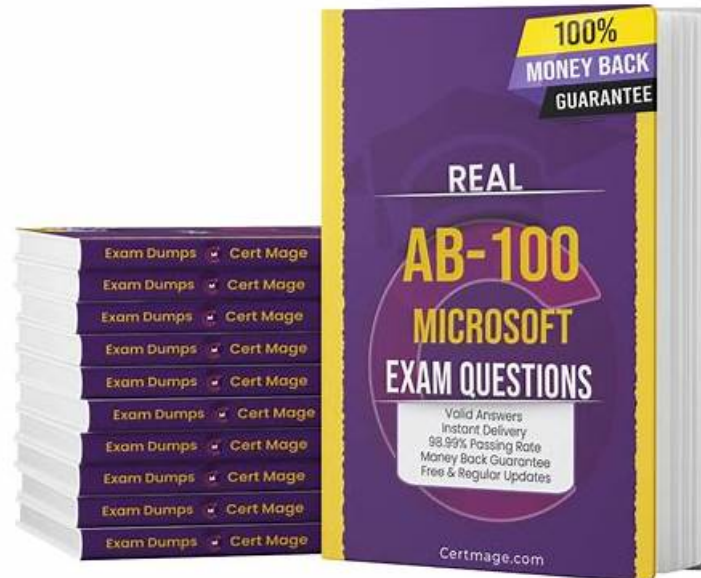


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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q11-Q16):

NEW QUESTION # 11

A financial services company uses Microsoft Dynamics 365 Finance.

Currently, the company's support staff manually reviews customer transaction histories to detect potential fraud cases before escalating the cases.

You need to recommend an automation solution for the review process. The solution must ensure that escalations reach a human analyst for final decision making. What should you recommend?

- A. Export the data to a data lake for analysis in Microsoft Power BI.
- B. Deploy an autonomous agent that closes non-fraud cases automatically.
- C. Configure a task agent to generate fraud risk scores for the human analyst to review.
- D. Use Microsoft 365 Copilot in Word to automatically finalize fraud detection policies.

Answer: C

Explanation:

To automate the fraud review process in Microsoft Dynamics 365 Finance while ensuring a human analyst makes the final decision, you should configure the Dynamics 365 Fraud Protection (or integrated Copilot AI agents) to generate risk scores and route high-risk transactions to a manual review queue.

Here is the configuration approach to achieve this:

1. Implement AI-Driven Risk Scoring: Utilize Dynamics 365 Fraud Protection, which uses AI to analyze customer transaction history and assign a risk score (0-999) to each transaction.
2. Define Rules for Escalation: Set up fraud rules in the system to determine which transactions require human intervention. For instance, define a threshold (e.g., a "Minimum score value") where transactions with high fraud probability are automatically flagged.
3. Establish Manual Review Queues: Configure the Manual Review tool to create queues for suspected fraudulent transactions, allowing human analysts to review the AI-generated risk score and transaction history, such as customer behavior, for final, informed decision-making.
4. Use Copilot/AI Agents for Monitoring: Enable AI agents to continuously monitor financial data, such as invoice, payment, and vendor data, and generate alerts for unusual patterns before escalating.

This setup, particularly through the Manual Review workspace, allows for an automated, intelligent, and scalable approach to fraud management.

Reference:

<https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2021/03/25/enhance-your-fraud-workflow-efficiency-with-manual-review/>

NEW QUESTION # 12

Drag and Drop Question

A company has a Microsoft Foundry project that uses a single agent and a single prompt to complete a series of tasks.

The agent encounters the following issues:

- It frequently produces incomplete results.
- It struggles with domain-specific reasoning.
- Agent response times are remarkably slow.

You need to recommend a solution to improve the overall performance and accuracy of the agent.

What should you include in the recommendation? To answer, drag the appropriate actions to the correct requirements. Each action 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: Move to a multi-agent architecture

To improve performance

Moving to a multi-agent architecture in Azure AI Foundry is a highly effective strategy to overcome performance bottlenecks, as single-agent systems often struggle with long-running tasks, leading to high latency and timeout issues. By decomposing complex tasks into smaller, specialized subtasks, you can improve response times through parallel processing and targeted tool usage.

Incorrect:

* Upgrade to a larger generative AI model

To address slow response times in your Microsoft Foundry agent, upgrading to a larger generative AI model is one option, but it may increase latency in some scenarios due to higher processing demands. Instead, a combination of prompt optimization, model selection, and architectural changes in Microsoft Foundry is recommended to improve performance.

Box 2: Add a grounding data source

To improve accuracy

To improve the performance of an agent in a Microsoft Foundry project experiencing incomplete results, weak domain reasoning, and high latency, adding a grounding data source is a highly effective strategy. Grounding connects the Large Language Model (LLM) to verified external data, ensuring responses are accurate, contextual, and less likely to hallucinate.

Reference:

<https://developer.microsoft.com/blog/designing-multi-agent-intelligence>

NEW QUESTION # 13

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.

