

Microsoft

Exam Questions AB-730

AI Business Professional



NEW QUESTION 1

You have a Microsoft 365 Copilot license.
You plan to run several prompts.

What should you use to ensure that Copilot generates the best response for each prompt? More than one answer choice may achieve the goal. To answer, select the Best options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Prompt 1: From /Feedback_Q1–Q3.xlsx, consolidate all the sheets, categorize the feedback by theme, compute the positive/negative sentiment by product line, and visualize the top five drivers.

The Analyst agent
 Chat
 The Researcher agent

Prompt 2: Using our SharePoint folder '/Go-To-Market/2025' and reputable web sources, produce a 1-page brief about AI trends that includes five key insights, citations, and callouts on gaps/risks.

The Analyst agent
 Chat
 The Research agent

Prompt 3: For a VP, prepare a polished executive email that distills the strategic priorities, critical decisions, and immediate next steps from the attached Strategic_Plan_2025.docx, ensuring that the tone aligns with senior leadership's communication standards.

The Analyst agent
 Chat
 The Researcher agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Prompt 1: From /Feedback_Q1–Q3.xlsx, consolidate all the sheets, categorize the feedback by theme, compute the positive/negative sentiment by product line, and visualize the top five drivers.

The Analyst agent
 Chat
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The Analyst agent
 Chat
 The Researcher agent

NEW QUESTION 2

You ask Microsoft 365 Copilot to create a report based on information from the web. You verify the response and discover that some information is fictional.

What is this an example of?

- A. deepfake
- B. fabrication
- C. overreliance
- D. prompt injection
- E. bias

Answer: B

Explanation:

This scenario is an example of fabrication, which is commonly referred to in generative AI contexts as a hallucination. Fabrication occurs when an AI system generates information that appears credible but is factually incorrect, invented, or unsupported by verifiable sources. According to Microsoft AI Business Professional guidance, large language models predict text based on patterns learned during training. They do not "know" facts in the human sense. As a result, when asked to generate reports using web-based information, the model may produce plausible-sounding but fictional details if sufficient grounding or reliable sources are not provided. Deepfake refers specifically to synthetic media such as manipulated images, audio, or video. Overreliance describes a human behavior risk where users trust AI outputs without verification. Prompt injection is a malicious technique designed to manipulate model behavior. Bias refers to systematic unfairness in outputs. In this case, the presence of fictional information in the generated report directly aligns with fabrication, making option B the correct answer.

NEW QUESTION 3

You use the Researcher agent in Microsoft 365 Copilot to generate a report. What can you use to verify whether the report was generated by using valid sources?

- A. citations
- B. instructions
- C. memory
- D. capabilities

Answer: A

Explanation:

The Researcher agent in Microsoft 365 Copilot is designed to gather and synthesize information from web and organizational sources. To support transparency and trust, Copilot provides citations alongside generated content when external or referenced material is used. Citations allow users to review the original sources that informed the generated report. This aligns with Microsoft's Responsible AI commitment to transparency and verifiability. By selecting or reviewing citations, users can confirm that the information originates from credible and relevant references rather than unsupported model-generated text. Instructions define how the agent behaves but do not validate source authenticity. Memory refers to conversational context retention and does not confirm source validity. Capabilities describe what the agent can do, not whether its output is grounded in legitimate sources. Therefore, to verify that a report generated by the Researcher agent uses valid sources, you should review the citations.

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
Microsoft 365 Copilot can surface data from Microsoft Teams chats.	<input type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot can schedule, draft, and send emails based on certain conditions.	<input type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot can summarize, draft, and answer questions about content from Microsoft Teams meetings.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Microsoft 365 Copilot can use Microsoft Graph-grounded data (based on the user's permissions) to help users work with Microsoft 365 content. This includes surfacing and summarizing information from Teams chats, so statement 1 is true. Copilot can also summarize and generate content related to Teams meetings (for example, meeting recap details, key discussion points, and follow-up actions when meeting artifacts such as transcript/notes are available), and it can answer questions and draft related content—so statement 3 is true. Statement 2 is false because, while Copilot can draft emails and help prepare messages, it does not independently schedule and send emails automatically based on conditions as a native Copilot function. Conditional sending is typically handled through workflow automation tools (for example, Power Automate) and still requires appropriate configuration, permissions, and governance. In enterprise environments, this separation helps reduce risk by ensuring that automated outbound communication remains controlled, auditable, and compliant.

NEW QUESTION 5

You run a prompt by using the Researcher agent in Microsoft 365 Copilot.

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

You can continue the conversation in Copilot in Word.

