



Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)

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NEW QUESTION 1

- (Topic 2)

A company has a Microsoft Copilot Studio agent that uses custom connectors to interact with enterprise APIs.

You need to recommend an application lifecycle management (ALM) process to ensure that the connectors are deployed consistently across development, test, and production environments and meet governance and traceability requirements.

What should you recommend?

- A. Deploy the APIs as Azure Functions.
- B. Manage the connectors as solution components and deploy the components by using ALM pipelines.
- C. Maintain connector definitions in environment variables.
- D. Export and import the connectors between the environments as unmanaged solutions.

Answer: B

NEW QUESTION 2

- (Topic 2)

You need to recommend a security solution for agents in a Microsoft Power Platform environment.

The agents must use only approved connectors and services. The solution must prevent the agents from accessing sensitive data. What should you recommend?

- A. Enable customer-managed keys in Microsoft Dataverse.
- B. Deploy data loss prevention (DLP) policies in Power Platform.
- C. Configure Azure Monitor to capture connector activity logs.
- D. Enable a Microsoft Dataverse audit.

Answer: B

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

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 5

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 6

- (Topic 2)

A company has a Microsoft Copilot Studio agent that uses generative AI to assist Microsoft Dynamics 365 Customer Service representatives. The agent currently exhibits a low resolution rate and a high escalation rate. You need to identify the issue. What should you use?

- A. the Insights tab from the Search & intelligence settings of the Microsoft 365 admin center
B. the Copilot hub in the Power Platform admin center
C. the Agent dashboard of Dynamics 365 Customer Service historical analytics
D. the Analytics tab in Copilot Studio

Answer: D

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

- (Topic 2)

A company uses Microsoft Dynamics 365 Sales to manage leads that are stored in a Microsoft Dataverse table named Lead and use non-standard terminology and custom columns.

You need to configure business terms in the Lead table so that Microsoft Copilot controls can summarize the leads efficiently. The solution must minimize administrative effort.

How should you configure the business terms?

- A. Combine all the fields into one custom field.
- B. Map the field display names as business terms.
- C. Add the schema names as business terms.
- D. Create new business terms for each field.

Answer: B

NEW QUESTION 9

- (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 10

DRAG DROP - (Topic 2)

A company has a Microsoft Copilot Studio agent that has been in production for three months.

The agent has received positive feedback from users.

You need to identify the number of questions unanswered by the agent and the number of abandoned sessions between the users and the agent.

Which Copilot Studio insights should you use? To answer, drag the appropriate insights to the correct requirements. Each insight may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.

Insights

Conversation outcomes

Generated answer rate and quality

Reactions

Survey results

Answer Area

Insight

The number of unanswered questions:

The number of abandoned sessions:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Insights

Conversation outcomes

Generated answer rate and quality

Reactions

Survey results

Answer Area

Insight

The number of unanswered questions:

The number of abandoned sessions:

NEW QUESTION 10

- (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 11

DRAG DROP - (Topic 2)

A company has an AI solution that uses a Microsoft Copilot Studio agent. You need to monitor the agent's performance. The solution must meet the following requirements: Monitor the agent's telemetry in near-real-time (NRT). Download transcripts of full conversations. Monitor the agent's usage and performance. 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. NOTE: Each correct selection is worth one point.

Options	Answer Area	Option
Application Insights	Monitor the agent's telemetry in NRT:	
Copilot Studio	Download transcripts of full conversations:	
Log Analytics	Monitor the agent's usage and performance:	
Microsoft Power Apps		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options	Answer Area	Option
Application Insights	Monitor the agent's telemetry in NRT:	Application Insights
Copilot Studio	Download transcripts of full conversations:	Copilot Studio
Log Analytics	Monitor the agent's usage and performance:	Copilot Studio
Microsoft Power Apps		

NEW QUESTION 13

- (Topic 2)

A company uses multiple Microsoft Copilot Studio agents across different channels. You need to recommend a monitoring solution that provides comprehensive telemetry data and performance insights for the agents. What should you include in the recommendation?

