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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q11-Q16):

NEW QUESTION # 11

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. Build an agent flow.
- C. Call a Microsoft Power Automate connector.
- D. Configure a skill.
- E. Configure the Conversation Start topic.

Answer: A

Explanation:

To hand off a conversation from a Microsoft Copilot agent to a live representative in Dynamics

365 Contact Center, you must configure the Escalate system topic to include a Transfer conversation node. This ensures that when a customer requests an escalation, the agent seamlessly passes the full chat history and context to the live agent.

Steps to Configure the Escalate Topic

Open the Escalate Topic: In Microsoft Copilot Studio, navigate to Topics, select the System tab, and open the Escalate topic.

Add a Transfer Node:

Delete any default "no one available" messages if they do not fit your workflow.

Select the Add node icon (+), go to Topic Management, and select Transfer conversation.

Include Context (Optional): You can add a Private message to agent within the node. This message is only visible to the live representative and helps them quickly understand the customer's needs.

Save and Publish: Save your changes and publish the agent to apply the new escalation logic.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/advanced-hand-off>

NEW QUESTION # 12

Drag and Drop Question

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? To answer, drag the appropriate language models to the correct agents. Each language model 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.

Answer:

Explanation:

Explanation:

Box 1: Natural Language Understanding (NLU)

Agent1 must support simple and short phrases for a given topic.

For a Microsoft Copilot Studio agent that must not use generative orchestration and requires support for simple, short trigger phrases, the best choice is the Classic NLU (Natural Language Understanding) model.

When you disable generative orchestration (also known as "Generative mode" or "Generative AI" orchestration), the agent reverts to Classic orchestration. In this mode, the agent relies on predefined trigger phrases to map user input directly to specific topics.

Box 2: Natural Language Understanding + (NLU +)

Agent2 must integrate with Microsoft Dynamics 365 Contact Center voice channel.

For a Microsoft Copilot Studio agent using classic orchestration (no generative orchestration) and integrating with the Dynamics 365 Contact Center voice channel, the best language model is NLU+.

Why NLU+ is the Best Choice

While standard agents offer three "classic" Natural Language Understanding (NLU) options, NLU+ is specifically designed for high-performance, enterprise-grade scenarios like voice channels.

Note:

Comparison of Classic Models

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/nlu-overview>

NEW QUESTION # 13

You are creating validation criteria for a custom generative AI model that produces business reports based on internal enterprise data.

You need to assess whether the model's outputs are appropriate and meaningful for the business reports.

Which metric should you use?

- A. the number of active users interacting with the model
- B. the model training duration
- C. alignment of the output to domain-specific tasks
- D. the average system resource usage during inference

Answer: C

Explanation:

To validate a custom generative AI model for business reports based on internal data, you should focus on alignment with domain-specific tasks through a mix of automated and human-centric metrics.

Validation Criteria for Business Reports

*-> Task-Specific Quality Evaluation (TSQE): This is your primary metric for assessing whether outputs are meaningful for specific business tasks.

* Groundedness and Factuality: Measure the model's ability to provide information strictly referenced from your internal enterprise data. This prevents "hallucinations" that could lead to poor business decisions.

* Domain-Specific Benchmarking: Compare AI outputs against "ground truth" data-verified, accurate reports previously created by human experts.

Reference:

<https://www.prompts.ai/blog/how-to-evaluate-generative-ai-llm-outputs-with-structure-and-precision>

NEW QUESTION # 14

A company uses Microsoft 365 and Dynamics 365.

You need to recommend a solution to automatically summarize email threads, generate suggested replies in Microsoft Outlook, and provide meeting preparation summaries that include relevant customer relationship management (CRM) data.

Solution: You recommend a Microsoft 365 Copilot agent template.

Does this meet the goal?

- A. No
- B. Yes

Answer: A

NEW QUESTION # 15

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

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is A. Azure AI Search .

This scenario involves data coming from multiple sources:

* Azure SQL database

* flat files

* APIs

* logs

The requirement is to organize the data into a format that can be used as a knowledge source in Copilot Studio .

Why A is correct

Azure AI Search is the best answer because it is designed to ingest, index, and organize content from multiple heterogeneous data sources so that AI applications can retrieve and use relevant information effectively.

For Copilot and agent scenarios, Azure AI Search is especially useful because it supports:

* unifying data from different sources

- * creating searchable indexes
- * enabling retrieval-based grounding
- * improving relevance for AI responses

From an AI business solutions perspective, when data is spread across structured and unstructured systems, Azure AI Search provides the retrieval layer that turns that fragmented data into a usable knowledge source.

It is much better suited than raw storage options because the question is not only about storing data. It is about organizing it for AI-driven access and use in Copilot Studio.

Why the other options are incorrect

B). Azure Data Lake Storage

Data Lake Storage is excellent for storing large volumes of raw and processed data, but by itself it does not provide the indexing and retrieval capabilities needed to make the content a strong knowledge source for Copilot Studio.

C). Azure Cosmos DB

Cosmos DB is a NoSQL operational database. It is not the primary service for consolidating and indexing multi-source business content into a knowledge source for Copilot Studio.

D). Azure Translator in Foundry Tools

Translator is for language translation, not for organizing business data into a knowledge source.

Expert reasoning

When the question asks how to make data from many sources usable as a knowledge source for an AI agent, think about the service that:

- * ingests
- * indexes
- * organizes
- * retrieves

That service is Azure AI Search .

NEW QUESTION # 16

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