

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



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

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: Natural language understanding (NLU)

Agent2: Natural language understanding + (NLU+)

NEW QUESTION 3

- (Topic 2)
Which two components for the custom AI agent should you include in the application lifecycle management (ALM) process? Each correct answer presents part of the solution.
NOTE; Each correct selection is worth one point.

- A. anX++ model
- B. a ZIP package
- C. an Azure package
- D. a Microsoft Power Platform solution
- E. a Cloud Scale Unit (CSU) package

Answer: AD

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

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 6

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 7

- (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 8

HOTSPOT - (Topic 2)

A company has a Microsoft Copilot Studio agent for customer support. You are reviewing and validating the following prompts:

- A prompt that has instructions to "help the customer as best you can"
- A prompt that helps retrieve product information from a knowledge base

You need to ensure that the agent delivers consistent and accurate responses.
What should you do for each prompt? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

A prompt that has instructions to "help the customer as best you can":

Add filler words to make the prompt sound more natural and conversational.
Keep the prompt vague to enable model flexibility.
Rewrite the prompt with clear and task- specific instructions.

Add several open-ended questions to give the model broader context.
Use responses with only reference sources and limit the response scope.
Remove the knowledge source so that the model responds freely with general product information.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

A prompt that has instructions to "help the customer as best you can":

Add filler words to make the prompt sound more natural and conversational.
Keep the prompt vague to enable model flexibility.
Rewrite the prompt with clear and task- specific instructions.

Add several open-ended questions to give the model broader context.
Use responses with only reference sources and limit the response scope.
Remove the knowledge source so that the model responds freely with general product information.

NEW QUESTION 9

HOTSPOT - (Topic 2)

A company has Microsoft Power Platform development staging, and production environments. Each environment has its own Microsoft Dataverse tables and Azure AI Search index.

You are designing an application lifecycle management (ALM) process to deploy a Microsoft Copilot Studio agent between the environments.

The company has a Copilot Studio agent named Agent1 in development. Agent1 uses the following grounding data sources:

- A Dataverse table named CustomerOrders
- An Azure AI Search index named customer-knowledge

You need to deploy Agent1 to production. The solution must ensure that the agent uses the production grounding data sources, minimizes downtime, and handles credentials and endpoints securely.

What should you include in the deployment package solution, and what should you reconfigure after the deployment? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Include in the deployment package solution:

Agent1 only
The data sources only
Agent1 and the data source connections
Agent1 and references to the data sources
Agent1, the data sources, and the data source connections

Reconfigure after the deployment:

The environment variables
The Dataverse connection only
The Azure AI Search connection only
The Dataverse and Azure AI Search connections
The Agent1 configuration
The environment variables

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Include in the deployment package solution:

- Agent1 only
- The data sources only
- Agent1 and the data source connections
- Agent1 and references to the data sources
- Agent1, the data sources, and the data source connections

Reconfigure after the deployment:

- The environment variables
- The Dataverse connection only
- The Azure AI Search connection only
- The Dataverse and Azure AI Search connections
- The Agent1 configuration
- The environment variables

NEW QUESTION 10

- (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 10

- (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 11

- (Topic 2)

You are evaluating a Microsoft Copilot Studio agent that supports Microsoft Dynamics 365 Customer Service representatives.

You need to recommend a testing solution that meets the following requirements: Evaluates agent effectiveness during active sessions

Validates whether the agent delivers accurate and helpful responses Provides measurable, actionable insights for continuous improvement What should you recommend?

- A. Track resolution, deflection, and accuracy by using dashboards and use scripts to ensure consistent responses.
- B. Perform load testing to validate how the agent scales under a high chat volume.
- C. Review historical tickets to find agents that have the shortest resolution times.
- D. Measure uptime and page load times.

Answer: A

NEW QUESTION 14

- (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 15

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

Supports interactive speech responses:

Option

Optimizes decision-making and response accuracy:

- 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

Supports interactive speech responses:

Option

Copilot Studio voice features

Optimizes decision-making and response accuracy:

A deep reasoning model

NEW QUESTION 18

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 23

DRAG DROP - (Topic 2)

A company has a cloud-based AI solution that uses Azure OpenAI models.

You need to design a monitoring solution that meets the following requirements:

- Monitors performance metrics and operational health for the models
- Monitors AI apps and agents for compliance
- Uses Azure-native capabilities
- Minimizes development effort

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. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Options

Azure API Management

Azure Monitor

Azure Policy

Azure Stream Analytics

Microsoft Defender

Microsoft Purview

Answer Area

Monitors AI app and agents for compliance:

Monitors performance metrics and operational health:

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Options

Azure API Management

Azure Monitor

Azure Policy

Azure Stream Analytics

Microsoft Defender

Microsoft Purview

Answer Area

Monitors AI app and agents for compliance:

Azure Policy

Monitors performance metrics and operational health:

Azure Monitor

NEW QUESTION 27

- (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 28

- (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 33

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 34

- (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 35

- (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 37

- (Topic 2)

A company has a Microsoft 365 tenant in Canada and multiple Microsoft Power Platform environments in Canada and the United States. The company plans to deploy a Microsoft

Copilot Studio agent to the Canadian environment that will use:

- Microsoft Dataverse data stored in Canada
- A connector that connects to an Azure OpenAI instance in the United States

You need to ensure that the agent adheres to data residency and data movement policies before being deployed. What should you do?

- A. Ensure that the data processed by Azure OpenAI is stored in the United States.
- B. From the Microsoft Purview portal, validate the Data loss prevention settings.
- C. Ensure that cross-region data movement is enabled for the Canadian environment and connector dependencies.
- D. Migrate the tenant to the United States.

Answer: C

NEW QUESTION 39

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 41

- (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 45

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

Drift

Exploratory

Integration

Performance

User acceptance

Answer Area

Properly exchanges data between the Dynamics 365 apps:

Aligns with defined user workflows and business processes:

- 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 46

- (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 50

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