



## 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**

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Run tests against the latest unpublished version of the agent.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 4**

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 5**

- (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 6**

- (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 7

- (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 8

- (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 9

- (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)

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 10

- (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 11

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 16

- (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 20

- (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 25**

- (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 27**

- (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 30**

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**

	<b>Option</b>
Monitor the agent's telemetry in NRT:	<input type="text"/>
Download transcripts of full conversations:	<input type="text"/>
Monitor the agent's usage and performance:	<input type="text"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Options	Answer Area	Option
Application Insights	Monitor the agent's telemetry in NRT:	Application Insights
Copilot Studio	Download transcripts of full conversations:	Copilot Studio
Log Analytics	Monitor the agent's usage and performance:	Copilot Studio
Microsoft Power Apps		

**NEW QUESTION 32**

- (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 35**

- (Topic 2)

A company plans to deploy a Microsoft Copilot Studio agent that will analyze historical business data to predict customer behavior.

The data is currently stored in an Azure SQL database, flat files, APIs, and logs.

You need to organize the data into a format that can be used as a knowledge source in Copilot Studio.

What should you include in the solution?

- A. Azure AI Search
- B. Azure Data Lake Storage
- C. Azure Cosmos DB
- D. Azure Translator in Foundry Tools

**Answer:** A

**NEW QUESTION 40**

- (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 42**

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 45

- (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 47**

DRAG DROP - (Topic 2)

Which tools should you recommend to assist the CISO and the CIO with their specific responsibilities? To answer, drag the appropriate tools to the correct executives. Each tool 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.

**Tools**

- Azure Blob Storage
- Azure Resource Graph Explorer
- Copilot Studio
- Microsoft Purview

**Answer Area**

CISO:

CIO:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Tools**

- Azure Blob Storage
- Azure Resource Graph Explorer
- Copilot Studio
- Microsoft Purview

**Answer Area**

CISO:

CIO:

**NEW QUESTION 48**

- (Topic 2)

A company has an AI agent that automates the review of customer feedback stored in a cloud database.

You plan to generate monthly reports from the agent's output to provide insights into customer sentiment and guide product development and marketing.

You need to ensure that the data ingested by the agent is clean and suitable for the intended use.

What should you do to prepare the data?

- A. Ensure that the size of the database does not exceed 100 GB.
- B. Translate the data into a single language.
- C. Identify and address biased data.
- D. Sort the database by customer last name.

**Answer:** C

**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 54

- (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 57

- (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 61

- (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 64

- (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 68

- (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 71**

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 75**

- (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 78**

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