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Microsoft AB-730 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Understand generative AI fundamentals: This domain covers Microsoft 365 Copilot's operation, data privacy, context influence on responses, chat versus agent experiences, and feature differences across apps. It addresses responsible AI practices including risk identification, verification methods, and data protection restrictions.
Topic 2	<ul style="list-style-type: none"> Draft and analyze business content by using AI: This domain covers creating documents from prompts or existing files, generating summaries, transferring data between apps, using Copilot for meetings and collaboration, and leveraging memory for personalized assistance.
Topic 3	<ul style="list-style-type: none"> Manage prompts and conversations by using AI: This domain focuses on creating effective prompts, managing and sharing them, handling chat conversations, and creating and configuring custom Copilot agents with appropriate settings and knowledge bases.

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Microsoft AI Business Professional Sample Questions (Q19-Q24):

NEW QUESTION # 19

You need to improve prompt-grounding during a Microsoft 365 Copilot conversation.

What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. Reference specific files.
- B. Avoid technical jargon.
- C. Use shorter prompts.
- D. Provide the desired output format.

Answer: A

Explanation:

Prompt-grounding means ensuring Copilot's response is based on authoritative, relevant source material rather than inferred or generalized information. Microsoft guidance for Copilot emphasizes that the most effective way to ground responses is to explicitly point Copilot to the content you want it to use—such as specific SharePoint documents, OneDrive files, emails, meeting notes, or other Microsoft 365 resources the user has permission to access.

Option D is therefore the best answer because referencing specific files anchors Copilot's reasoning to the exact material that should be used for facts, terminology, and details. This reduces hallucinations (fabrication) and improves accuracy and traceability, especially when Copilot can provide citations back to the referenced sources.

Option B (desired output format) improves structure and readability but does not, by itself, ground content.

Option A can sometimes improve clarity, but shorter prompts do not guarantee grounding. Option C may help comprehension in some cases, but it is not a grounding strategy and can be counterproductive if the source material is technical.

Therefore, the best approach to improve prompt-grounding is to reference specific files .

NEW QUESTION # 20

What does "AI bias" refer to?

- A. AI systems make decisions that are influenced by unintentional biases in data
- B. AI systems only function correctly if they're trained with biased data
- C. AI systems can only make biased decisions
- D. AI systems are immune to human errors

Answer: A

Explanation:

AI bias occurs when the AI system produces results that are skewed due to biased data, training models, or algorithms. This is a significant ethical issue in AI and can affect outcomes in areas like recruitment, lending, and criminal justice.

NEW QUESTION # 21

Hotspot Question

You have a Microsoft 365 Copilot license.

You plan to run several prompts.

What should you use to ensure that Copilot generates the best response for each prompt? More than one answer choice may achieve the goal. To answer, select the Best options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

□ Explanation:

Box 1: Researcher agent

Prompt 1: Explain the differences between Contoso, Ltd, and Litware, Inc. Include sources and a table of the differences. Provide insights into why the differences exist.

You should use the Researcher agent in Microsoft 365 Copilot.

The Researcher is designed for deep, multi-step research tasks that require analyzing information from both the web and internal company data to generate comprehensive reports, including structured tables and sourced insights.

Why Researcher Agent? It acts as a specialized assistant for complex, multi-step research projects. It is specifically built to aggregate information from various sources (web + internal), synthesize it, and present insights in a structured format. It is ideal for competitor analysis, market research, and understanding the "why" behind differences.

Box 2: Analyst agent

Prompt 2: From /Sales_2022.xlsx From /Sales_2023.xlsx From /Sales_2024.xlsx, create a pivot table of revenue and product, highlight MoM changes > 10%, and recommend 3 follow-up analyses.

You should use the Analyst agent.

The Analyst agent is specifically designed for deep reasoning over structured data like Excel files.

Multi-file Analysis: It can consolidate and analyze data across multiple files (e.g., three years of sales) to identify trends and outliers.

