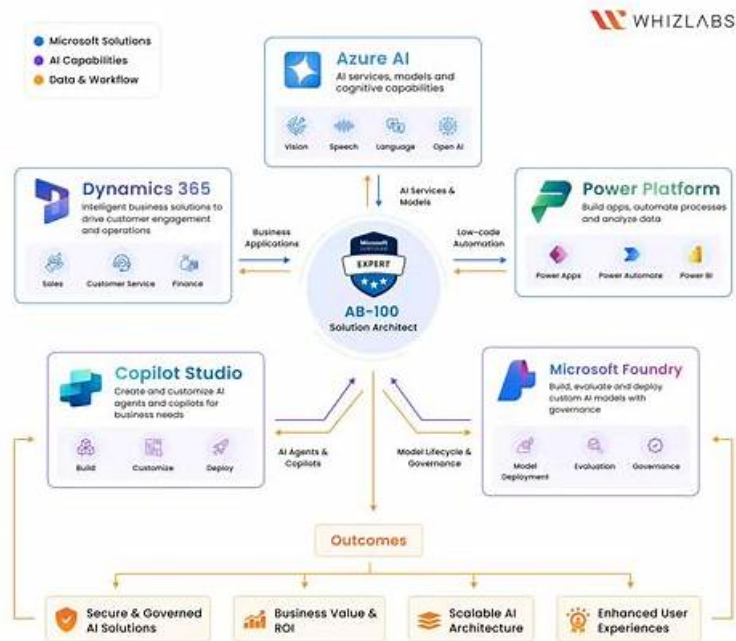


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## Microsoft AB-100 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>

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## Microsoft Agentic AI Business Solutions Architect Sample Questions (Q58-Q63):

### NEW QUESTION # 58

A company has an AI solution built by using Microsoft Copilot Studio and Power Platform. The solution is used by the company's sales, marketing, and customer service teams.

You are performing a return on AI investment (ROAI) analysis to evaluate the impact of the solution.

You need to identify which measurable business drivers to include in the analysis.

Which two business drivers should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. increased employee productivity
- B. brand awareness
- C. economic market predictability
- D. market capitalization
- E. the reduced average case resolution time

**Answer: A,E**

Explanation:

Reducing the average case resolution time is a high-impact, measurable business driver for an AI investment (ROAI) analysis, particularly when implementing Microsoft Copilot Studio and Power Platform for local sales, marketing, and customer service teams. According to Microsoft and industry research, this metric directly translates to reduced operational costs, increased agent productivity, and higher customer satisfaction.

Increased employee productivity is a primary and highly measurable business driver for an AI investment (ROAI) analysis involving Microsoft Copilot Studio and Power Platform, particularly for sales, marketing, and customer service teams. These tools allow organizations to automate manual tasks, streamline workflows, and enhance content generation, directly resulting in time savings and efficiency gains.

Reference:

<https://www.stratosphenetworks.com/blog/tech-talks-reduce-resolution-times-by-40-with-ai-for-customer-service-agents>

<https://www.microsoft.com/en-in/microsoft-copilot/copilot-101/ai-for-business>

### NEW QUESTION # 59

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. No
- B. Yes

**Answer: A**

Explanation:

AI Builder lead scoring models are used to score and prioritize leads. They do not control how opportunity summaries in Dynamics 365 Sales Copilot are generated or displayed.

The requirement is specifically about customizing:

\* how opportunity summaries are generated, or

\* how they are presented to users

Configuring a lead scoring model affects lead qualification insights, not Copilot's opportunity summary generation or presentation layer.

### NEW QUESTION # 60

You are designing end-to-end test scenarios for a business solution that uses Microsoft Dynamics 365 Sales and Dynamics 365 Finance. You need to ensure that the business solution meets the following test requirements:

\* Properly exchanges data between the Dynamics 365 apps

\* Aligns with defined user workflows and business processes

Which type of testing should you use for each requirement? To answer, drag the appropriate testing types to the correct requirements. Each testing type 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.

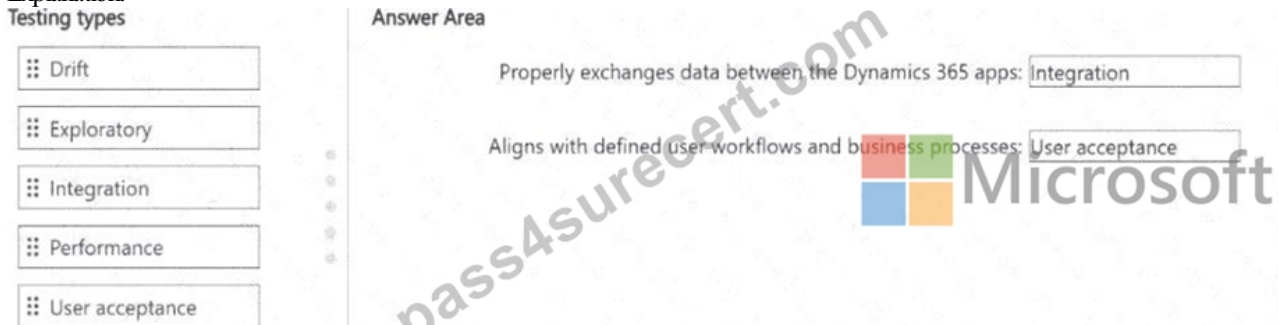


**Answer:**

Explanation:



Explanation:



For end-to-end validation of a solution that uses Dynamics 365 Sales and Dynamics 365 Finance , the testing type should match the goal of each requirement.

For properly exchanging data between the Dynamics 365 apps , the correct testing type is Integration testing.

This verifies that the systems connect correctly, pass data accurately, and maintain consistency across app boundaries.

For aligning with defined user workflows and business processes , the correct testing type is User acceptance testing. This focuses on whether the solution supports real business tasks the way users expect and whether it fits the intended operational process.

Why the other options are not correct here:

\* Drift is about changes over time, often in model or behavior consistency.

\* Exploratory is useful for uncovering unexpected issues, but it is not the primary match for the stated requirement.

\* Performance focuses on speed, scale, and responsiveness, not workflow fit.

### NEW QUESTION # 61

A company has an AI business solution.

You need to extend the solution so that Microsoft 365 Copilot can invoke external logic hosted in Azure services.

What should you include in the solution?

- A. Microsoft Copilot Studio skills
- B. custom engine agents
- C. Microsoft Power Platform connectors

**Answer: C**

Explanation:

To enhance an AI business solution with Microsoft 365 Copilot and integrate external logic hosted in Azure, you should use Copilot Studio to create Actions. These actions act as plugins that allow Copilot to invoke external services through Power Platform components.

Implementation Strategy

Azure Logic Hosting: Host your external logic in Azure using services like Azure Functions or Azure Logic Apps. These provide the API endpoints that Copilot will ultimately call.

\*-> Power Platform Connector: Create a Custom Connector in the Power Platform to wrap your Azure service's API. This connector acts as the bridge, translating Copilot's requests into API calls your Azure logic understands.

Copilot Studio Integration: Within Microsoft Copilot Studio, add the custom connector as a Tool or Action. This makes the logic discoverable and invocable by Microsoft 365 Copilot.

Deployment: Deploy the action through the Microsoft 365 admin center under Integrated Apps to make it available to users in Teams or other Microsoft 365 apps.

Key Components

\*-> Connector: Wraps the Azure API using an OpenAPI definition or Postman collection.

Plugin/Action: Defines how Copilot identifies when to use the connector based on user prompts.

Authentication: Ensure the connector is configured with appropriate security (e.g., OAuth 2.0) to safely access your Azure resources.

Reference:

<https://learn.microsoft.com/en-us/copilot/security/connector-logicapp>

## NEW QUESTION # 62

Drag and Drop Question

You need to design a Microsoft Copilot Studio agent that meets the following requirements:

- Supports interactive speech responses
- Optimizes decision-making and the accuracy of responses

What should you include in the design 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.

Options	Answer Area	Option
A deep reasoning model	Supports interactive speech responses:	
Azure Language in Foundry Tools	Optimizes decision-making and response accuracy:	
Azure AI Speech		
Copilot Studio voice features		
Speech Synthesis Markup Language (SSML)		

Answer:

Explanation:

Options	Answer Area	Option
Azure Language in Foundry Tools	Supports interactive speech responses:	Copilot Studio voice features
Azure AI Speech	Optimizes decision-making and response accuracy:	A deep reasoning model
Speech Synthesis Markup Language (SSML)		

Explanation:

Box 1: Copilot Studio voice features

Supports interactive speech responses

To support interactive speech responses in a Microsoft Copilot Studio agent, you must incorporate specialized voice features and capabilities. These features enable the agent to move beyond chat-based interactions to handle voice-based input (speech-to-text) and output (text-to-speech).

Box 2: A deep reasoning model

Optimizes decision-making and the accuracy of responses

Integrating a deep reasoning model (specifically Azure OpenAI o3) into Microsoft Copilot Studio optimizes decision-making and

accuracy by enabling multi-step analysis, logical deduction, and the handling of complex, multi-turn conversations. This capability, enabled via the "reason" keyword in instructions, allows agents to analyze large datasets and provide context-aware, transparent answers, ideal for scenarios like financial analysis or compliance.

Reference:

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

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/faqs-reasoning>

## NEW QUESTION # 63

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