Yes

No

You can continue the conversation in Copilot for Teams.

You can continue the conversation in Copilot in Outlook.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

You can continue the conversation in Copilot in Word. Answer Yes

You can continue the conversation in Copilot for Teams. Answer Yes

You can continue the conversation in Copilot in Outlook. Answer Yes

Microsoft 365 Copilot provides cross-application continuity across supported Microsoft 365 apps. When using the Researcher agent, users can continue or extend their work within applications such as Word, Teams, and Outlook.

In Word, users can incorporate research results directly into drafted documents, enabling seamless transition from research to content creation. In Teams, Copilot supports contextual collaboration by allowing insights from research to inform meetings or chats. In Outlook, findings can be referenced to compose informed and data-driven communications.

This interoperability is enabled by Microsoft Graph integration, which allows Copilot to securely access and contextualize enterprise data across applications while respecting organizational permissions.

These capabilities demonstrate effective management of prompts and conversations by maintaining workflow continuity, enhancing productivity, and supporting enterprise-grade collaboration powered by generative AI.

NEW QUESTION 6

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 7

You use Microsoft 365 Copilot.

You discover that you had a conversation that used a knowledge source that contains confidential information.

You need to delete the conversation data without requiring administrative approval. You must retain your other conversations, if possible.

What should you use?

- A. the Microsoft 365 Copilot app

- B. the Microsoft 365 admin center
- C. the Microsoft Purview compliance portal
- D. the My Account portal in Microsoft 365 Copilot

Answer: D

Explanation:

Microsoft 365 Copilot follows Microsoft's enterprise data governance and privacy principles, which allow users to manage their own conversation history where appropriate. According to Microsoft AI Business Professional guidance, users can review and delete individual Copilot conversation histories directly from their personal account settings without requiring administrative intervention.

Option D is correct because the My Account portal in Microsoft 365 Copilot allows individual users to manage their activity history, including deleting specific conversations. This enables targeted removal of sensitive interactions while retaining other conversation data.

Option A is incorrect because the Copilot app itself does not provide full account-level activity management capabilities. Options B and C are administrative tools used for tenant-wide governance, compliance, retention policies, and eDiscovery. These portals typically require administrative privileges and are not intended for individual user self-service deletion of specific conversations.

Therefore, to delete a single confidential Copilot conversation without affecting other chats and without requiring administrator approval, the correct tool is the My Account portal in Microsoft 365 Copilot.

NEW QUESTION 8

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 9

You have several separate Microsoft 365 Copilot conversations.

You need to gather the conversations so that you can find them more easily, and the conversations can share the same reference material.

What is the best solution to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. a notebook
- B. an agent
- C. an app
- D. a page

Answer: A

Explanation:

A Copilot Notebook should be used.

While Copilot Pages are excellent for capturing, refining, and sharing specific pieces of content or a single, finalized document, Copilot Notebooks are specifically designed to be an AI-powered project workspace, allowing you to gather, anchor, and iterate on multiple, complex, long-term tasks.

Why Choose a Copilot Notebook

Gather Multiple Conversations: You can add multiple Copilot chat sessions, along with supporting documentation, into one notebook to keep related work organized.

Shared Reference Material: Notebooks allow you to add up to 100 references (Word documents, PDFs, Excel sheets, etc.) and ground your AI conversations in that specific data.

Contextual Continuity: Unlike standalone chat, a notebook retains the context of all the files and chat history you have added, allowing you to ask questions across your gathered materials.

Iterative Work: You can work on a project, leave, and come back to the same notebook to continue building, rather than creating new chats.

Reference:

<https://support.microsoft.com/en-us/topic/how-microsoft-365-copilot-notebooks-works-4071d73d-8bdd-478f-8968-8dc1d7c3d43e>

NEW QUESTION 10

You plan to use a notebook in Microsoft 365 Copilot. What is the purpose of a notebook?

- A. to create a transcript of a conversation that you can easily email to other users
- B. to provide a private location that can be used to organize reference materials across related conversations
- C. to generate a summary of all the interactions you had with Copilot during a specific conversation

Answer: B

Explanation:

In Microsoft 365 Copilot, a Notebook is a focused, AI-powered workspace designed to organize reference materials for specific projects or topics. It acts as a

curated container where you can bring together various resources--such as Word documents, PDFs, PowerPoint decks, meeting notes, and even previous Copilot chats--into one location.

Reference:

<https://support.microsoft.com/en-us/topic/how-microsoft-365-copilot-notebooks-works-4071d73d-8bdd-478f-8968-8dc1d7c3d43e>

NEW QUESTION 10

You have a Microsoft Excel workbook open that contains a table. The table contains sales data and the following columns:

- OrderDate
- OrderNumber
- Amount

You plan to use Microsoft Copilot in Excel to generate a monthly summary of the sales data in the table.