Hotspot Question

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

NOTE: Each correct selection is worth one point.

Answer Area

For AI agent creation:

Microsoft Foundry
Dynamics 365 Sales
Microsoft Copilot Studio
the Power Platform admin center

For unexpected AI agent actions:

a custom connector
an event trigger
a Fallback topic
a REST API

Answer:

Explanation:

Explanation:

Scenario:

Use low-code development to create a single AI agent that has Dataverse as its core component.

Box 1: Microsoft Copilot Studio

For AI agent creation

Scenario:

A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.

The Microsoft tool that should be used to create the AI agent is Microsoft Copilot Studio.

It is a low-code platform specifically designed for building and managing intelligent agents that integrate with Microsoft Dataverse as a core component for storing data and providing business context. To ensure the agent follows Microsoft's deployment recommendations, users should consult the implementation checklist provided within the Microsoft Copilot Studio documentation.

Key Features of Microsoft Copilot Studio:

Low-Code Interface: Uses a graphical builder or natural language to design agent behaviors and conversation flows.

Dataverse Integration: Leverages Dataverse as the enterprise data platform to ground agents in organizational knowledge and store shared context.

Governance and Compliance: Includes built-in responsible AI features and aligns with enterprise security standards.

Multi-Channel Deployment: Allows publishing agents across Microsoft Teams, websites, and mobile apps.

Box 2: a Fallback topic

For unexpected AI agent actions.

Scenario:

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.

In a low-code environment using Microsoft Copilot Studio with Dataverse, you can ensure unexpected AI actions lead to a live

representative by configuring specific system topics.

1. Configure the System Fallback Topic

The Fallback system topic triggers when the AI agent cannot match a user's intent to any existing topic or knowledge source with sufficient confidence.

Enable Fallback: In Copilot Studio, navigate to Settings > General Settings > System fallback and click Add.

Action: Edit the Fallback topic to include a Go to topic node that redirects to the Escalate system topic.

2. Implement the Escalate System Topic

The Escalate topic is the primary mechanism for handoffs.

3. Handle Errors and Infinite Loops

Reference:

<https://learn.microsoft.com/en-us/power-apps/maker/data-platform/low-code-plugins-copilot-studio>

NEW QUESTION # 14

Scenario: A customer support organization aims to significantly improve its case resolution times and overall agent efficiency. They are looking for an AI solution that can provide real-time assistance to agents by summarizing ongoing conversations, suggesting relevant next best actions, and quickly retrieving historical customer data directly within their workflow.

Which specific Microsoft capability is designed to provide these AI-driven features for enhancing agent productivity within a customer service environment?

- A. Direct integration with the Azure OpenAI API using custom code
- **B. Microsoft Copilot for Dynamics 365 Customer Service**
- C. A standalone Power Virtual Agents chatbot
- D. Standard case management features in Dynamics 365

Answer: B

Explanation:

Microsoft Copilot for Dynamics 365 Customer Service is correct because this specific Copilot integration provides exactly the described functionalities: real-time conversation summaries, AI-suggested responses, recommended next actions, and the ability to surface relevant knowledge base articles and historical customer data directly within the agent's workflow in Dynamics 365 Customer Service.

References:

<https://adoption.microsoft.com/en-us/copilot-in-dynamics-365-customer-service/>

<https://learn.microsoft.com/en-us/microsoft-cloud/dev/copilot/copilot-for-dynamics365>

NEW QUESTION # 15

Drag and Drop Question

You are designing two Microsoft Copilot Studio agents named Agent1 and Agent2. Each agent must meet the following requirements:

- Each agent must use a standard model.
- Each agent must NOT use generative orchestration.
- Agent1 must support simple and short phrases for a given topic.
- Agent2 must integrate with Microsoft Dynamics 365 Contact Center voice channel.

You need to recommend language models for the agents.

What should you recommend for each agent? To answer, drag the appropriate language models to the correct agents. Each language model 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: Natural Language Understanding (NLU)

Agent1 must support simple and short phrases for a given topic.

For a Microsoft Copilot Studio agent that must not use generative orchestration and requires support for simple, short trigger phrases, the best choice is the Classic NLU (Natural Language Understanding) model.

When you disable generative orchestration (also known as "Generative mode" or "Generative AI" orchestration), the agent reverts to Classic orchestration. In this mode, the agent relies on predefined trigger phrases to map user input directly to specific topics.

Box 2: Natural Language Understanding + (NLU +)

Agent2 must integrate with Microsoft Dynamics 365 Contact Center voice channel.

For a Microsoft Copilot Studio agent using classic orchestration (no generative orchestration) and integrating with the Dynamics 365 Contact Center voice channel, the best language model is NLU+.

Why NLU+ is the Best Choice

While standard agents offer three "classic" Natural Language Understanding (NLU) options, NLU+ is specifically designed for high-performance, enterprise-grade scenarios like voice channels.

Note:

Comparison of Classic Models

Reference:

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

NEW QUESTION # 16

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