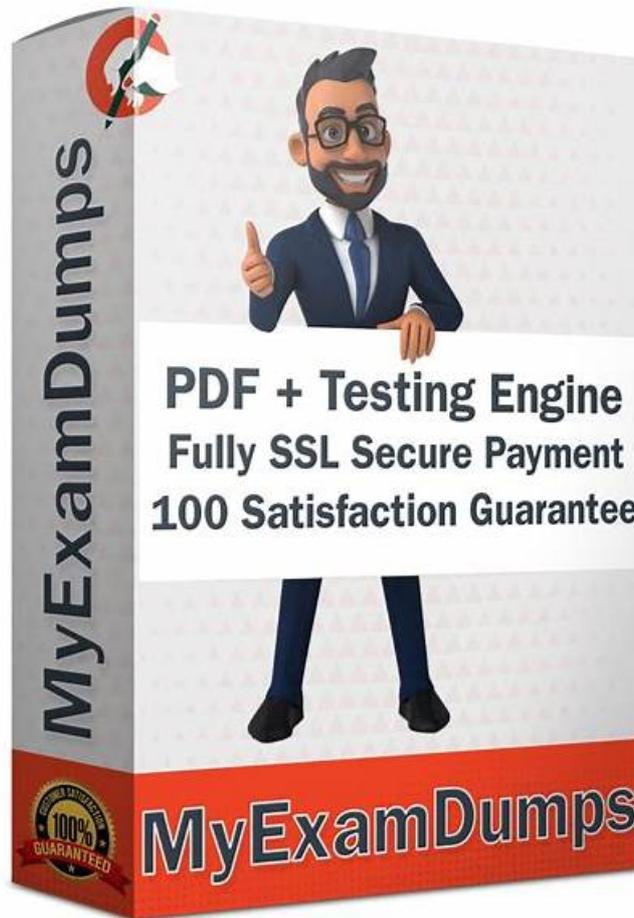


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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q15-Q20):

NEW QUESTION # 15

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. Azure Cosmos DB
- D. a Microsoft Power BI semantic model

Answer: A

Explanation:

Microsoft Dataverse is the ideal foundational component for this scenario, serving as the secure, centralized data platform for the Microsoft Power Platform, Dynamics 365, and AI integrations. By using Dataverse, the business can consolidate, protect, and utilize data across Copilot Studio agents, Dynamics 365 applications, and analytics tools, addressing all stated requirements.

Here is how Dataverse fulfills the requirements in the described scenario:

Centralized Source: It serves as the primary data storage and management engine for Power Platform, Dynamics 365, and Copilot Studio. It consolidates data into a unified data model (Common Data Model), ensuring consistency across internal and external sources.

Internal & External Integration: Dataverse supports data integration from diverse sources using tools like Power Query, Azure Data Factory, and virtual tables that map external data in real-time.

Data Classification & Protection: It features built-in, enterprise-grade security.

AI Grounding & Analytics:

- **Grounding:** It acts as the knowledge source for Copilot Studio agents, providing the necessary business context for accurate generative AI responses.
- **Analytics:** It integrates natively with Power BI for reporting and can synchronize with Microsoft Fabric or Azure Synapse for large-scale data modeling and advanced analytics.

Reference:

<https://avantico.com/solutions/microsoft-platforms/microsoft-dataverse>

NEW QUESTION # 16

Drag and Drop Question

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. 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: Application Insights

Monitor the agent's telemetry in near-real-time (NRT).

To monitor Microsoft Copilot Studio agent performance and telemetry in near-real-time (NRT), the best tool to use is Azure Application Insights.

By connecting your Copilot Studio agent to an Azure Application Insights instance, you can capture detailed runtime data, including user messages, topics triggered, and custom events as they happen.

Box 2: Microsoft Power Apps

Download transcripts of full conversations.

To monitor Microsoft Copilot Studio agent performance, you can download full conversation transcripts for the last 29 days using the Power Apps portal to analyze user interactions. Access Dataverse via Power Apps, navigate to tables, select ConversationTranscript, and export the data as a CSV file to identify engagement, resolution, and escalation patterns.

Steps to Download Transcripts via Power Apps:

1. Sign in to make.powerapps.com
2. Select the correct environment in the top right corner.
3. In the side menu, select Tables (or Data > Entities in older views).
4. Search for and select the ConversationTranscript table.
5. Select Export data from the top menu.
6. Once compiled, select Download exported data to save the file.

Box 3: Copilot Studio

Monitor the agent's usage and performance.

To monitor a Microsoft Copilot Studio agent's usage and performance, you can use the built-in Analytics page in Copilot Studio, which provides comprehensive data on key metrics, conversation outcomes, and user satisfaction.

Reference:

<https://reshmeeauckloo.com/posts/copilot-connecting-application-insights>

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

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

NEW QUESTION # 17

Hotspot Question

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.

Answer:

Explanation:

Explanation:

Box 1: Microsoft Purview Access Policies

Restricts access to the grounding data to only assigned roles

To secure and manage grounding data from Microsoft Fabric for Azure OpenAI agents and fine-tuned models, you can use Microsoft Purview to enforce role-based access and data protection policies.

