

Microsoft

Exam Questions AB-730

AI Business Professional



NEW QUESTION 1

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 uses contextual information from your organization to suggest prompts.	☐	☐
Microsoft 365 Copilot can use contextual information from your organization to train the large language model. (LLM).	☐	☐
Microsoft 365 Copilot uses contextual information from your organization to augment a prompt, before sending the prompt to the large language model (LLM).	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Microsoft 365 Copilot is designed to be helpful by using work context—for example, the files you have access to, recent activity, meetings, emails, and SharePoint/OneDrive content—to suggest relevant prompts and help you start tasks faster. It also uses this context to augment your prompt before it is sent to the LLM. This is the grounding approach (often described as retrieval-augmented generation): Copilot retrieves relevant organizational content you’re permitted to access and adds it as supporting context so responses are accurate and business-relevant. However, Microsoft 365 Copilot does not use your organization’s contextual data to train the underlying foundation model. That separation is critical for enterprise privacy and compliance: your prompts, responses, and tenant data are used to generate the answer for your session and permissions, but are not used to improve or retrain the base LLM. This approach supports responsible AI, protects confidential business information, and ensures outputs respect access controls.

NEW QUESTION 2

Select the answer that correctly completes the sentence.

Answer Area	
When you are creating an agent in Microsoft 365 Copilot, you can leverage generative AI to build the agent by using	the Configure tab a Copilot notebook a Copilot page the Describe tab

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area	
When you are creating an agent in Microsoft 365 Copilot, you can leverage generative AI to build the agent by using	the Configure tab a Copilot notebook a Copilot page the Describe tab

NEW QUESTION 3

You use Microsoft 365 Copilot.
You regularly upload the same five files to Copilot chats.
You need to simplify referencing the files in the chats.
What are two ways to achieve the goal?

- A. Send a prompt that includes the files, and then save the prompt.
- B. Create a notebook that references the files.
- C. Ask the data engineers to create a fine-tuned model.
- D. Create an agent that has a knowledge source.

E. Zip the documents and upload the ZIP file to the chats.

Answer: BD

Explanation:

Microsoft 365 Copilot provides structured ways to persist and reuse knowledge sources to avoid repeatedly uploading the same files. Creating a notebook that references the five files (Option B) allows those documents to remain attached within a persistent workspace. Copilot can then consistently ground responses in those files without re-uploading them for every conversation. Creating an agent with a defined knowledge source (Option D) also provides a reusable solution. By configuring the five files as part of the agent's knowledge base, the agent can automatically reference them in future interactions. Saving a prompt does not persist file attachments. Fine-tuning models is not part of standard Microsoft 365 Copilot user workflows. Uploading a ZIP file does not improve reference management and may reduce accessibility of individual documents. Therefore, the correct solutions are to create a notebook that references the files and to create an agent with a knowledge source.

NEW QUESTION 4

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.	☐	☐
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.	☐	☐
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.	☐	☐

- 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 5

You need to improve prompt-grounding during a Microsoft 365 Copilot conversation. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. Use shorter prompt
- B. Provide the desired output format
- C. Avoid technical jargon
- D. Reference specific files.

Answer: D

Explanation:

To significantly improve prompt-grounding and accuracy during a Microsoft 365 Copilot conversation, you should explicitly reference specific files, folders, or emails. While Copilot automatically attempts to ground responses in your Microsoft Graph data, guiding it to precise, authorized sources reduces the risk of generating "ungrounded" (hallucinated) content. Here are the best practices for referencing files to ground your Copilot prompts:
Methods for Referencing Files
Use the Forward Slash (/): Typing a forward slash (/) followed by the file name in the Copilot chat box is the primary way to bring up a list of relevant, recently used files.
Use the Attachment Icon: Click the attachment icon to browse your OneDrive or SharePoint for specific documents, spreadsheets, or presentations.
Explicit Naming: Use clear, descriptive names. For example: "Summarize the findings in '/ProjectAlpha_Draft.docx'".
Copy/Paste Links: If a file does not appear in the suggestions, open the file in SharePoint or OneDrive, copy the link, and paste it directly into the prompt.
Reference:
<https://www.datastudios.org/post/microsoft-copilot-prompting-techniques-structure-grounding-and-workflow-optimisation>

NEW QUESTION 6

You use Microsoft 365 Copilot. You need to delete all your conversations by using the least amount of effort. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.
A. the Microsoft 365 Copilot web app

- B. the My Account portal in Microsoft 365
- C. the Microsoft 365 Copilot desktop app
- D. the Settings app in Windows 11

A.