- A. Application Insights
- B. Azure Advisor
- C. Azure DevOps
- D. Microsoft Dynamics 365 Customer Voice

Answer: A

NEW QUESTION 18

- (Topic 2)

A company plans to deploy an AI-based customer service app that will autonomously manage interactions, escalate complex cases, and learn from historical ticket

data.
You need to perform a return on AI investment (ROAI) analysis of the app deployment. The solution must ensure that the analysis is accurate.
What should you do first?

- A. Establish the AI performance metrics.
- B. Conduct an AI market benchmarking study.
- C. Model the customer experience.
- D. Identify and quantify all the development, deployment, and operating costs.

Answer: D

NEW QUESTION 21

HOTSPOT - (Topic 2)

You need to design a shared prompt library that will be used across multiple business units. The solution must meet the following requirements:

Ensure consistent AI responses with reusable formats. Support governance and version control.

Minimize administrative effort. Minimize ongoing costs.

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.

Ensure consistent AI responses:

Delegate department-specific prompt templates.
Define standardized prompt templates.
Maintain a prompt history.

Support governance and version control:

Define standardized prompt templates.
Store prompts in a Git repository.
Categorize prompts by business function.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Ensure consistent AI responses:

Delegate department-specific prompt templates.
Define standardized prompt templates.
Maintain a prompt history.

Support governance and version control:

Define standardized prompt templates.
Store prompts in a Git repository.
Categorize prompts by business function.

NEW QUESTION 24

- (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 28

- (Topic 2)

A company plans to deploy a Microsoft Dynamics 365 Contact Center agent.

You need to ensure that the agent can transfer the conversation to a live customer service representative.
Which two components should you include in the solution? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Microsoft Foundry
- B. Microsoft Copilot Studio
- C. Microsoft 365 Agents Toolkit
- D. an Azure AI Bot Service skill
- E. Customer engagement hub

Answer: BE

NEW QUESTION 29

- (Topic 2)

What should you recommend to assist the CEO with their specific responsibilities?

- A. Compliance Center
- B. Microsoft Foundry Tools
- C. the Microsoft Service Trust Portal
- D. the Responsible AI dashboard
- E. Microsoft Purview

Answer: D

NEW QUESTION 31

- (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 36

HOTSPOT - (Topic 2)

You are designing a testing solution for a Microsoft Copilot Studio agent that integrates with

Microsoft Dynamics 365 Customer Service and Dynamics 365 Sales.

You need to design end-to-end scenarios to test the agent's ability to perform the following actions:

Coordinate tasks and data interactions across both Dynamics 365 apps. Interpret user input and provide contextually relevant outputs.

Which test scenario and metric should you include in the design? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Test scenario:

In each app, test isolated tasks without using workflows.

Run task-based scenarios that involve both apps.

Test visual consistency across both apps.

Metric:

Measure the initial prompt response time for each app.

Track the average click rate across both apps.

Track the successful completion of cross-app tasks.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Test scenario:

In each app, test isolated tasks without using workflows.

Run task-based scenarios that involve both apps.

Test visual consistency across both apps.

Metric:

Measure the initial prompt response time for each app.

Track the average click rate across both apps.

Track the successful completion of cross-app tasks.

NEW QUESTION 37

HOTSPOT - (Topic 2)

You use Microsoft Copilot Studio analytics to analyze the performance of a deployed Copilot Studio agent. You need to identify which performance metrics to use to measure the following:

- The percentage of engaged sessions that are escalated to a live customer service representative
- The number of agent queries that cause a knowledge source error

What should you identify for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality

Customer Satisfaction (CSAT) score

Engagement rate

Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality

Engagement rate

Escalation rate

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality

Customer Satisfaction (CSAT) score

Engagement rate

Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality

Engagement rate

Escalation rate

NEW QUESTION 39

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.

Testing types	Answer Area
Drift	Properly exchanges data between the Dynamics 365 apps:
Exploratory	Aligns with defined user workflows and business processes:
Integration	
Performance	
User acceptance	

- 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 processe: ⋮ User acceptance

NEW QUESTION 42

- (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 44

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