

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



NEW QUESTION 1

- (Topic 1)

Which framework should you use for the infrastructure migration?

- A. Microsoft Cloud Adoption Framework for Azure
- B. Success by Design
- C. Microsoft Power Platform Center of Excellence (CoE)
- D. Microsoft Power Platform Project Setup Wizard

Answer: A

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

- (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 5

- (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 6

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 7

- (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 8

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:

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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 9

- (Topic 2)

You need to design an application lifecycle management (ALM) process for a Microsoft Power Platform environment that contains a solution named Solution1. Solution1 must include a custom connector for Copilot in Microsoft Dynamics 365 Customer Service. Solution1 must meet the following requirements:

- Ensure that the custom connector can be deployed consistently across environments as part of the ALM process.
- Allow the custom connector to be edited only in the development environment. What should you include in the design?

- A. Share the custom connector.
- B. Add the custom connector to Solution1.
- C. Create the custom connector in the default solution.
- D. Add the custom connector to GitHub.

Answer: B

NEW QUESTION 10

- (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 10

- (Topic 2)

A company has a Microsoft Power Platform solution that contains the following components:

- Microsoft Dataverse tables
- A Microsoft Power BI workspace named WS1
- A canvas app named App1 that uses Dataverse
- A Power BI semantic model that connects to Dataverse by using DirectQuery You plan to use generative AI to provide answers to queries based on a subset of corporate data. You need to ensure that the data is available as a grounding data source for AI systems. What should you do?

- A. Export the semantic model.
- B. Share WS1.
- C. Populate a Dataverse table.
- D. Endorse the semantic model.

Answer: D

NEW QUESTION 13

- (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 14

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 19

- (Topic 2)

Which two components in the custom AI agent design should the CFO evaluate in the quarterly agent analysis? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. the GPT models used for the agent
- B. the average characters in a chat message
- C. the average session time per agent
- D. the agent orchestration method

Answer: CD

NEW QUESTION 21

- (Topic 2)

A company uses Microsoft Dynamics 365 to manage service operations. Dispatchers coordinate service requests, and technicians perform scheduled on-site work.

You need to design a solution that will use Microsoft Copilot to improve the efficiency of the service operations. The solution must meet the following requirements:

- Provide AI-driven assistance to help staff organize and resolve work orders.
- Deliver contextual AI support to frontline workers as they prepare for and complete customer appointments.

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. Copilot in Customer Service
- B. Copilot in Outlook
- C. Copilot in Field Service
- D. the Dynamics 365 Field Service mobile app
- E. Dynamics 365 Customer Service
- F. Copilot Service workspace

Answer: CD

NEW QUESTION 25

- (Topic 2)

A company has an AI solution built by using Microsoft Copilot Studio and Power Platform. The solution is used by the company's sales, marketing, and customer service teams.

You are performing a return on AI investment (ROAI) analysis to evaluate the impact of the solution.

You need to identify which measurable business drivers to include in the analysis.

Which two business drivers should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. the reduced average case resolution time
- B. market capitalization
- C. economic market predictability
- D. increased employee productivity
- E. brand awareness

Answer: AD

NEW QUESTION 27

- (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 29

DRAG DROP - (Topic 2)

Which Copilot Studio analytics metrics should you recommend to assist the executives with their specific responsibilities? To answer, drag the appropriate metrics to the correct executives. Each metric 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.

Answer Area

Metrics

Effectiveness

Satisfaction

Tool use

Use

Answer Area

CFO concerns about Copilot Studio credit usage:

CTO concerns about poor feedback on AI agent responses:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Metrics

Effectiveness

Satisfaction

Tool use

Use

Answer Area

CFO concerns about Copilot Studio credit usage: Effectiveness

CTO concerns about poor feedback on AI agent responses: Satisfaction

NEW QUESTION 30

DRAG DROP - (Topic 2)

A company has an ecommerce support portal that uses Microsoft Dataverse.

You are designing a Microsoft Copilot Studio agent for the portal. The agent must meet the following requirements:

- Respond with a default help message when the user input is unclear.
- Initiate external processes, such as retrieving the order status, when users make specific requests.

Generative orchestration will be enabled for the solution. You need to recommend a feature for each requirement.

What should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features

A tool (connector)

A skill

A trigger phrase

The Escalate topic

The Fallback topic

Answer Area

Respond with a default help message when the user input is unclear:

Initiate external processes when requested:

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Features

A tool (connector)

A skill

A trigger phrase

The Escalate topic

The Fallback topic

Answer Area

Respond with a default help message when the user input is unclear: The Fallback topic

Initiate external processes when requested: A tool (connector)

NEW QUESTION 31

- (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 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 38

- (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 41

HOTSPOT - (Topic 2)

A company has a Microsoft 365 E5 subscription and uses Microsoft Copilot Studio. The company has a Microsoft SharePoint Online library that contains 10,000 policy PDFs from various departments. The library contains a populated column named Department for each PDF. You need to design a Copilot Studio agent that will use the SharePoint library as a knowledge source. The solution must meet the following requirements:

- Enable the agent to answer user questions about company policies.
- Ensure that the agent can identify which departments and policies are connected. What should you include in the design for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Enable the agent to answer questions about company policies:

Build a custom model in Microsoft Foundry.

From Copilot Studio, add SharePoint as a Knowledge source.

Import the PDFs into Microsoft Dataverse.

Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:

Apply Microsoft Purview sensitivity labels.

Create a Microsoft Dataverse table for the departments.

From Copilot Studio, configure the SharePoint tool.

Upgrade to SharePoint Premium.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Enable the agent to answer questions about company policies:

Build a custom model in Microsoft Foundry.

From Copilot Studio, add SharePoint as a Knowledge source.

Import the PDFs into Microsoft Dataverse.

Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:

Apply Microsoft Purview sensitivity labels.

Create a Microsoft Dataverse table for the departments.

From Copilot Studio, configure the SharePoint tool.

Upgrade to SharePoint Premium.

NEW QUESTION 46

DRAG DROP - (Topic 2)

A company plans to implement an AI business solution for a consumer goods company. You need to create agents that meet the following requirements:

- Orchestrate the sales order fulfillment and shipping of goods to customers.
- Analyze historical data and trends to replenish stock.

Which type of agent should you use for each requirement? To answer, drag the appropriate agent types to the correct requirements. Each agent 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.

Agent types

Autonomous

Prompt-and-response

Task

Answer Area

Orchestrate the sales order fulfillment and shipping:

Analyze historical data and trends:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Agent types

Autonomous

Prompt-and-response

Task

Answer Area

Orchestrate the sales order fulfillment and shipping:

Autonomous

Analyze historical data and trends:

Task

NEW QUESTION 49
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