

Microsoft

Exam Questions AB-730

AI Business Professional



NEW QUESTION 1

You plan to summarize a proposal for a partnership between your company and another company. You need to use Microsoft 365 Copilot to summarize the information in the proposal as a bulleted list of three to five key points for a project kickoff meeting. Each bullet point must be concise and simply worded. Which two details should you include in the prompt?

- A. profiles of both companies generated by using the Researcher agent
- B. concise instructions for what to do with the proposal
- C. a list of contact details for key stakeholders of the partnership
- D. a specific knowledge source to ground the response

Answer: BD

Explanation:

Effective prompting in Microsoft 365 Copilot requires two critical components: clear instructions and grounding in authoritative content. Microsoft guidance emphasizes that prompts should explicitly state the desired output format, tone, length, and purpose. In this case, specifying ??a bulleted list of three to five concise, simply worded key points?? represents concise instructions, making option B essential. Additionally, grounding the response in a specific knowledge source—such as attaching or referencing the proposal document—ensures factual accuracy and reduces hallucination. Option D ensures Copilot uses the actual proposal content rather than relying on generalized model knowledge. Profiles and stakeholder contact details are unrelated to summarization requirements. Therefore, the correct selections are B and D.

NEW QUESTION 2

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 uses contextual information from your organization to suggest prompts.	☐	☐
Microsoft 365 Copilot can use contextual information from your organization to train the large language model. (LLM).	☐	☐
Microsoft 365 Copilot uses contextual information from your organization to augment a prompt, before sending the prompt to the large language model (LLM).	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Microsoft 365 Copilot is designed to be helpful by using work context—for example, the files you have access to, recent activity, meetings, emails, and SharePoint/OneDrive content—to suggest relevant prompts and help you start tasks faster. It also uses this context to augment your prompt before it is sent to the LLM. This is the grounding approach (often described as retrieval-augmented generation): Copilot retrieves relevant organizational content you??re permitted to access and adds it as supporting context so responses are accurate and business-relevant. However, Microsoft 365 Copilot does not use your organization??s contextual data to train the underlying foundation model. That separation is critical for enterprise privacy and compliance: your prompts, responses, and tenant data are used to generate the answer for your session and permissions, but are not used to improve or retrain the base LLM. This approach supports responsible AI, protects confidential business information, and ensures outputs respect access controls.

NEW QUESTION 3

You are creating a prompt in Microsoft 365 Copilot to get information about a proposal. You need to ensure that the response is grounded in the proposal's information. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. Instruct Copilot to rely on its training data to infer proposal details.
- B. Add a specific goal that you want Copilot to accomplish.
- C. Reference the proposal content in the prompt.
- D. Add context about the intended audience.

Answer: C

Explanation:

According to Microsoft AI Business Professional guidance for Microsoft 365 Copilot, grounding a response means ensuring the AI generates output based on specific, authoritative content rather than relying on generalized training data. When working with enterprise documents such as proposals, grounding is achieved by explicitly referencing the source material within the prompt. Option C is correct because referencing the proposal content directs Copilot to use that specific document as the primary context for generating the response. Microsoft documentation emphasizes that effective prompts should include clear context and explicit references to relevant files, meetings, emails, or documents stored in Microsoft 365. This reduces hallucinations and ensures factual alignment with organizational data. Option A is incorrect because relying on training data increases the risk of inaccurate or fabricated information. Options B and D improve prompt clarity but do not guarantee grounding in the proposal itself. Therefore, explicitly referencing the proposal content is the most reliable and best practice method for ensuring grounded, accurate responses in Microsoft 365

Copilot.

