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Microsoft AB-100 Exam Syllabus Topics:

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

Microsoft Agentic AI Business Solutions Architect Sample Questions (Q94-Q99):

NEW QUESTION # 94

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 # 95

Which framework should you use to meet the AI agent requirements for the sales cycle enablement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

For Microsoft Copilot Studio best practices:

Microsoft Power Platform Well #Architected Framework

Why?

* Copilot Studio is part of the Power Platform.

* Microsoft's official guidance for building scalable, secure, compliant Power Platform solutions is the Power Platform Well #Architected Framework.

* It includes governance, security, reliability, operational excellence, and cost optimization—exactly what Fabrikam needs for AI agent deployment, telemetry, compliance, and ROI.

For conversational user experiences:

Success by Design

Why?

* Success by Design is Microsoft's methodology for implementing Dynamics 365 and Power Platform solutions.

* It includes conversational design checklists, solution blueprinting, risk assessments, and user adoption strategies.

* Fabrikam's scenario emphasizes:

* User adoption

* Conversational UX quality

* Escalation paths

* Compliance

* Telemetry

* These are all covered in Success by Design's structured implementation approach.

<https://learn.microsoft.com/en-ca/power-platform/well-architected/experience-optimization/conversation-design>

Topic 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.

NEW QUESTION # 96

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 # 97

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 tool should you recommend to help secure funding for future AI agent development?

- A. Evaluations in Microsoft Foundry
- B. the Analytics tab in Microsoft Copilot Studio

- C. the Azure Cost Optimization workbook
- D. Azure Operator Insights
- E. Direct Preference Optimization (DPO)

Answer: B

Explanation:

Scenario

Requirements

Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

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In a Microsoft AI migration, calculating the Return on Investment (ROI) for AI agents is essential for justifying costs and securing future funding. You can utilize the Analytics tab in Microsoft Copilot Studio to track these financial and performance metrics directly. Calculating ROI with Copilot Studio Analytics

The Analytics tab provides a dedicated Savings tile (ROI) that allows you to quantify the impact of your agents:

Define Savings Parameters: You can input estimated time saved (in seconds, minutes, or hours) and money saved per successful agent run.

Real-Time Tracking: Total savings are calculated automatically for your selected period based on successful runs of resolved conversations.

Retroactive Application: If you update your savings estimates, the system can apply these changes to previous runs to provide an accurate historical view.

Granular Insights: Savings can be defined at the overall agent-run level or for specific tools used within a run.

Reference:

<https://learn.microsoft.com/en-us/training/modules/forecast-agent-return-investment/>

NEW QUESTION # 98

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. Azure Cosmos DB
- B. Azure Data Lake Storage
- C. a Microsoft Power BI semantic model
- **D. Microsoft Dataverse**

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is A. Microsoft Dataverse .

This question is asking for a Microsoft Power Platform business solution that can act as a centralized data foundation across multiple AI and business application workloads. The requirements are very specific:

* consolidate data from multiple internal and external sources

* serve as a centralized source for Copilot Studio agents , Dynamics 365 , and external AI models

* support built-in data classification and protection policies

* provide data for grounding and analytics

Among the options, Microsoft Dataverse is the best fit.

Why A is correct

Microsoft Dataverse is the native business data platform for Microsoft Power Platform and Dynamics 365. It is designed to act as a structured, centralized, governed source of business data. That makes it the strongest answer when the scenario explicitly involves:

* Copilot Studio

* Dynamics 365

* broader Power Platform

* governed enterprise business data

* AI grounding and analytics

Dataverse supports these needs because it provides:

- * a common business data model
- * secure centralized storage
- * integration across Power Platform and Dynamics 365
- * metadata-rich tables and relationships
- * role-based security
- * support for business rules and governance
- * compatibility with analytics and AI-based experiences

From an AI business solutions perspective, Dataverse is especially strong because it can act as the single source of truth for enterprise business data that powers both transactional applications and AI systems.

Why Dataverse fits the AI requirements

For AI systems, especially Copilot and agent scenarios, centralized structured business data is essential for:

- * grounding responses in current operational data
- * supporting retrieval across customer, sales, finance, or service records
- * enabling governed access to sensitive information
- * providing high-quality data for downstream reporting and analytics

Dataverse also aligns well with the requirement for built-in data classification and protection policies, because it works within Microsoft's enterprise governance ecosystem and supports security, auditing, and compliance-oriented controls better than the other listed options in a Power Platform business context.

Why the other options are incorrect

B). Azure Data Lake Storage

Azure Data Lake Storage is excellent for large-scale analytics and raw data storage, but it is not the best Power Platform business solution answer here. It lacks the same native business application integration and governed operational data model that Dataverse provides for Copilot Studio and Dynamics 365 scenarios.

C). a Microsoft Power BI semantic model

A semantic model is useful for reporting and analytics, but it is not the central operational data platform for multiple AI systems. It sits more at the reporting layer than the transactional and grounding layer.

D). Azure Cosmos DB

Cosmos DB is a scalable NoSQL database, but it is not the native Microsoft Power Platform business data platform for Dynamics 365 and Copilot Studio integration. It also does not provide the same built-in business data modeling and governance experience expected here.

Expert reasoning

When the question combines:

- * Power Platform
- * Dynamics 365
- * Copilot Studio
- * centralized business data
- * governance
- * AI grounding

the best answer is almost always Microsoft Dataverse .

NEW QUESTION # 99

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