What should you include in the prompt to generate an effective summary? More than one answer choice may achieve the goal. Select the BEST answer.

- A. the desired format of the response
- B. a specific cell range from the worksheet
- C. the file name of the workbook
- D. the clear goal of the summary
- E. a formula to calculate monthly totals

Answer: AD

Explanation:

To generate an effective monthly sales summary using Microsoft Copilot in Excel, your prompt must include a clear goal that specifies exactly what you want to achieve.

Why the Goal Matters

A clear goal is the most critical part of a prompt. Without it, Copilot may provide generic insights that don't align with your business needs.

Elements of an Effective Prompt

While a goal is the only required element, adding these components can significantly improve results:

Goal: What you specifically want Copilot to do (e.g., "Summarize monthly sales").

Context: Why you need it or who the audience is (e.g., "for a leadership briefing").

Expectations: How you want the output to look (e.g., "in a bulleted list" or "as a PivotTable").

Source: Which specific data to use (e.g., "from the 'SalesTable'").

Example of an Effective Prompt

Instead of saying "Summarize this data," use a structured prompt like this:

"Summarize the monthly revenue from the 'SalesTable' [Goal/Source]. Identify the top-performing product category and any significant sales trends [Context].

Present the findings in a concise bulleted list for my manager [Expectations]."

Reference:

<https://stringfestanalytics.com/how-to-write-effective-prompts-for-copilot-in-excel/>

NEW QUESTION 12

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 17

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

You can chat with the Analyst agent from within an existing Microsoft 365 Copilot conversation.

Yes

No

You can chat with the Researcher agent from within an existing Microsoft 365 Copilot conversation.

You can chat with multiple agents concurrently within an existing Microsoft 365 Copilot conversation.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements

You can chat with the Analyst agent from within an existing Microsoft 365 Copilot conversation.

Yes

No

You can chat with the Researcher agent from within an existing Microsoft 365 Copilot conversation.

You can chat with multiple agents concurrently within an existing Microsoft 365 Copilot conversation.

NEW QUESTION 18

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

You can review the Microsoft 365 Copilot activity history from the My Account portal.

Yes

No

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

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.

Yes	No
<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 22

You are using Microsoft 365 Copilot to plan a trip and have asked Copilot to remember several details about the trip. You cancel the trip plans. You need to ensure that Copilot forgets the details. What should you do?

- A. From the My Account portal, delete the Copilot activity history.
- B. From Copilot delete custom instructions.
- C. From Copilot delete memories.
- D. From Copilot delete all the conversation about the trip.

Answer: C

Explanation:

Microsoft 365 Copilot includes a memory capability that allows it to retain user-provided preferences or details across interactions when explicitly instructed to remember them. These stored details are referred to as memories and are separate from standard conversation history. If you previously asked Copilot to remember specific trip-related details, those details are stored as structured memory items. Simply deleting the conversation does not necessarily remove stored memory entries. Likewise, deleting activity history through the My Account portal removes conversation records but does not directly manage structured Copilot memories. Custom instructions define persistent behavioral preferences and are unrelated to trip-specific stored data. To ensure Copilot no longer retains those trip details, you must delete the stored memories directly within Copilot. Microsoft documentation explains that users can view and manage saved memories and remove them individually to control what Copilot retains. Therefore, the correct action to ensure Copilot forgets the trip details is to delete the memories.

NEW QUESTION 24

You join an internal Microsoft Teams meeting late and want to catch up on what you missed. The meeting is being recorded. You need to summarize the portion of the meeting that you missed as soon as possible. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. From the Teams app, ask Copilot in Teams to summarize what you missed so far.
- B. From the meeting, read the transcript.
- C. From the Microsoft 365 Copilot app, ask Copilot to tell you what you missed.
- D. From the Teams app, view the intelligent recap.

Answer: A

Explanation:

Microsoft 365 Copilot in Teams is designed to provide real-time meeting assistance, including summarizing discussions, identifying key decisions, and highlighting action items. When joining a meeting late, the most efficient and immediate method to catch up is to directly prompt Copilot within the Teams meeting experience. Option A is the best answer because Copilot in Teams can summarize what has occurred so far during the live meeting. It leverages the meeting transcript, speaker attribution, and contextual signals to generate a concise, structured summary in real time. This minimizes delay and provides actionable insights instantly. Reading the transcript (Option B) would require manual review and is not the fastest method. Intelligent recap (Option D) is typically available after the meeting concludes and processes recording data. Asking Copilot from the separate Microsoft 365 Copilot app (Option C) may not provide immediate, in-meeting contextual awareness. Therefore, the fastest and most effective approach is to ask Copilot in Teams to summarize what you missed.

