

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)

<https://www.2passeasy.com/dumps/AB-100/>



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)

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 3

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 4

HOTSPOT - (Topic 2)

You are designing an AI strategy for Microsoft Dynamics 365 finance and operations apps. You are evaluating the use of Microsoft Copilot Studio to provide in-app help and guidance based on generative AI general knowledge.

You need to recommend which knowledge sources to include in the generative help and guidance agent. The solution must minimize the risk of generating inaccurate responses.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Custom knowledge sources:

- Must be uploaded to the agent
- Must be excluded from the agent
- Are not supported

AI general knowledge:

- Must be enabled for the agent
- Must be disabled for the agent
- Is not supported

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Custom knowledge sources:

- Must be uploaded to the agent
- Must be excluded from the agent
- Are not supported

AI general knowledge:

- Must be enabled for the agent
- Must be disabled for the agent
- Is not supported

NEW QUESTION 5

A company deploys a Microsoft Copilot Studio agent that integrates with a Microsoft Power Automate desktop flow.

You need to recommend a testing solution that meets the following requirements: Test cases must validate the most recent changes to the agent before the agent is released.

The flow must be validated as part of the agent's orchestration.

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.

Validate the most recent changes to the agent before release:

- Publish the agent to a channel and test the agent on live users.
- Run tests against the latest unpublished version of the agent.
- Run tests against the production version of the agent.

Validate the flow as part of the agent's orchestration:

- Add the flow to the agent as a tool.
- Add the flow to a canvas app.
- Use the Power Automate for desktop console.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Validate the most recent changes to the agent before release:

- Publish the agent to a channel and test the agent on live users.
- Run tests against the latest unpublished version of the agent.
- Run tests against the production version of the agent.

Validate the flow as part of the agent's orchestration:

- Add the flow to the agent as a tool.
- Add the flow to a canvas app.
- Use the Power Automate for desktop console.

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

DRAG DROP - (Topic 2)

A company has a Microsoft Foundry project that uses a single agent and a single prompt to complete a series of tasks.

The agent encounters the following issues: It frequently produces incomplete results.

It struggles with domain-specific reasoning. Agent response times are remarkably slow.

You need to recommend a solution to improve the overall performance and accuracy of the agent.

What should you include in the recommendation? To answer, drag the appropriate actions to the correct requirements. Each action may be used once, more than once, or not at all.

Actions

- Add a grounding data source.
- Add a prebuilt connector.
- Move to a multi-agent architecture.
- Upgrade to a larger generative AI model.

Answer Area

- Action**
- To improve performance:
- To improve accuracy:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

- Add a grounding data source.
- Add a prebuilt connector.
- Move to a multi-agent architecture.
- Upgrade to a larger generative AI model.

Answer Area

- Action**
- To improve performance: Move to a multi-agent architecture.
- To improve accuracy: Add a grounding data source.

NEW QUESTION 8

- (Topic 2)

A company has an Azure environment that supports multiple business units.

The company plans to implement an AI solution that will perform sentiment analysis on customer product reviews. You need to evaluate the potential cost of the solution to support return on AI investment (ROAI) analysis. What should you use?

- A. Total Cost of Ownership (TCO) Calculator
- B. Azure Reservations
- C. Azure pricing calculator

D. Azure Monitor

Answer: C

NEW QUESTION 9

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 10

- (Topic 2)

A company has Microsoft 365 Copilot agents.

You need to design a security solution for the agents. The solution must meet the following requirements:

Identify and mitigate potential risks that relate to AI use.

Protect AI apps and the sensitive data processed or generated by the agents.

Support responsible AI governance by retaining and logging interactions, detecting policy violations, and investigating incidents.

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. Microsoft Purview
- B. Azure AI Content Safety
- C. role-based access control (RBAC) in Microsoft Foundry
- D. Microsoft Defender

Answer: AD

NEW QUESTION 10

- (Topic 2)

What should you recommend to assist the CTO with the prebuilt agent selection process?

- A. Agent management
- B. Immersive Home
- C. Lifecycle Services (LCS)
- D. Copilot Studio

Answer: A

NEW QUESTION 11

- (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 15

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 19

- (Topic 2)

A company uses a fine-tuned Microsoft Foundry model that requires frequent updates as new customer feedback becomes available. You need to design an application lifecycle management (ALM) process that meets the following requirements:
 ? Data changes must be tracked and versioned.
 ? The model must be retrained consistently by using approved training data.
 Which two actions should you include in the design? NOTE: Each correct selection is worth one point.

