



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

DRAG DROP - (Topic 2)

You are designing two Microsoft Copilot Studio agents named Agent1 and Agent2. Each agent must meet the following requirements:
Each agent must use a standard model.
Each agent must NOT use generative orchestration.
Agent1 must support simple and short phrases for a given topic.
Agent2 must integrate with Microsoft Dynamics 365 Contact Center voice channel. You need to recommend language models for the agents.
What should you recommend for each agent?

Language models

Azure Language in Foundry Tools

Azure OpenAI

Conversational language understanding (CLU)

Natural language understanding (NLU)

Natural language understanding + (NLU+)

Answer Area

	Language model
Agent1:	
Agent2:	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Language models

Azure Language in Foundry Tools

Azure OpenAI

Conversational language understanding (CLU)

Natural language understanding (NLU)

Natural language understanding + (NLU+)

Answer Area

Language model

Agent1: Natural language understanding (NLU)

Agent2: Natural language understanding + (NLU+)

NEW QUESTION 3

HOTSPOT - (Topic 2)

You need to recommend a Microsoft Power Platform solution for customer support. The solution must include AI capabilities in Microsoft Power Automate and must meet the following requirements:

- Use a centralized workspace for AI models.
- Generate short overviews from large amounts of unstructured text such as case notes or transcripts, without requiring additional training or coding.

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

NOTE: Each correct selection is worth one point.

Answer Area

Use a centralized workspace:

An Microsoft Foundry hub

Azure OpenAI Foundry

Microsoft Copilot Studio

Microsoft Dataverse

Generate short overviews:

An AI Builder prebuilt model

An AI Builder prebuilt prompt

Azure OpenAI

GitHub Copilot

Microsoft Copilot in Power Automate

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Use a centralized workspace:

- An Microsoft Foundry hub
- Azure OpenAI Foundry
- Microsoft Copilot Studio
- Microsoft Dataverse

Generate short overviews:

- An AI Builder prebuilt model
- An AI Builder prebuilt prompt
- Azure OpenAI
- GitHub Copilot
- Microsoft Copilot in Power Automate

NEW QUESTION 4

- (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 5

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 6

- (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 7

- (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 8

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 9

- (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 10

- (Topic 2)

A company has an AI solution that uses Azure OpenAI models.

You need to recommend a governance solution that monitors and audits changes to model configurations and data usage. The solution must minimize administrative effort.

What should you include in the recommendation?

- A. Azure Monitor
- B. Azure Stream Analytics
- C. Azure API Management
- D. Azure Policy
- E. Microsoft Purview

Answer: E

NEW QUESTION 10

- (Topic 2)

A company has a Microsoft Power Platform solution that contains the following components:

- Microsoft Dataverse tables
- A Microsoft Power BI workspace named WS1
- A canvas app named App1 that uses Dataverse
- A Power BI semantic model that connects to Dataverse by using DirectQuery You plan to use generative AI to provide answers to queries based on a subset of corporate data. You need to ensure that the data is available as a grounding data source for AI systems. What should you do?

- A. Export the semantic model.
- B. Share WS1.
- C. Populate a Dataverse table.
- D. Endorse the semantic model.

Answer: D

NEW QUESTION 12

- (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 17

- (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 18

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 21

- (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 25

- (Topic 2)
A company plans to deploy an AI-based customer service app that will autonomously manage interactions, escalate complex cases, and learn from historical ticket data.

You need to perform a return on AI investment (ROAI) analysis of the app deployment. The solution must ensure that the analysis is accurate. What should you do first?

- A. Establish the AI performance metrics.
- B. Conduct an AI market benchmarking study.
- C. Model the customer experience.
- D. Identify and quantify all the development, deployment, and operating costs.

Answer: D

NEW QUESTION 28

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 31

- (Topic 2)

A company plans to deploy a Microsoft Copilot Studio agent to enhance customer support.

The company stores customer data across ServiceNow, Microsoft Dynamics 365 Finance, Dynamics 365 Supply Chain Management, and Excel files in SharePoint Online.

You need to recommend a solution to ensure that the agent can deliver accurate and timely responses.

What should you recommend?

- A. Enable incremental indexing in Azure AI Search.
- B. Implement a model router for query handling.
- C. Create custom prompts.
- D. Implement Microsoft Power Platform connectors.

Answer: D

NEW QUESTION 33

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 a pp.

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 35

- (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 36

- (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 38

- (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 40

- (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 44

- (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 45

- (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 48

HOTSPOT - (Topic 2)

You are designing a testing solution for Microsoft Copilot Studio agents.

You need to validate prompt engineering best practices to ensure that the agents generate accurate and contextually relevant responses. Which prompt validation techniques and metrics should you include in the solution? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Prompt validation techniques:

Exclude domain-specific terminology from the prompts.

Use prompts that have varied phrasing

Use only simple, one-word prompts.

Metrics:

The number of words generated per response

Response relevance and accuracy

The response generation time

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Answer Area

Prompt validation techniques:

Exclude domain-specific terminology from the prompts.

Use prompts that have varied phrasing

Use only simple, one-word prompts.

Metrics:

The number of words generated per response

Response relevance and accuracy

The response generation time

NEW QUESTION 49

- (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 52

HOTSPOT - (Topic 2)
A company has a Microsoft 365 E5 subscription and uses Microsoft Copilot Studio. The company has a Microsoft SharePoint Online library that contains 10,000 policy PDFs from various departments. The library contains a populated column named Department for each PDF. You need to design a Copilot Studio agent that will use the SharePoint library as a knowledge source. The solution must meet the following requirements:

- Enable the agent to answer user questions about company policies.
- Ensure that the agent can identify which departments and policies are connected. What should you include in the design for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Enable the agent to answer questions about company policies:

- Build a custom model in Microsoft Foundry.
- From Copilot Studio, add SharePoint as a Knowledge source.
- Import the PDFs into Microsoft Dataverse.
- Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:

- Apply Microsoft Purview sensitivity labels.
- Create a Microsoft Dataverse table for the departments.
- From Copilot Studio, configure the SharePoint tool.
- Upgrade to SharePoint Premium.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Enable the agent to answer questions about company policies:

- Build a custom model in Microsoft Foundry.
- From Copilot Studio, add SharePoint as a Knowledge source.
- Import the PDFs into Microsoft Dataverse.
- Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:

- Apply Microsoft Purview sensitivity labels.
- Create a Microsoft Dataverse table for the departments.
- From Copilot Studio, configure the SharePoint tool.
- Upgrade to SharePoint Premium.

NEW QUESTION 54

- (Topic 2)
A financial services company uses Microsoft Dynamics 365 Finance. Currently, the company's support staff manually reviews customer transaction histories to detect potential fraud cases before escalating the cases. You need to recommend an automation solution for the review process. The solution must ensure that escalations reach a human analyst for final decision making. What should you recommend?

- A. Deploy an autonomous agent that closes non-fraud cases automatically.
- B. Use Microsoft 365 Copilot in Word to automatically finalize fraud detection policies.
- C. Configure a task agent to generate fraud risk scores for the human analyst to review.
- D. Export the data to a data lake for analysis in Microsoft Power BI.

Answer: C

NEW QUESTION 57

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