

One of the Best Ways to Prepare For the AB-100 Agentic AI Business Solutions Architect



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Microsoft AB-100 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Plan AI-powered business solutions: Focuses on analyzing business requirements and identifying where AI agents and generative AI can improve processes. It also includes defining AI strategy, evaluating ROI, and deciding whether to build, buy, or extend AI components.
Topic 2	<ul style="list-style-type: none">Design AI-powered business solutions: Covers designing AI agents, Copilot integrations, and intelligent workflows using platforms like Copilot Studio, Microsoft Foundry, and Dynamics 365. It includes planning prompts, connectors, agent behaviors, and solution extensibility.

Topic 3

- Deploy AI-powered business solutions: Focuses on deploying, testing, monitoring, and optimizing AI solutions in production. It also includes managing ALM processes, performance monitoring, and ensuring security, governance, and responsible AI compliance.

Microsoft Agentic AI Business Solutions Architect Sample Questions (Q97-Q102):

NEW QUESTION # 97

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:

Explanation:

Explanation:

In Microsoft Copilot Studio analytics, each metric is designed to measure a different aspect of agent performance.

For the first requirement, the metric that tracks the percentage of engaged sessions escalated to a live customer service representative is Escalation rate. This directly measures how often conversations are handed off from the agent to a human.

For the second requirement, the metric that helps identify queries causing a knowledge source error is Answer quality. This area evaluates how well the agent responds and includes issues related to grounded answers, failed responses, and knowledge-source-related problems.

Why the other options are not correct:

- * Customer Satisfaction (CSAT) score measures user satisfaction, not escalation percentage or knowledge source errors.
- * Engagement rate measures whether users actively interact with the agent, not whether sessions are escalated or whether a knowledge source failed.

NEW QUESTION # 98

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

Answer: E

Explanation:

Azure Monitor is the primary service for monitoring and auditing Azure OpenAI model configurations and data usage. By combining Azure Monitor with diagnostic settings, you can track management operations, analyze token consumption, and audit prompt/response data.

Reference:

<https://learn.microsoft.com/en-us/azure/azure-monitor/fundamentals/overview>

NEW QUESTION # 99

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NEW QUESTION # 100

Scenario: Your organization wants to empower different teams with custom AI agents using Microsoft Copilot Studio. Some teams only need simple, personal productivity agents based on SharePoint content, while others need enterprise-grade agents that integrate with back-end systems and require full lifecycle governance. Leadership asks you to identify the scenarios where each Copilot Studio experience-Lite or Full-would be the correct choice.

Which three of the following scenarios align with Microsoft's recommended use cases for choosing either the Lite or Full Copilot Studio experience? (Choose three)

- A. A department needs an agent that uses multi-step workflows and connects to a custom CRM via APIs for large-scale deployment across the organization
- B. An enterprise wants to deploy an agent to thousands of external customers and requires controlled release management and secure integration with line-of-business systems
- C. A small project team needs an agent for summarizing emails and FAQs, created directly within the Microsoft 365 Copilot app
- D. A manager wants to quickly build a personal agent that answers questions using their team's internal SharePoint files-without needing complex workflows
- E. A company wants to experiment with AI by enabling all employees to create agents without any governance or lifecycle management controls

Answer: A,B,D

Explanation:

A manager wants to quickly build a personal agent that answers questions using their team's internal SharePoint files-without needing complex workflows is correct because This scenario perfectly describes a use case for Copilot Studio Lite. Lite is designed for individual users or small teams to quickly create simple, personal productivity copilots, often leveraging Microsoft 365 content (like SharePoint) without requiring deep technical skills or complex integrations.

A department needs an agent that uses multi-step workflows and connects to a custom CRM via APIs for large-scale deployment across the organization is correct because This scenario aligns with the capabilities and target audience of the Full Copilot Studio experience. Building multi-step workflows, connecting to custom APIs (like a CRM), and preparing for large-scale organizational deployment are advanced features that require the comprehensive environment and governance capabilities of the Full Studio.

An enterprise wants to deploy an agent to thousands of external customers and requires controlled release management and secure integration with line-of-business systems is correct because This is a prime example of a scenario demanding the Full Copilot Studio experience.

Deploying to external customers at scale, requiring controlled release processes, and ensuring secure integration with core business systems (which often involves complex connectors and security configurations) are all advanced requirements best met by the robust features of Full Copilot Studio.

References:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/publication-add-bot-to-microsoft-teams>

<https://www.microsoft.com/insidetrack/blog/how-our-employees-are-extending-enterprise-ai-with-custom-retrieval-agents/>

<https://learn.microsoft.com/en-us/microsoft-365-copilot/extensibility/copilot-studio-experience>

NEW QUESTION # 101

A company has a Microsoft Copilot Studio agent that provides answers based on a knowledge base for customer support. Users report that, occasionally, the agent provides inaccurate answers.

You need to use metrics from the Analytics tab in Copilot Studio to identify the cause of the inaccuracies.

Which two options should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. survey results
- B. quality of generated answers
- C. engagement, resolution, and escalation rates
- D. topic usage and topics with low resolution
- E. session information and session outcomes

Answer: B,E

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answers are B. session information and session outcomes and E. quality of generated answers .

This scenario is focused on a knowledge base-driven Copilot Studio agent where users report that the agent sometimes gives inaccurate answers . The question asks which Analytics tab metrics should be used to identify the cause of those inaccuracies.

That means you need metrics that help you examine:

- * how the answer was generated
- * what happened in the conversation when the bad answer occurred

Why E. quality of generated answers is correct

This is the most direct metric for this scenario.

Because the agent is answering from a knowledge base , the problem is tied to the quality of the generated response itself. The quality of generated answers metric helps assess whether the generated responses are relevant, useful, and accurate enough for the user's request.

From an AI business solutions perspective, this metric is essential because it helps diagnose problems such as:

- * weak grounding from the knowledge source
- * irrelevant retrieval
- * poor answer formulation
- * hallucination-like behavior
- * mismatch between user question and available source content

If the issue is inaccurate answers, the first place to investigate is the quality signal tied to generated answers.

Why B. session information and session outcomes is correct

To find the cause of inaccuracies, you also need to inspect the broader conversational context. Session information and session outcomes help you see:

- * what the user asked
- * how the agent responded
- * whether the conversation was resolved
- * whether the user abandoned, escalated, or retried
- * where the conversation broke down

This is important because an inaccurate answer may not come only from poor generation quality. It may also come from:

- * the way the user phrased the request
- * lack of sufficient grounding context
- * repeated failed attempts in a session
- * escalation after an unhelpful answer
- * patterns in unsuccessful conversations

In other words, quality of generated answers tells you about answer quality, while session information and outcomes help you understand the operational context in which those inaccuracies appear.

Together, these two give the strongest diagnostic view.

Why the other options are incorrect

A). survey results

Survey results can tell you whether users were happy or unhappy, but they do not directly help identify the cause of inaccurate knowledge-based responses. They are more of a feedback signal than a root-cause metric.

C). topic usage and topics with low resolution

This is more relevant for agents built around explicit topics and topic flows. The scenario specifically describes an agent that provides answers based on a knowledge base , so generated-answer analytics are more appropriate than topic-resolution analysis.

D). engagement, resolution, and escalation rates