Note:

Securing Data with Microsoft Purview & RBAC

Access Control Policies: Microsoft Purview enables role-based access controls (RBAC) over Fabric items, ensuring that when an AI agent retrieves data, it only accesses information the user is permitted to see.

Sensitivity Labels: Data in Fabric can be labeled (e.g., "Confidential"). Purview policies can restrict AI agents from accessing or acting upon content that violates these security labels.

OneLake Security: Fine-grained security in Fabric (Row-Level Security and Column-Level Security) is automatically honored by agents, guaranteeing that even with access to a dataset, sensitive PII (Personally Identifiable Information) can be restricted.

Box 2: Role-based access control (RBAC) in Microsoft Foundry

Restricts model fine-tuning to only the AI engineering team

Azure role-based access control (Azure RBAC) is used to manage and restrict access to AI resources, including the ability to perform fine-tuning operations. Platform administrators can assign specific roles and permissions (e.g., to AI engineers or data scientists) and use Azure Policy to implement fine-grained control over who can initiate fine-tuning jobs or deploy custom models within the Azure AI Foundry environment. This ensures the governance of the fine-tuning process.

Reference:

<https://dynamicscommunities.com/ug/fabric-ug/preview-of-onelake-security-unified-data-access-control-for-data-enterprise>

<https://learn.microsoft.com/en-us/azure/ai-foundry/openai/how-to/role-based-access-control>

NEW QUESTION # 18

Case Study 1 - Fabrikam, Inc

Background

Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team. As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.

Problem Statements

Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience. Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.

Planned Initiatives

General

Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.

Infrastructure Migration

Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.

All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.

Sales Cycle Enablement

To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:

- Use low-code development to create a single AI agent that has Dataverse as its core component.
- Ensure that sales managers can access unanswered correspondence from prospects and intervene as appropriate.
- Replace the previous proprietary software with Dynamics 365 Sales to track sales cycles and customer interactions.
- Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
- Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements

Infrastructure Migration

Fabrikam has identified the following infrastructure migration requirements:

- Azure must be used for all future infrastructure workloads.
- The company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud.
- Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

Sales Cycle Enablement

Fabrikam has identified the following requirements for sales cycle enablement:

- The final AI agent must follow Microsoft recommendations for a conversational user experience.
- A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.
- Detailed telemetry must be logged for the first created AI agent to

help troubleshoot and optimize the agent during the initial AI agent adoption process.

- Unexpected AI agent actions must end in an escalation to a live representative. For example, a sales executive must be rerouted to a representative if the agent cannot answer a question after two failed attempts.
 - The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
 - The sales team must use Dynamics 365 Sales to correspond with prospects more quickly and efficiently than currently.
 - Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
 - Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.
- Which template should you use for the AI agent to meet the requirements for the sales executives?

- A. IT Helpdesk in Microsoft Copilot Studio
- B. AI chat in Microsoft Foundry
- C. AI agents in Microsoft Foundry
- **D. Voice in Microsoft Copilot Studio**

Answer: D

Explanation:

Scenario:

Sales Cycle Enablement

To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:

Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.

*-> Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

To enable handsfree headset interaction with an AI agent for internal policies and customer data in Dynamics 365 Sales, you should use Microsoft Copilot Studio to create a custom agent template.

Here is the breakdown of the recommended approach and templates:

Recommended Template

Voice-enabled agent template (in Copilot Studio): This template provides the foundational, pre- configured setup for Interactive Voice Response (IVR) capabilities, allowing for natural language voice inputs and text-to-speech output.

Internal Data Knowledge Source: Within this agent, you will connect to Dataverse (for customer data) and configure Knowledge Sources (for internal policy documents).

Note:

To implement a hands-free AI agent for Dynamics 365 Sales using the Voice agent template in Microsoft Copilot Studio, follow these steps to enable voice-first interactions for internal policies and customer data.

1. Create a Voice-Enabled Agent
2. Configure Hands-Free Interaction
3. Connect to Internal Data

Reference:

<https://learn.microsoft.com/en-us/dynamics365/contact-center/administer/bot-scenario-configure>

NEW QUESTION # 19

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? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create a content filter.
- B. Store the training data in Azure Files.
- **C. Store the training data in Azure Blob Storage that has version control enabled.**

- D. Upload the training data to Microsoft Foundry data files
- E. Associate the storage location to the fine-tuning job.

Answer: C,D

Explanation:

To implement a new Application Lifecycle Management (ALM) process for your fine-tuned Microsoft Foundry model, you can leverage Azure Blob Storage for raw data versioning and Azure AI Foundry (formerly Azure AI Studio) for managed data assets and model retraining.

1. Data Tracking and Versioning in Azure Blob Storage

Enable blob versioning to automatically maintain a history of your training data.

Enable Versioning: In the Azure portal, navigate to your storage account under Data management > Data protection and select Enable versioning for blobs.

Immutable Tracking: This ensures that every update to a training file creates a new version, allowing you to restore or reference specific historical states of your dataset for auditability.

2. Uploading and Managing Data in Microsoft Foundry

Integrate your versioned blob storage with Microsoft Foundry to create "Data assets" that the model can use for retraining.

Reference:

<https://learn.microsoft.com/en-us/azure/storage/blobs/versioning-enable>

<https://learn.microsoft.com/en-us/azure/ai-foundry/how-to/data-add?view=foundry-classic>

NEW QUESTION # 20

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