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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q51-Q56):

NEW QUESTION # 51

Scenario: A cybersecurity leader is reviewing the organization's strategy for integrating Artificial Intelligence, recognizing both the immense potential and the inherent risks. They are particularly interested in Microsoft's recommended comprehensive approach to

security in the age of AI.

According to Microsoft's "dual approach to AI for security," which two key priorities must organizations address simultaneously to build a robust security posture in an AI-driven environment?

- A. Building generative AI solutions and disabling legacy security tools
- B. Focusing on content generation and API monitoring
- C. Accelerating SaaS adoption and optimizing model tuning
- **D. Using AI to enhance security defenses and securing AI systems themselves**

Answer: D

Explanation:

Using AI to enhance security defenses and securing AI systems themselves is correct because Microsoft advocates a "dual approach." The first priority is leveraging AI capabilities (e.g., threat detection, anomaly analysis) to strengthen existing security defenses. The second, equally crucial priority is to secure the AI systems themselves, protecting against prompt injection, data poisoning, model theft, and ensuring responsible AI principles are applied to AI deployments.

Reference:

<https://techcommunity.microsoft.com/blog/microsoftdefendercloudblog/unlocking-business-value-microsofts-dual-approach-to-ai-for-security-and-secureit/4466811>

NEW QUESTION # 52

Hotspot Question

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.

Answer:

Explanation:

□ Explanation:

Box 1: Run task-based scenarios that involve both apps

Test scenario

Task-Based Testing Scenarios

Run these end-to-end scenarios to verify the agent's ability to interpret context and coordinate data:

Scenario 1: Cross-Sell Opportunity Discovery

Task: While resolving a support case in Customer Service, ask the agent: "Are there any active sales opportunities for this account?"

Success Criteria: The agent retrieves the relevant Opportunity from Sales, summarizes it, and suggests a follow-up action for the sales team.

Scenario 2: Integrated Case/Lead Creation

Task: A user mentions a new product interest during a support chat. Command the agent:

"Create a lead in Sales based on this support conversation".

Success Criteria: The agent parses the conversation history and creates a Lead record in Sales with the correct customer context.

Scenario 3: Proactive Account Health Check

Task: Before a sales meeting, ask: "Summarize recent support issues for this account".

Success Criteria: The agent identifies open tickets in Customer Service and provides a summary to the Sales professional to prevent walking into a "blind" meeting.

Box 2: Track the successful completion of cross-app tasks

Metric

Key Metrics for Success

Track these specific metrics in the Copilot Studio Analytics tab or the Power Platform Admin Center:

*-> Resolution Rate (Cross-App): The percentage of sessions where the agent successfully completed a task requiring data from both apps without manual intervention.

Deflection Rate: Reduction in human handoffs for tasks that previously required an agent to switch manually between Sales and Service hubs.

Task Success Threshold: Define a minimum quality score for LLM-based responses to ensure the context provided from the "other" app is accurate.

Agent Assisted Hours Gained: Measure the time saved by the agent performing these cross-app queries versus a human doing so manually.

Reference:

<https://walkingtree.tech/dynamics-365-agents-with-microsoft-copilot-studio>

<https://learn.microsoft.com/en-us/power-platform/admin/monitoring/monitor-copilot-studio>

NEW QUESTION # 53

A company uses Microsoft Dynamics 365 Sales to manage leads that are stored in a Microsoft Dataverse table named Lead and use non-standard terminology and custom columns.

You need to configure business terms in the Lead table so that Microsoft Copilot controls can summarize the leads efficiently. The solution must minimize administrative effort.

How should you configure the business terms?

- A. Add the schema names as business terms.
- **B. Map the field display names as business terms.**
- C. Combine all the fields into one custom field.
- D. Create new business terms for each field.

Answer: B

Explanation:

To configure Microsoft Copilot to efficiently summarize leads with non-standard terminology and custom columns in Microsoft Dynamics 365 Sales, you must map these unique fields to business terms within the Sales AI Glossary in Microsoft Copilot Studio.

Note:

To map your field display names as business terms:

1. Access Copilot Studio: Open Microsoft Copilot Studio and select the environment containing your Dynamics 365 Sales instance.
2. Select the Sales Agent: Navigate to Agents and select the agent named Copilot in Dynamics 365 Sales (formerly Sales Copilot Power Virtual Agents Bot).
3. Navigate to Knowledge: Under the Knowledge section, select the SalesSpecificQnA knowledge source.

4. Add Glossary Entries:

Go to the Glossary tab.

Term: Enter the non-standard or custom field display name (e.g., your custom business term).

Description: Define how this term relates to the Dataverse schema. This helps Copilot understand the logic behind the custom column.

5. Configure Synonyms: In the Synonyms section, map your custom field to alternative names that sellers might use in natural language queries (e.g., mapping "Custom Revenue" to "Opportunity Revenue").

6. Publish Changes: Select Publish to apply these mappings, allowing Copilot to use the newly defined terms when generating lead summaries.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/extend-copilot-chat>

NEW QUESTION # 54

Scenario: A development team is building a complex, multi-step agent using the Microsoft Agent Framework. This agent needs to receive a high-level user request, break it down into the required sequence of internal API calls and knowledge base, and manage the execution flow of these steps to achieve the final outcome.

Within the Agentic Core, which specific sub-component is primarily responsible for analyzing the user's intent, determining the optimal sequence of required tools/APIs and data sources (RAG), and managing the logical execution flow of these steps?

- A. The Model Context Protocol (MCP) Interface
- B. The Large Language Model (LLM)
- **C. The Planner and Orchestrator**
- D. The Safety System

Answer: C

Explanation:

The Planner and Orchestrator is correct because this component is the "brain" of the Agentic Core. Its function is to take the user prompt, use the LLM to assist in decomposition, build a logical plan (Planner) of steps to solve the request, and then manage the

execution of those steps using the available Tools and data sources (Orchestrator).

References:

<https://learn.microsoft.com/en-us/agent-framework/media/agent.svg>

<https://techcommunity.microsoft.com/blog/educatordeveloperblog/ai-agents-planning-and-orchestration-with-the-planning-design-pattern--part-7/4399204>

<https://www.microsoft.com/en-us/microsoft-365/planner/microsoft-planner>

NEW QUESTION # 55

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. Modify SharePoint settings.
- **B. Configure Microsoft Graph access.**
- C. Build a Microsoft Power Automate desktop flow to read the SharePoint content and post the responses to Teams.
- D. Create a custom REST API that crawls the SharePoint content.

Answer: B

Explanation:

To enable Microsoft 365 Copilot to query a specific subset of SharePoint Online and Teams content using natural language, you can implement a combination of Restricted SharePoint Search and Microsoft Graph Connectors.

1. Restricting Content Access

You can limit the scope of data Copilot searches by using features that control which sites are indexed or accessible.

2. Configuring Microsoft Graph Access

Microsoft Graph acts as the bridge connecting Copilot to your organizational data. To integrate specific sources.

3. Enabling Prompt Actions & Context

Declarative Agents: You can create specialized Copilot Agents grounded in specific SharePoint knowledge sources. These agents use natural language instructions to focus on a subset of data for more contextually relevant responses.

Direct Referencing: Users can improve response relevance by explicitly naming files, folders, or Teams channels in their natural language prompts (e.g., "Summarize notes from the 'Product Launch' channel").

Reference:

<https://nboldapp.com/advanced-microsoft-365-copilot-techniques-prompting-grounding-and-automation/>

NEW QUESTION # 56

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