Advanced Operations: It uses chain-of-thought reasoning and Python to perform complex calculations, such as Month-over-Month (MoM) percentage changes, which go beyond simple summaries.

Actionable Outputs: It specializes in generating visualizations, summaries, and recommending follow-up steps based on identified data patterns.

Box 3: Chat

Prompt 3: Generate a structured action plan from ongoing meeting chat, grouping tasks by functional area, identifying owners where mentioned, and including any implied deadlines and dependencies.

To get the most accurate and structured result for this specific request, you should use Chat (specifically the Microsoft 365 Copilot chat interface, often found in Teams or the M365 app).

Here is why Chat is the correct choice compared to the specialized agents:

Context Awareness: The standard Chat interface is designed to pull data across your "M365 Graph." It has the native ability to scan your recent Teams meeting transcripts and meeting chats.

Synthesis Skills: While the Analyst agent is great for Excel/data processing and the Researcher is best for web-based trends, the core Chat function is optimized for summarization and extraction from internal communication.

Task Identification: Copilot Chat is specifically trained to recognize "action-oriented" language (e.g., "I'll take care of that" or "Due by Friday") within a conversation.

NEW QUESTION # 22

You have several separate Microsoft 365 Copilot conversations.

You need to gather the conversations so that you can find them more easily, and the conversations can share the same reference material.

What is the best solution to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

- A. a page
- **B. a notebook**
- C. an agent
- D. an app

Answer: B

Explanation:

A Copilot Notebook should be used.

While Copilot Pages are excellent for capturing, refining, and sharing specific pieces of content or a single, finalized document, Copilot Notebooks are specifically designed to be an AI-powered project workspace, allowing you to gather, anchor, and iterate on multiple, complex, long-term tasks.

Why Choose a Copilot Notebook

Gather Multiple Conversations: You can add multiple Copilot chat sessions, along with supporting documentation, into one notebook to keep related work organized.

Shared Reference Material: Notebooks allow you to add up to 100 references (Word documents, PDFs, Excel sheets, etc.) and ground your AI conversations in that specific data.

Contextual Continuity: Unlike standalone chat, a notebook retains the context of all the files and chat history you have added, allowing you to ask questions across your gathered materials.

Iterative Work: You can work on a project, leave, and come back to the same notebook to continue building, rather than creating new chats.

Reference:

<https://support.microsoft.com/en-us/topic/how-microsoft-365-copilot-notebooks-works-4071d73d-8bdd-478f-8968-8dc1d7c3d43e>

NEW QUESTION # 23

You attend many Microsoft Teams meetings.

You want to ensure that you can catch up on key points and next steps after each meeting.

Which Microsoft 365 Copilot feature should you use after the meetings?

- A. Recap
- B. Meeting info
- C. Thread summaries
- D. Meeting Whiteboard

Answer: A

Explanation:

Comprehensive and Detailed 150 to 200 words of Explanation Microsoft AI Business professional documents:

After a Microsoft Teams meeting ends, the Microsoft 365 Copilot feature designed specifically to help you catch up on what happened—including key discussion points, decisions, and next steps—is Recap (often referred to as intelligent recap). Recap aggregates post-meeting artifacts such as the recording, transcript, and AI-generated insights, and surfaces actionable items so attendees can quickly understand outcomes without rewatching the full meeting. This aligns directly with the requirement to review "key points and next steps" after each meeting.

Meeting Whiteboard is a collaborative canvas used during meetings for brainstorming and sketches; it does not automatically produce a structured summary of decisions and actions. Meeting info provides logistical details (participants, agenda, attachments) rather than a synthesized outcomes summary. Thread summaries focus on chat or channel message threads, not the meeting's recorded and transcribed content.

Therefore, to consistently catch up on key points and next steps after meetings, the correct Copilot feature to use is Recap.

NEW QUESTION # 24

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