Answer: B

Explanation:

Microsoft provides centralized activity management controls through the My Account portal, which allows users to manage privacy settings, activity history, and data associated with Microsoft 365 services, including Copilot. When the requirement is to delete all conversations with minimal effort, the most efficient method is to use the account-level activity management tools rather than deleting conversations individually. The My Account portal enables bulk management of Copilot activity data, allowing users to clear conversation history in a consolidated manner. This approach aligns with Microsoft's privacy-by-design framework, giving users control over their AI-generated interaction history without requiring administrative intervention. Using the Copilot web or desktop app would typically require manually deleting conversations one at a time, increasing effort. The Windows 11 Settings app is unrelated to Microsoft 365 Copilot data management. Therefore, to delete all Copilot conversations efficiently and with the least amount of effort, the correct approach is to use the My Account portal in Microsoft 365.

NEW QUESTION 7

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 review the Microsoft 365 Copilot activity history from the My Account portal.	☐	☐
When you delete the Microsoft 365 Copilot activity history, you also immediately delete all the associated notebooks and pages.	☐	☐
Users can delete their entire Microsoft 365 Copilot activity history, including their prompts and the responses Copilot returns.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

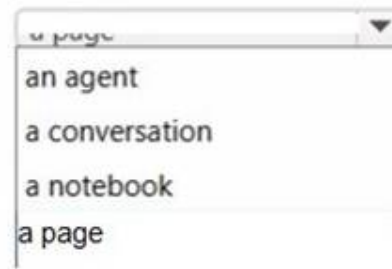
Statements	Yes	No
You can review the Microsoft 365 Copilot activity history from the My Account portal.	☒	☐
When you delete the Microsoft 365 Copilot activity history, you also immediately delete all the associated notebooks and pages.	☐	☒
Users can delete their entire Microsoft 365 Copilot activity history, including their prompts and the responses Copilot returns.	☒	☐

NEW QUESTION 8

HOTSPOT - Select the answer that correctly completes the sentence.

Answer Area

You generate a report by using the Researcher agent in Microsoft 365 Copilot. You can use



to save and edit the response.

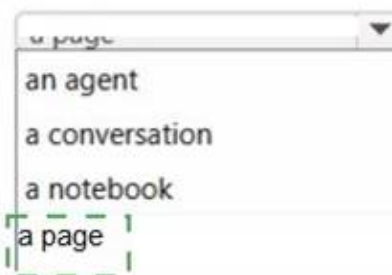
- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

You generate a report by using the Researcher agent in Microsoft 365 Copilot. You can use



to save and edit the response.

NEW QUESTION 9

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 10

You are comparing the difference between Microsoft 365 Copilot and Microsoft 365 Copilot Chat. What is available in both versions?

- A. the Researcher agent
- B. Copilot Pages
- C. Copilot Notebooks

Answer: B

NEW QUESTION 10

You run a saved prompt and receive the following response:

"You asked for a summary of File.docx. However, the file appears to be either empty, corrupted, or in a format that I cannot process."

What is a possible cause of the response?

- A. You did NOT schedule the prompt to run.
- B. You ran the prompt from a web app instead of a desktop app.
- C. You used the wrong agent to run the prompt.
- D. You do NOT have access to the file.

Answer: D

NEW QUESTION 15

You sign in to the Microsoft 365 Copilot app by using your work account as shown in the exhibit.

A colleague tells you that when they open the Microsoft 365 Copilot app, they have access to the Researcher agent. You need to access the Researcher agent.

What should you do?

- A. From Microsoft Edge, use your work account to sign in to <https://copilot.microsoft.com>.
- B. Select Explore agents and then search for Researcher.
- C. Sign in to the Copilot app by using a personal account.
- D. Request a Microsoft 365 Copilot license from an administrator.