NEW QUESTION 25

You are a medical researcher. You need to ensure that Microsoft 365 Copilot responds to you in a professional manner that is appropriate to your field. What is the best approach to achieve the goal?

- A. In the conversation, attach an example to your prompts.
- B. From Settings, configure Custom instructions.
- C. In the conversation, create a sample prompt and save it to the Copilot Prompt Gallery.
- D. From Settings, configure Copilot Memory.

Answer: B

Explanation:

Custom instructions allow users to define persistent preferences for tone, style, and response behavior across conversations. Microsoft documentation explains

that Custom instructions help tailor Copilot responses to professional roles, communication styles, and domain expectations. For a medical researcher requiring consistently professional, field-appropriate responses, configuring Custom instructions in Settings ensures that Copilot maintains the desired tone and terminology in future interactions. Attaching examples influences only a single conversation. Saving prompts to the Prompt Gallery aids reuse but does not enforce tone globally. Copilot Memory stores factual preferences but is not intended for style configuration. Therefore, the best and most comprehensive approach is to configure Custom instructions in Settings.

NEW QUESTION 27

You create a Microsoft 365 Copilot notebook and add a file named Process.docx from a local folder. Yesterday, you updated Process.docx in the local folder. What will occur when you chat in the notebook?

- A. The chat will reference both versions of Process.docx.
- B. The chat will reference the most recent version of Process.docx.
- C. The chat will reference only the original version of Process.docx.

A.

Answer: C

Explanation:

Microsoft 365 Copilot notebooks use the version of a file that was uploaded or attached at the time it was added to the notebook. When a document such as Process.docx is added from a local folder, Copilot references that uploaded snapshot of the file. If the file is later modified locally, the notebook does not automatically sync or refresh with the updated local version unless the updated file is re-uploaded.

Microsoft guidance on grounding and file references explains that Copilot works with the specific content stored in Microsoft 365 or the attached artifact within the notebook session. Since the updated version remains in the local folder and was not reattached, Copilot continues to use the originally added version.

Therefore, during subsequent chats in the notebook, Copilot references only the original uploaded version of Process.docx.

NEW QUESTION 28

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 31

You use Microsoft 365 Copilot to create a proposal in Microsoft Word based on a document in a Microsoft SharePoint library. You need to ensure that the information cited in the proposal is accurate. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. Manually verify the citations in the generated content.
- B. Use Copilot in Word to verify the citations.
- C. Create an agent that contains your organization's editorial standards and use the agent to verify the citations.
- D. Create a notebook that contains all the reference material and use the notebook to verify the citations.

Answer: A

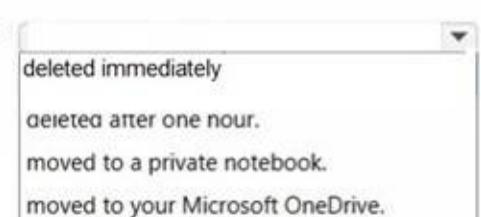
NEW QUESTION 32

HOTSPOT

Select the answer that correctly completes the sentence.

Answer Area

If you start a temporary chat in Microsoft 365 Copilot, and then start a new chat, all the prompts and responses from the temporary chat will be



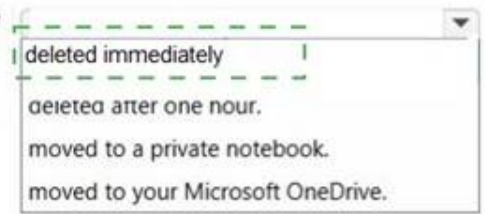
- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

If you start a temporary chat in Microsoft 365 Copilot, and then start a new chat, all the prompts and responses from the temporary chat will be



NEW QUESTION 37

You have an open Microsoft 365 Copilot conversation.
You need to chat with an agent named Agent1 during the conversation. What should you enter to call Agent1?

- A. [Agent1]
- B. #Agent1
- C. /Agent1
- D. @Agent1

Answer: D

NEW QUESTION 40

HOTSPOT

Select the answer that correctly completes the sentence.

Answer Area

From Microsoft 365 Copilot, you can use



to help users begin conversations with an agent and guide the users to use the agent more effectively.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

From Microsoft 365 Copilot, you can use



to help users begin conversations with an agent and guide the users to use the agent more effectively.

NEW QUESTION 43

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