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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q70-Q75):

NEW QUESTION # 70

Hotspot Question

You need to design a shared prompt library that will be used across multiple business units. The solution must meet the following requirements:

- Ensure consistent AI responses with reusable formats.
- Support governance and version control.
- Minimize administrative effort.
- Minimize ongoing costs.

What should you recommend for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

Box 1: Define standardized prompt templates

Ensure consistent AI responses with reusable formats.

To ensure consistent AI responses across multiple business units, your shared prompt library should be built on a foundation of standardized, modular templates that balance centralized governance with unit-specific flexibility.

Box 2: Store prompts in a Git repository

Support governance and version control.

Storing AI prompts in a Git repository allows you to treat prompts as "first-class artifacts" with the same accountability and lifecycle management as source code. For an enterprise solution serving multiple business units, this approach provides the necessary structure for governance, collaboration, and scalability.

1. Repository Organization for Business Units
2. Governance and Version Control Workflow

Branching Strategy: Use a dedicated branch for each experiment or new use case (e.g., feature/marketing-seo-v2) to ensure the main branch remains stable.

Pull Requests (PRs): Mandate PRs for all changes to enable peer reviews. PRs should include descriptions of changes, linked issues, and test results.

Semantic Versioning: Apply tags (e.g., v1.0.1) to mark significant updates, allowing business units to pin their applications to specific, stable prompt versions.

Auditability: Git maintains a full historical record of who changed a prompt, what was modified, and when it occurred.

Reference:

https://www.leeboonstra.dev/prompt-engineering/prompt_engineering_guide6

<https://launchdarkly.com/blog/prompt-versioning-and-management>

NEW QUESTION # 71

A company uses a fine-tuned Microsoft Foundry model that requires frequent updates as new customer feedback becomes available.

You need to design an application lifecycle management (ALM) process that meets the following requirements:

- * Data changes must be tracked and versioned.
- * The model must be retrained consistently by using approved training data.

Which two actions should you include in the design?

NOTE: Each correct selection is worth one point.

- **A. Upload the training data to Microsoft Foundry data files.**
- B. Store the training data in Azure Files.
- **C. Store the training data in Azure Blob Storage that has version control enabled.**
- D. Create a content filter.
- E. Associate the storage location to the fine-tuning job.

Answer: A,C

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics Designing an ALM process for fine #tuned Microsoft Foundry models requires two critical capabilities:

* Version-controlled training data

* A consistent, governed pipeline for retraining

Let's break down the reasoning using modern Agentic AI lifecycle, data governance, and model retraining best practices.

E). Store the training data in Azure Blob Storage that has version control enabled - # Correct This directly satisfies the requirement:

"Data changes must be tracked and versioned."

Azure Blob Storage with versioning provides:

* Automatic version history for every training dataset

* Immutable snapshots for audit and rollback

* Governance controls for approved data

* Integration with CI/CD pipelines for model retraining

In an agentic AI lifecycle, data versioning is mandatory because:

* Training data evolves frequently

* Retraining must be reproducible

* Regulatory audits require traceability

* Model drift must be monitored

Blob Storage with versioning is the Microsoft#recommended approach for enterprise AI ALM.

D). Upload the training data to Microsoft Foundry data files - # Correct Foundry fine #tuning jobs require training data to be stored in Foundry data files.

This ensures:

* The fine #tuning job always uses the approved dataset

* The model retraining pipeline is consistent

* The data is validated and formatted correctly

* The training job references a stable, governed data source

This aligns with the requirement:

"The model must be retrained consistently by using approved training data." In agentic AI systems, the training pipeline must be deterministic.

Uploading the data to Foundry data files ensures that the fine-tuning job always uses the correct dataset version.

Why the other options are NOT correct

A). Associate the storage location to the fine-tuning job - Not sufficient This does not provide:

* Data versioning

* Governance

* Tracking of changes

It simply points the job to a location, not a controlled ALM process.

B). Create a content filter - Not related to ALM or training data

Content filters are for safety, not:

* Versioning

* Data governance

* Retraining consistency

They do not help with the ALM requirements.

C). Store the training data in Azure Files - Not appropriate

Azure Files does not provide:

* Built-in versioning

* Immutable snapshots

* ALM integration for ML pipelines

Blob Storage is the correct choice for AI training data.