- A. Associate the storage location to the fine-tuning job.
- B. Create a content filter.
- C. Store the training data in Azure Files.
- D. Upload the training data to Microsoft Foundry data files.
- E. Store the training data in Azure Blob Storage that has version control enabled.

Answer: DE

NEW QUESTION 23

- (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 28

- (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 33

- (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 35

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

| | Option |
|--|----------------------|
| Supports interactive speech responses: | <input type="text"/> |
| Optimizes decision-making and response accuracy: | <input type="text"/> |

- 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

| | Option |
|--|-------------------------------|
| Supports interactive speech responses: | Copilot Studio voice features |
| Optimizes decision-making and response accuracy: | A deep reasoning model |

NEW QUESTION 39

- (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 44

- (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 45

- (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 48

- (Topic 2)

A company uses Microsoft Dynamics 365 Finance to manage accounts payable. You are designing an AI invoice processing solution.

You need to recommend the prerequisites to configure a prebuilt copilot for accounts payable.

What should you recommend?

- A. From Microsoft Copilot Studio, create an accounts payable agent.
- B. Extend Microsoft 365 Copilot for Sales to an accounts payable agent.
- C. Build an AI tool in Microsoft Foundry.
- D. From the Power Platform admin center, assign the Finance and Operations AI security role to users.

Answer: D

NEW QUESTION 53

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 54

- (Topic 2)

You are designing a low-code AI business solution by using Microsoft Copilot Studio.

The solution must include an agent that automates tasks by simulating user interactions across third-party apps and websites, such as clicking buttons, entering text, and extracting information from screens.

You need to recommend what to include in the agent. What should you recommend?

- A. a natural language understanding + (NLU+) model in Copilot Studio
- B. Copilot skills
- C. Computer Use in Copilot Studio
- D. Model Context Protocol (MCP)

Answer: C

NEW QUESTION 55

HOTSPOT - (Topic 2)

A company has a Microsoft Power Platform environment.

You need to build two agents named Agent1 and Agent2. The solution must meet the following requirements:

- Agent1 must be extendable by using the Semantic Kernel and must connect to multiple business apps and APIs.
- Agent2 must connect directly to data stored in Microsoft Dataverse and must be embeddable in a Microsoft Power Apps canvas app.

What should you use to build each agent? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Agent1:
Microsoft foundary
Azure Logic Apps
Copilot in Power Apps
Microsoft Copilot Studio

Agent2:
Microsoft Foundry
Azure Logic Apps
Copilot in Power Apps
Microsoft Copilot Studio

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Agent1:
Microsoft foundary
Azure Logic Apps
Copilot in Power Apps
Microsoft Copilot Studio

Agent2:
Microsoft Foundry
Azure Logic Apps
Copilot in Power Apps
Microsoft Copilot Studio

NEW QUESTION 58

- (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 63

- (Topic 2)

A company has an AI agent that automates the review of customer feedback stored in a cloud database. You plan to generate monthly reports from the agent's output to provide insights into customer sentiment and guide product development and marketing. You need to ensure that the data ingested by the agent is clean and suitable for the intended use. What should you do to prepare the data?

- A. Ensure that the size of the database does not exceed 100 GB.
- B. Translate the data into a single language.
- C. Identify and address biased data.
- D. Sort the database by customer last name.

Answer: C

NEW QUESTION 68

- (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 72

HOTSPOT - (Topic 2)

A company uses Microsoft Dynamics 365 Supply Chain Management. You are designing an AI supply chain process that meets the following requirements: Provides managers with AI-driven insights that surface key information from customer orders
 Helps planners use AI to anticipate future product needs more accurately
 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.