NEW QUESTION 4

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 5

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
You can add a Microsoft Teams chat as a knowledge source to a Microsoft 365 Copilot agent.	☐	☐
You can add a Microsoft 365 Copilot conversation as a knowledge source to a Copilot agent.	☐	☐
You can use an image file, such as a JPG file, as a knowledge source for a Microsoft 365 Copilot agent.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Statements:
You can add a Microsoft Teams chat as a knowledge source to a Microsoft 365 Copilot agent. Answer: Yes
You can add a Microsoft 365 Copilot conversation as a knowledge source to a Copilot agent. Answer: No
You can use an image file, such as a JPG file, as a knowledge source for a Microsoft 365 Copilot agent. Answer: NO
Microsoft 365 Copilot Agent Builder supports grounding agents in approved knowledge sources so responses are accurate and permission-trimmed. Teams chats can be used as a knowledge source: Microsoft Learn confirms you can ground an agent in Teams data, including chat messages (and optionally scope to specific chats), enabling the agent to reference collaboration context when answering questions. A Copilot conversation itself is not a supported "knowledge source" option; knowledge sources are configured from items like SharePoint content, Teams, email, websites, uploaded files, and connectors—not prior chat transcripts. Finally, JPG images are not supported as knowledge-source file types. Microsoft's supported file types for agent knowledge include documents like .doc/.docx, .pdf, .ppt/.pptx, .txt, and Excel formats (.xls/.xlsx), but not image formats. Therefore, you cannot use a JPG as a knowledge source for a Copilot agent.

NEW QUESTION 6

You have several pages in Microsoft 365 Copilot related to the research you are doing for a new product.
You need to simplify your ability to have many different Copilot conversations about the pages.
What should you do first?

- A. Create a stor
- B. Add the pages to a noteboo
- C. Add the pages to a conversatio
- D. Download the pages locally.

Answer: B

Explanation:

While Microsoft 365 Copilot does not have a single "merge" button for multiple chat histories, you can effectively consolidate different conversations into a single entity using these primary methods:
* 1. Use Copilot Pages for Dynamic Consolidation
Copilot Pages is the most robust way to build a single "source of truth" from multiple chats.

Add Responses: Below any Copilot response, click the pencil icon to create a new page or the drop-down arrow to add the response to an existing page.
Iterative Building: You can continue different chats and keep sending relevant outputs to the same page, effectively merging various threads into one organized document.
*-> 2. Leverage Copilot Notebooks
For projects requiring high-volume consolidation, Copilot Notebooks allow you to aggregate diverse sources.
Aggregate Sources: You can pull in OneDrive files, SharePoint documents, and even specific chat snippets.
Consolidated Output: Use a prompt like "Create an executive summary based on all references in this notebook" to generate one unified entity.
Reference:
https://techcommunity.microsoft.com/blog/microsoft_365blog/introducing-copilot-notebooks-a-whole-new-way-to-work-with-ai-in-onenote/4428626

NEW QUESTION 7

You are a merchandiser who is planning for the upcoming season. You prompt Microsoft 365 Copilot to suggest which products to stock based on historical sales data. Without reviewing the suggestions or checking current market trends, you place a large order based solely on the output of Copilot. What is this an example of?

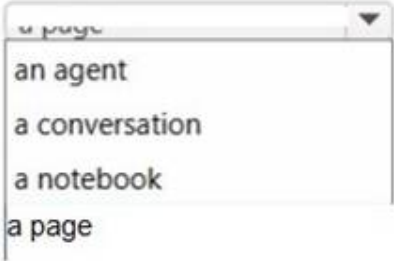
A. verification
B. overreliance
C. fabrication
D. prompt injection

Answer: B

NEW QUESTION 8

HOTSPOT - Select the answer that correctly completes the sentence.

Answer Area

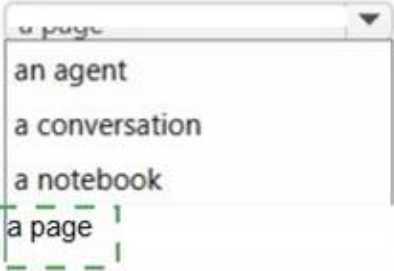
You generate a report by using the Researcher agent in Microsoft 365 Copilot. You can use  to save and edit the response.

