B. Meeting Whiteboard
- C. Meeting info
- D. Thread summaries

Answer: A

NEW QUESTION 47

You are a marketing assistant preparing for a budget meeting with your manager.

You need to evaluate key spending and performance trends from the last year to understand which marketing channels deliver the best return on investment (ROI).

What should you use in Microsoft 365 Copilot to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. the Analyst agent
- B. Chat
- C. the Researcher agent
- D. a notebook

Answer: A

NEW QUESTION 49

You have a Microsoft 365 subscription.

You do NOT have a Microsoft 365 Copilot license.

When you send a prompt in Microsoft 365 Copilot Chat, which three sources does Copilot Chat use to respond? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. chat data in Microsoft Teams
- B. your organization's databases
- C. the prompt context
- D. organizational data in Microsoft 365
- E. internet search data
- F. the conversation history

Answer: CEF

NEW QUESTION 54

HOTSPOT

You have a Microsoft 365 subscription.

You do NOT have a Microsoft 365 Copilot license.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements

Microsoft 365 Copilot Chat lets you upload documents from your local computer.

Yes

No

Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.

Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements

Microsoft 365 Copilot Chat lets you upload documents from your local computer.

Yes

No

Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.

Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.

NEW QUESTION 55

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