Provide AI-driven insights from customer orders:

▼

- AI Summaries with Copilot
- Generative insights for Demand planning
- The Customer credit and collections workspace
- Workload insights with Copilot

Anticipate future product needs:

▼

- Generative insights for Demand planning
- Microsoft Power BI
- Product information management
- The Supplier Communications Agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Provide AI-driven insights from customer orders:

- AI Summaries with Copilot
- Generative insights for Demand planning
- The Customer credit and collections workspace
- Workload insights with Copilot

Anticipate future product needs:

- Generative insights for Demand planning
- Microsoft Power BI
- Product information management
- The Supplier Communications Agent

NEW QUESTION 73

- (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 75

- (Topic 2)

A company has two Microsoft Power Platform environments named Devi and Prodi. A Microsoft Copilot Studio agent named Agent1 is built into a solution in the Devi environment.

You plan to deploy Agent1 to Prodi.

You need to make Agent1 available to the users in Prodi. The solution must minimize administrative effort.

What should you do?

- A. Export the solution as a managed solution and import the solution into Prodi.
- B. Export the solution as an unmanaged solution and import the solution into Prodi.
- C. Create a new Copilot Studio agent in Prodi by replicating the configuration of Agent1.
- D. Share Agent1 with the users in Prodi.

Answer: A

NEW QUESTION 76

- (Topic 2)

A company extends Copilot in Microsoft Dynamics 365 Customer Service.

You need to recommend an automated application lifecycle management (ALM) process so that the Copilot components can be safely developed, tested, and promoted to production.

Which two actions should you include in the ALM process? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Use an unmanaged solution in production.
- B. Rebuild the agents in each environment.
- C. Use Microsoft Power Platform pipelines.
- D. Include the components in a solution.
- E. Store the agent transcripts in source control.

Answer: CD

NEW QUESTION 81

- (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 82

- (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 85

HOTSPOT - (Topic 2)

A company uses Azure OpenAI models that use grounding data from Microsoft Fabric for agents. The models are fine-tuned by using proprietary datasets.

You need to design a governance solution that meets the following requirements: Restricts access to the grounding data to only assigned roles

Restricts model fine-tuning to only the AI engineering team

What should you include in the design? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Restricts access to the grounding data:

- Azure AI Content Safety
- Azure Monitor alerts
- Azure Policy compliance rules
- Microsoft Purview access policies

Restricts model fine-tuning:

- Azure Policy compliance rules
- Azure Resource Manager (ARM) resource locks
- Microsoft Entra Conditional Access
- Role-based access control (RBAC) in Microsoft Foundry

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Restricts access to the grounding data:

- Azure AI Content Safety
- Azure Monitor alerts
- Azure Policy compliance rules
- Microsoft Purview access policies

Restricts model fine-tuning:

- Azure Policy compliance rules
- Azure Resource Manager (ARM) resource locks
- Microsoft Entra Conditional Access
- Role-based access control (RBAC) in Microsoft Foundry

NEW QUESTION 87

- (Topic 2)

A company has an AI business solution that uses Microsoft Copilot Studio agents. You need to recommend prompt best practices to improve the effectiveness of agent interactions. Which two actions should you include in the recommendation? Each correct answer presents part of the solution. NOTE: Each correct selection

is worth one point.

- A. Measure system resource usage during prompt processing.
- B. Analyze the prompt length distribution.
- C. Use clear and specific instructions in the prompts.
- D. Regularly test and refine the prompts based on user input.
- E. Track the duration of the average user session.

Answer: CD

NEW QUESTION 91

- (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 92

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 |
|--|---|
| <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">☰ Drift</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">☰ Exploratory</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">☰ Integration</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">☰ Performance</div> <div style="border: 1px solid gray; padding: 5px;">☰ User acceptance</div> | <p>Properly exchanges data between the Dynamics 365 apps: <input type="text"/></p> <p>Aligns with defined user workflows and business processes: <input type="text"/></p> |

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

| Testing types | Answer Area |
|--|---|
| <div style="border: 1px dashed green; padding: 5px; margin-bottom: 5px;">☰ Drift</div> <div style="border: 1px dashed green; padding: 5px; margin-bottom: 5px;">☰ Exploratory</div> <div style="border: 1px dashed green; padding: 5px; margin-bottom: 5px;">☰ Integration</div> <div style="border: 1px dashed green; padding: 5px; margin-bottom: 5px;">☰ Performance</div> <div style="border: 1px dashed green; padding: 5px;">☰ User acceptance</div> | <p>Properly exchanges data between the Dynamics 365 app: ☰ Integration</p> <p>Aligns with defined user workflows and business processe: ☰ User acceptance</p> |

NEW QUESTION 97

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