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

You generate a report by using the Researcher agent in Microsoft 365 Copilot. You can use  to save and edit the response.

NEW QUESTION 9

You are using Microsoft 365 Copilot to enhance your productivity in Microsoft Word. Which two tasks can you achieve by using Copilot in Word?

- A. Insert a table of contents based on the headings in your document.
B. Insert a custom watermark that has specific text and formatting.
C. Generate a summary of the key points in your document.
D. Customize the page margins to match your company's document standards.

Answer: AC

Explanation:

Copilot in Word assists with content generation, summarization, rewriting, and structural organization. It can analyze document headings and insert a table of contents based on structured heading styles, supporting document navigation. It can also generate summaries of key points, which aligns directly with generative AI text analysis capabilities.
Custom watermark formatting and precise page margin configuration are traditional Word formatting functions and are not core generative AI capabilities of Copilot.
Therefore, the correct answers are A and C.
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NEW QUESTION 10

You are discussing Microsoft 365 Copilot with a colleague. The colleague asks which data Copilot uses to answer questions when using the Work scope.

What should you tell your colleague?

- A. Copilot provides responses based only on the general knowledge that Copilot was trained on.
- B. Copilot provides responses based on all the data in your organization's Microsoft 365 environment and the general knowledge that Copilot was trained on.
- C. Copilot provides responses based only on data that the user can access and the general knowledge that Copilot was trained on.
- D. Copilot provides responses based only on data that the user can access.

A.

Answer: C

Explanation:

Microsoft 365 Copilot operates within two primary knowledge boundaries: its foundational large language model training data and the organizational data available within the Microsoft 365 tenant. However, Copilot strictly enforces Microsoft's security and compliance model, meaning it only retrieves and uses data that the signed-in user is authorized to access.

When using the Work scope, Copilot combines the general knowledge it was trained on with organizational data such as documents, emails, chats, calendars, and files stored in Microsoft 365. Importantly, Copilot respects role-based access control and existing permissions. It does not surface information from content the user does not have access to.

Option A is incomplete because Work scope includes organizational data. Option B is incorrect because Copilot does not access all tenant data indiscriminately; it is permission-scoped. Option D is incomplete because Copilot also leverages its general training knowledge.

Therefore, the correct explanation is that Copilot provides responses based only on data the user can access, combined with its general training knowledge.

NEW QUESTION 10

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 13

You run a saved prompt and receive the following response:

"You asked for a summary of File.docx. However, the file appears to be either empty, corrupted, or in a format that I cannot process."

What is a possible cause of the response?

- A. You did NOT schedule the prompt to run.
- B. You ran the prompt from a web app instead of a desktop app.
- C. You used the wrong agent to run the prompt.
- D. You do NOT have access to the file.

Answer: D

NEW QUESTION 15

You attend many Microsoft Teams meetings.

You want to ensure that you can catch up on key points and next steps after each meeting. Which Microsoft 365 Copilot feature should you use after the meetings?

- A. Recap
- B. Meeting Whiteboard
- C. Meeting info
- D. Thread summaries

Answer: A

NEW QUESTION 18

You are a marketing assistant preparing for a budget meeting with your manager.

You need to evaluate key spending and performance trends from the last year to understand which marketing channels deliver the best return on investment (ROI).

What should you use in Microsoft 365 Copilot to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. the Analyst agent
- B. Chat
- C. the Researcher agent
- D. a notebook

Answer: A

NEW QUESTION 20

HOTSPOT

You have a Microsoft 365 subscription.

You do NOT have a Microsoft 365 Copilot license.

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 Chat lets you upload documents from your local computer.	☐	☐
Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.	☐	☐
Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.	☐	☐

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Statements	Yes	No
Microsoft 365 Copilot Chat lets you upload documents from your local computer.	☒	☐
Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.	☒	☐
Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.	☐	☒

NEW QUESTION 24

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