

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



NEW QUESTION 1

- (Topic 2)

A company has a Microsoft Copilot Studio agent that uses custom connectors to interact with enterprise APIs.

You need to recommend an application lifecycle management (ALM) process to ensure that the connectors are deployed consistently across development, test, and production environments and meet governance and traceability requirements.

What should you recommend?

- A. Deploy the APIs as Azure Functions.
- B. Manage the connectors as solution components and deploy the components by using ALM pipelines.
- C. Maintain connector definitions in environment variables.
- D. Export and import the connectors between the environments as unmanaged solutions.

Answer: B

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

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:

Agent2:

NEW QUESTION 4

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 5

- (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 6

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 7

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 8

- (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 9

- (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 10

- (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

- (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 14

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:

The number of abandoned sessions:

Insight

- 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:

The number of abandoned sessions:

Insight

NEW QUESTION 16

- (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 17

- (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 19

- (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 22

- (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 25

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 26

- (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 30

- (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 31

- (Topic 2)

A company uses multiple Microsoft Copilot Studio agents across different channels.

You need to recommend a monitoring solution that provides comprehensive telemetry data and performance insights for the agents.

What should you include in the recommendation?

- A. Application Insights
- B. Azure Advisor
- C. Azure DevOps
- D. Microsoft Dynamics 365 Customer Voice

Answer: A

NEW QUESTION 36

- (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 38

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:

Initiate external processes when requested:

NEW QUESTION 43

- (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 45

- (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 46

- (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 50

- (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 52

- (Topic 2)

You need to recommend a Microsoft Power Platform business solution that consolidates data from multiple internal and external data sources. The solution must meet the following requirements:

Provide the data as a centralized source for multiple AI systems, including Microsoft Copilot Studio agents, Dynamics 365 applications, and external AI models. Support built-in data classification and protection policies. Provide data for grounding and analytics.

What should you include in the recommendation?

- A. Microsoft Dataverse
- B. Azure Data Lake Storage
- C. a Microsoft Power BI semantic model
- D. Azure Cosmos DB

Answer: A

NEW QUESTION 57

- (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 58

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 61

- (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 64

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 68

HOTSPOT - (Topic 2)

You are designing a testing solution for a Microsoft Copilot Studio agent that integrates with Microsoft Dynamics 365 Customer Service and Dynamics 365 Sales.

You need to design end-to-end scenarios to test the agent's ability to perform the following actions:

Coordinate tasks and data interactions across both Dynamics 365 apps. Interpret user input and provide contextually relevant outputs.

Which test scenario and metric should you include in the design? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Test scenario:

In each app, test isolated tasks without using workflows.

Run task-based scenarios that involve both apps.

Test visual consistency across both apps.

Metric:

Measure the initial prompt response time for each app.

Track the average click rate across both apps.

Track the successful completion of cross-app tasks.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Test scenario:

In each app, test isolated tasks without using workflows.

Run task-based scenarios that involve both apps.

Test visual consistency across both apps.

Metric:

Measure the initial prompt response time for each app.

Track the average click rate across both apps.

Track the successful completion of cross-app tasks.

NEW QUESTION 70

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:

Dropdown menu with options: Answer quality, Customer Satisfaction (CSAT) score, Engagement rate, Escalation rate

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

Dropdown menu with options: 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:

Dropdown menu with options: Answer quality, Customer Satisfaction (CSAT) score, Engagement rate, Escalation rate

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

Dropdown menu with options: Answer quality, Engagement rate, Escalation rate

NEW QUESTION 72

- (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 77

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