Answer: B

NEW QUESTION 17

HOTSPOT

You are a business user who uses Microsoft 365 apps and services, including Microsoft Teams. You have a work account. You want to use Microsoft 365 Copilot to help with meetings. 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
Copilot can answer questions about Teams meetings that you are NOT invited to.	☐	☐
Copilot can provide summaries and answer questions about chat messages, channel posts, and Teams meetings.	☐	☐
Copilot can provide a summary of all the upcoming Teams meeting details you are invited to next week.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

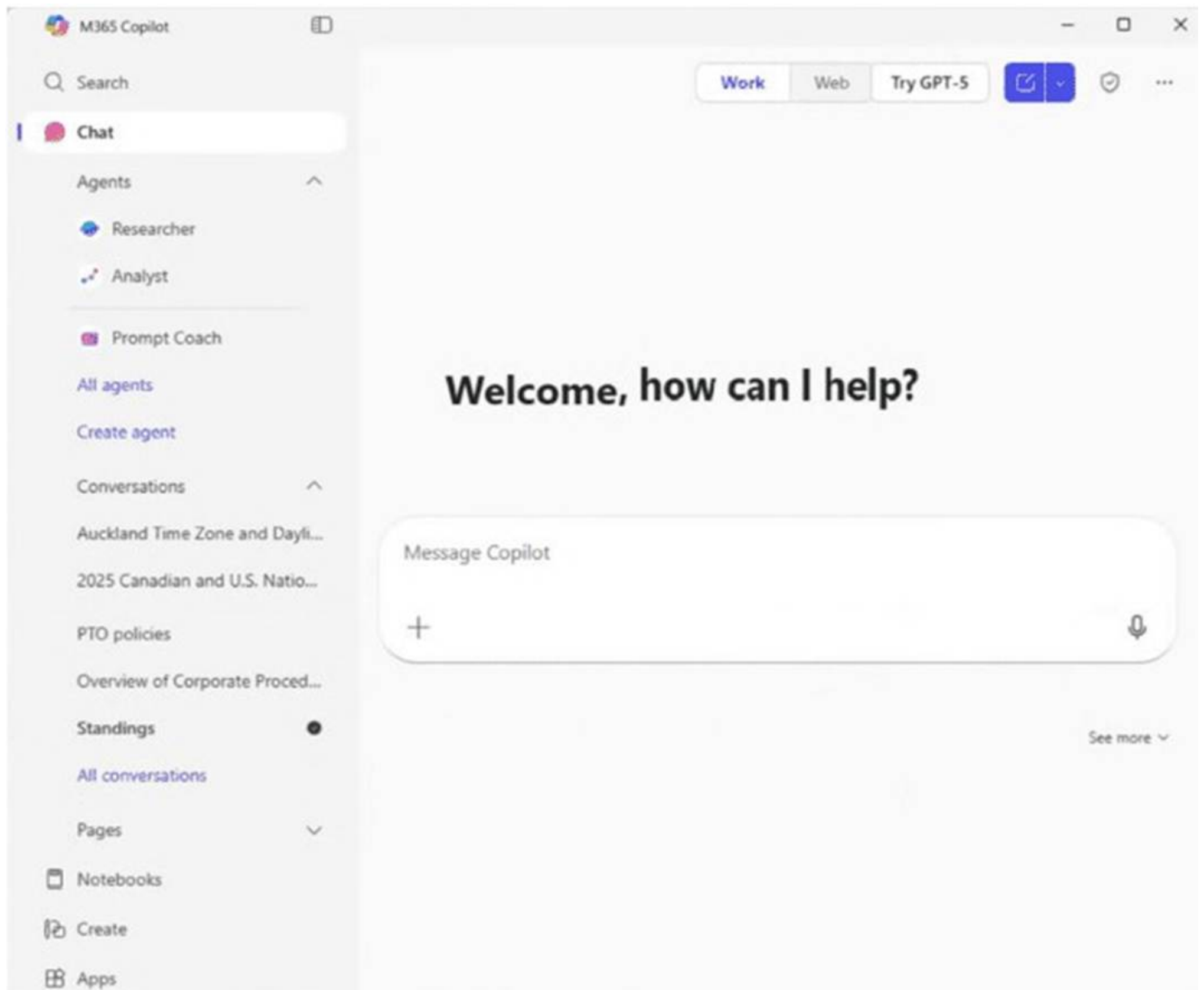
Explanation:

Answer Area

Statements	Yes	No
Copilot can answer questions about Teams meetings that you are NOT invited to.	☐	☒
Copilot can provide summaries and answer questions about chat messages, channel posts, and Teams meetings.	☒	☐
Copilot can provide a summary of all the upcoming Teams meeting details you are invited to next week.	☒	☐

NEW QUESTION 18

You open Microsoft 365 Copilot as shown in the exhibit. What can you infer about the Standings conversation?



- A. The conversation contains only anonymous data.
- B. The conversation contains a verified response.
- C. The conversation was added to a notebook.
- D. The conversation contains a scheduled prompt.
- E. The conversation was shared.

Answer: B

NEW QUESTION 21

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