

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



NEW QUESTION 1

- (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 2

- (Topic 2)
A manufacturing company wants to deploy an agent that will automate supplier invoice processing.
You are designing a solution to evaluate the financial implications of the deployment. The company is especially concerned about budget overruns.
You need to ensure that the solution considers the total cost of ownership (TCO), the expected savings from using automation, and whether to extend the existing AI capabilities.
What should you include in the design?

- A. adopting prebuilt agents to reduce the deployment time
- B. a return on AI investment (ROAI) analysis
- C. a break-even analysis only
- D. training a custom model

Answer: B

NEW QUESTION 3

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 4

- (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 5

- (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 6

- (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 7

- (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 8

- (Topic 2)

What should you configure for the custom AI agent?

- A. Azure OpenAI reasoning models
- B. generative orchestration
- C. classic orchestration
- D. AI-assisted evaluators

Answer: B

NEW QUESTION 9

- (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 10

HOTSPOT - (Topic 2)

A company deploys agents that generate responses by using Azure OpenAI resources. The agents are deployed to both the United States and Europe. You need to recommend a governance solution that meets the following requirements: Enforces the deployment of the resources to only approved Azure regions
Provides continuous compliance verification of the resources

Enforces the deployment of the resources to only approved regions:

Azure Monitor

Azure Policy

Microsoft Defender for Cloud

Microsoft Purview

Microsoft Sentinel

Provides continuous compliance verification of the resources:

Azure Monitor

Azure Policy

Microsoft Defender for Cloud

Microsoft Purview

Microsoft Sentinel

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Enforces the deployment of the resources to only approved regions:

Azure Monitor

Azure Policy

Microsoft Defender for Cloud

Microsoft Purview

Microsoft Sentinel

Provides continuous compliance verification of the resources:

Azure Monitor

Azure Policy

Microsoft Defender for Cloud

Microsoft Purview

Microsoft Sentinel

NEW QUESTION 10

DRAG DROP - (Topic 2)

A company has an AI solution that uses a Microsoft Copilot Studio agent. You need to monitor the agent's performance. The solution must meet the following requirements:
Monitor the agent's telemetry in near-real-time (NRT). Download transcripts of full conversations.
Monitor the agent's usage and performance.

What should you use 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.
NOTE: Each correct selection is worth one point.

Options

Application Insights

Copilot Studio

Log Analytics

Microsoft Power Apps

Answer Area

Option

Monitor the agent's telemetry in NRT:

Download transcripts of full conversations:

Monitor the agent's usage and performance:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options

Application Insights

Copilot Studio

Log Analytics

Microsoft Power Apps

Answer Area

Option

Monitor the agent's telemetry in NRT: Application Insights

Download transcripts of full conversations: Copilot Studio

Monitor the agent's usage and performance: Copilot Studio

NEW QUESTION 15

- (Topic 2)
A company has an AI solution built by using Microsoft Copilot Studio and Power Platform. The solution is used by the company's sales, marketing, and customer service teams.
You are performing a return on AI investment (ROAI) analysis to evaluate the impact of the solution.
You need to identify which measurable business drivers to include in the analysis.
Which two business drivers should you identify? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

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

Answer: AD

NEW QUESTION 16

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 20

- (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 24

HOTSPOT - (Topic 2)

You use Microsoft Copilot Studio analytics to analyze the performance of a deployed Copilot Studio agent. You need to identify which performance metrics to use to measure the following:

- The percentage of engaged sessions that are escalated to a live customer service representative
- The number of agent queries that cause a knowledge source error

What should you identify for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality

Customer Satisfaction (CSAT) score

Engagement rate

Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality

Engagement rate

Escalation rate

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality

Customer Satisfaction (CSAT) score

Engagement rate

Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality

Engagement rate

Escalation rate

NEW QUESTION 29

- (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 33

- (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 34

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

⋮ Drift

⋮ Exploratory

⋮ Integration

⋮ Performance

⋮ User acceptance

Answer Area

Properly exchanges data between the Dynamics 365 apps:

Aligns with defined user workflows and business processes:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Testing types

⋮ Drift

⋮ Exploratory

⋮ Integration

⋮ Performance

⋮ User acceptance

Answer Area

Properly exchanges data between the Dynamics 365 app: ⋮ Integration

Aligns with defined user workflows and business processe ⋮ User acceptance

NEW QUESTION 37
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