



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

- (Topic 2)

A company uses a Microsoft Copilot Studio agent to automate tasks in a web app.

During testing, you discover that the automation sometimes fails because of frequent changes to the app's user interface. You need to recommend a solution to ensure that the agent successfully automates the tasks. The solution must minimize changes to the agent. What should you include in the recommendation?

- A. conversation topics in Copilot Studio
- B. an agent flow in Copilot Studio
- C. Computer Use in Copilot Studio
- D. custom models in Azure AI Studio

Answer: C

NEW QUESTION 3

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 4

- (Topic 2)

A company has a Microsoft Dynamics 365 Sales environment that has Microsoft Copilot enabled.

You need to customize Copilot by tailoring how opportunity summaries are generated or how they are presented to users.

Solution: You add the opportunity summary widget to the Opportunity form. Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 5

- (Topic 2)

A company has Microsoft Foundry agents that generate responses by using Azure OpenAI resources. The agents are deployed to both the United States and Europe.

A company mandate states that the agents and their grounding data must adhere to data residency and movement regulations.

You need to recommend a governance solution for the agents. What should you include in the recommendation?

- A. Microsoft Defender for Cloud
- B. Azure Policy
- C. Azure Monitor
- D. Microsoft Purview

Answer: B

NEW QUESTION 6

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:	<input type="text"/>
To improve accuracy:	<input type="text"/>

- 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 7

- (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 8

- (Topic 2)

A company has a Microsoft Foundry agent that summarizes customer feedback and recommends products to customers. The agent references data from multiple knowledge sources.

Users report that the agent response time is slow.

Telemetry data shows that the agent frequently reaches its token usage limit

You need to recommend a solution to reduce token usage without degrading the quality of the generated responses.

What should you recommend?

- A. Chunk documents during indexing.
- B. Lower the maximum token usage limit for the responses.
- C. Reduce the number of knowledge sources used by the agent.
- D. Reconfigure the prompts to limit the amount of retrieved content from the knowledge sources.

Answer: D

NEW QUESTION 9

- (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 10

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 13

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

The number of unanswered questions:

Insight

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

The number of unanswered questions:

Insight

The number of abandoned sessions:

NEW QUESTION 16

- (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 21

- (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 26

HOTSPOT - (Topic 2)

What should you include in the custom AI agent design to meet the R&D product specifications and the compliance information requirements? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

To expose the data to the agent, create:

- an Azure AI Bot Service channel
- a custom connector
- a custom OData entity
- the Semantic Kernel

Add to the agent:

- an event trigger
- the MCP server
- a REST API
- a tool

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

To expose the data to the agent, create:

- an Azure AI Bot Service channel
- a custom connector
- a custom OData entity
- the Semantic Kernel

Add to the agent:

- an event trigger
- the MCP server
- a REST API
- a tool

NEW QUESTION 27

- (Topic 2)

A company has Microsoft Copilot Studio agents.

The company plans to deploy custom connectors across development, test, and production environments.

You need to design an application lifecycle management (ALM) process to ensure consistency and prevent direct editing in production. Which two actions should you include in the design? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Include agents and connectors in a solution.
- B. Move the agents between the environments by using data export and import.
- C. Manually rebuild the agents in each environment.
- D. Deploy managed solutions to production.
- E. Deploy unmanaged solutions to production.

Answer: AD

NEW QUESTION 30

- (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 34

- (Topic 2)

A company has a Microsoft Dynamics 365 Sales environment that has Microsoft Copilot enabled.

You need to customize Copilot by tailoring how opportunity summaries are generated or how they are presented to users.

Solution: You configure AI Builder lead scoring models to influence opportunity summaries. Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 38

- (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 42

- (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 46

- (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 50

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 52

- (Topic 2)

You need to design a Microsoft 365 Copilot solution to optimize employee productivity. The solution must meet the following requirements:

Ensure that the employees can query content stored in a subset of Microsoft SharePoint Online sites and in Teams by using natural language-based prompt actions.

Ensure that employees receive contextually relevant responses in Microsoft 365 Copilot. What should you include in the design?

- A. Build a Microsoft Power Automate desktop flow to read the SharePoint content and post the responses to Teams.
- B. Modify SharePoint settings.
- C. Create a custom REST API that crawls the SharePoint content.
- D. Configure Microsoft Graph access.

Answer: D

NEW QUESTION 53

- (Topic 2)

A company has a Microsoft Copilot Studio agent that provides answers based on a knowledge base for customer support.

Users report that, occasionally, the agent provides inaccurate answers.

You need to use metrics from the Analytics tab in Copilot Studio to identify the cause of the inaccuracies.

Which two options should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. survey results
- B. session information and session outcomes
- C. topic usage and topics with low resolution
- D. engagement, resolution, and escalation rates
- E. quality of generated answers

Answer: BE

NEW QUESTION 56

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 59

- (Topic 2)

A company has a portfolio of AI initiatives at different stages of development.

You need to recommend a structured approach to evaluating the return on AI investment (ROAI) across all the initiatives. The solution must balance immediate results with long-term values and strategic innovations.

What should you include in the recommendation?

- A. a simple cost and benefit analysis
- B. a horizon-based framework
- C. the internal rate of return (IRR) function
- D. a prioritization grid

Answer: B

NEW QUESTION 60

- (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 64

- (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 67

- (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 72

- (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 73

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