

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)

<https://www.2passeasy.com/dumps/AB-100/>



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)

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

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 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:

▼

- 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 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

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 7

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 8

- (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 9

- (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 10

- (Topic 2)

A retail company plans to deploy Microsoft Copilot Studio agents to support: Microsoft Dynamics 365 Commerce scenarios.

A Microsoft Power Apps inventory management solution.

You need to recommend a solution to organize product catalog data as a consistent source for multiple AI systems.

What should you recommend?

- A. Let each agent scrape product details from Microsoft SharePoint Online libraries.
- B. Store the product catalog data in a separate custom table for each agent.
- C. Configure prompts to pull product details from the PDFs of external vendors.
- D. Centralize the product catalog data in Microsoft Dataverse and expose the data to both agents.

Answer: D

NEW QUESTION 10

- (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 12

- (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 13

- (Topic 2)

A company uses a fine-tuned Microsoft Foundry model that requires frequent updates as new customer feedback becomes available.

You need to design an application lifecycle management (ALM) process that meets the following requirements:

? Data changes must be tracked and versioned.

? The model must be retrained consistently by using approved training data.

Which two actions should you include in the design? NOTE: Each correct selection is worth one point.

- A. Associate the storage location to the fine-tuning job.
- B. Create a content filter.
- C. Store the training data in Azure Files.
- D. Upload the training data to Microsoft Foundry data files.
- E. Store the training data in Azure Blob Storage that has version control enabled.

Answer: DE

NEW QUESTION 14

- (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 15

- (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 16

- (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 19

HOTSPOT - (Topic 2)

What should you include in the custom AI agent design to meet the R&D product specifications and the compliance information requirements? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

To expose the data to the agent, create:

- an Azure AI Bot Service channel
- a custom connector
- a custom OData entity
- the Semantic Kernel

Add to the agent:

- an event trigger
- the MCP server
- a REST API
- a tool

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

To expose the data to the agent, create:

- an Azure AI Bot Service channel
- a custom connector
- a custom OData entity
- the Semantic Kernel

Add to the agent:

- an event trigger
- the MCP server
- a REST API
- a tool

NEW QUESTION 21

- (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 24

- (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 26

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 30

- (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 34

- (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 35

- (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 39

- (Topic 2)

You need to design a Microsoft Copilot Studio agent for customer support.

The agent must securely retrieve product warranty data from a REST API. The solution must minimize development effort. What should you include in the design?

- A. Use a Microsoft Power Automate desktop flow to screen scrape the warranty data.
- B. Export the agent as a managed solution and customize the agent in Power Apps.
- C. Add the warranty data to the Fallback topic.
- D. Create a custom connector in Copilot Studio and use the connector to call the API.

Answer: D

NEW QUESTION 44

- (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 49

- (Topic 2)

A company processes invoices stored across multiple systems in multiple formats.

You need to implement an AI solution to automate the invoice processing. The solution must meet the following requirements:

- Automate multi-step invoice processing tasks, including document analysis, data validation, and approval routing.
- Enable users to interact directly via Microsoft Teams to review and approve invoices.
- Minimize development efforts to define and customize approval workflows. What should you include in the solution?

- A. Azure Document Intelligence in Foundry Tools and Azure Logic Apps
- B. Microsoft Copilot Studio and AI Builder
- C. Azure OpenAI and Azure Functions
- D. a SharePoint agent

Answer: B

NEW QUESTION 50

- (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 51

- (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 55

HOTSPOT - (Topic 2)

A company uses Microsoft Dynamics 365 Supply Chain Management.

You are designing an AI supply chain process that meets the following requirements: Provides managers with AI-driven insights that surface key information from customer orders

Helps planners use AI to anticipate future product needs more accurately

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.

Provide AI-driven insights from customer orders:

- AI Summaries with Copilot
- Generative insights for Demand planning
- The Customer credit and collections workspace
- Workload insights with Copilot

Anticipate future product needs:

- Generative insights for Demand planning
- Microsoft Power BI
- Product information management
- The Supplier Communications Agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Provide AI-driven insights from customer orders:

- AI Summaries with Copilot
- Generative insights for Demand planning
- The Customer credit and collections workspace
- Workload insights with Copilot

Anticipate future product needs:

- Generative insights for Demand planning
- Microsoft Power BI
- Product information management
- The Supplier Communications Agent

NEW QUESTION 57

- (Topic 2)

A company has a portfolio of AI initiatives at different stages of development.

You need to recommend a structured approach to evaluating the return on AI investment (ROAI) across all the initiatives. The solution must balance immediate

results with long-term values and strategic innovations.
What should you include in the recommendation?

- A. a simple cost and benefit analysis
- B. a horizon-based framework
- C. the internal rate of return (IRR) function
- D. a prioritization grid

Answer: B

NEW QUESTION 61

- (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 64

- (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 68

- (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 69

HOTSPOT - (Topic 2)

You are designing a testing solution for Microsoft Copilot Studio agents.

You need to validate prompt engineering best practices to ensure that the agents generate accurate and contextually relevant responses. Which prompt validation techniques and metrics should you include in the solution? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Prompt validation techniques:

- Exclude domain-specific terminology from the prompts.
- Use prompts that have varied phrasing
- Use only simple, one-word prompts.

Metrics:

- The number of words generated per response
- Response relevance and accuracy
- The response generation time

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
 Answer Area

Prompt validation techniques:

- Exclude domain-specific terminology from the prompts.
- Use prompts that have varied phrasing
- Use only simple, one-word prompts.

Metrics:

- The number of words generated per response
- Response relevance and accuracy
- The response generation time

NEW QUESTION 70

- (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 75

- (Topic 2)

A company has an AI business solution that uses Microsoft Copilot Studio agents. You need to recommend prompt best practices to improve the effectiveness of agent interactions. Which two actions should you include in the recommendation? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Measure system resource usage during prompt processing.
- B. Analyze the prompt length distribution.
- C. Use clear and specific instructions in the prompts.
- D. Regularly test and refine the prompts based on user input.
- E. Track the duration of the average user session.

Answer: CD

NEW QUESTION 78

- (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 82

- (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 86

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