* D. Upload the training data to Microsoft Foundry data files

* E. Store the training data in Azure Blob Storage that has version control enabled These two actions together create a governed, versioned, repeatable ALM pipeline for fine-tuned Foundry models

NEW QUESTION # 72

A company plans to deploy an AI-based customer service app that will autonomously manage interactions, escalate complex cases, and learn from historical ticket data.

You need to perform a return on AI investment (ROAI) analysis of the app deployment. The solution must ensure that the analysis is accurate.

What should you do first?

- A. Model the customer experience.
- B. Conduct an AI market benchmarking study.
- C. Identify and quantify all the development, deployment, and operating costs.
- D. Establish the AI performance metrics.

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is D. Identify and quantify all the development, deployment, and operating costs .

A reliable ROAI analysis must start with a clear understanding of the full cost base of the AI solution. If the cost side is incomplete or inaccurate, the return calculation will be flawed no matter how strong the projected benefits look.

In this scenario, the customer service app will:

* autonomously manage interactions

* escalate complex cases

* learn from historical ticket data

That means the solution likely includes multiple cost layers such as:

* design and development effort

* model integration and testing

* licensing and platform costs

* Azure or cloud compute usage

* data preparation and storage

* monitoring and governance

* security and compliance overhead

* maintenance and retraining costs

* support and change management costs

From an AI business solutions perspective, ROAI accuracy depends on capturing both initial and ongoing costs before estimating business value. This is especially important for AI systems, because organizations often underestimate recurring expenses such as inference costs, telemetry, human oversight, prompt updates, and model lifecycle management.

Why D is correct

Before you can calculate return, you need the denominator side of the investment equation. Without a full cost baseline, you cannot accurately determine:

- * payback period
- * net value
- * savings versus current process
- * scalability economics
- * long-term sustainability

This is the first step because it establishes the financial foundation for all later evaluation.

Why the other options are incorrect

A). Establish the AI performance metrics

This is important, but it comes after understanding the investment. Performance metrics help measure operational success, such as resolution rate, deflection rate, escalation quality, or response accuracy. They support benefit measurement, but ROAI must first define total costs.

B). Conduct an AI market benchmarking study

Benchmarking can provide useful external context, but it is not the first step in building an accurate internal ROAI model for a specific deployment.

C). Model the customer experience

Customer experience modeling is useful for estimating business impact, adoption, and service outcomes, but it does not come before quantifying the investment itself.

Expert reasoning

For AI investment analysis, the most defensible first step is:

- * define the full cost structure
- * then estimate operational and strategic benefits
- * then apply performance metrics and outcome measures

NEW QUESTION # 73

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.

Answer:

Explanation:

Explanation:

Supports interactive speech responses # Copilot Studio voice features; Optimizes decision-making and response accuracy # A deep reasoning model Why Copilot Studio voice features is correct The requirement is to design a Microsoft Copilot Studio agent that supports interactive speech responses .

Since the scenario is specifically centered on a Copilot Studio agent, the most direct and appropriate design choice is Copilot Studio voice features .

These voice features are intended to enable conversational voice experiences within the Copilot Studio environment, including spoken interaction patterns for agent-based experiences. In a business solutions context, this is the feature set that aligns most directly with building a voice-capable agent rather than just adding a lower-level speech technology component.

Why not the others for this requirement:

- * Azure AI Speech is a foundational speech service, but the question is about what to include in the design of a Copilot Studio agent . The more direct answer is the native Copilot Studio voice features .
- * SSML helps control how speech is synthesized, such as pronunciation, pacing, and emphasis, but it does not itself provide the full interactive speech response capability.
- * Azure Language in Foundry Tools is not the right fit for voice response functionality.

Why a deep reasoning model is correct

The second requirement is to optimize decision-making and the accuracy of responses . That points to a model capability that improves reasoning quality, response evaluation, and more structured inference. The best fit among the choices is a deep reasoning model .

A deep reasoning model is designed to better handle:

- * multi-step logic
- * more complex decisions
- * higher-quality answer generation
- * improved contextual inference
- * stronger response accuracy in nuanced scenarios

From an agentic AI business solutions perspective, this matters when the agent is expected not just to respond conversationally, but to produce answers that are more reliable and better aligned to business intent. For enterprise agents, reasoning quality often has a direct effect on trust, adoption, and operational outcomes.

Why the other options are incorrect

Azure AI Speech for decision-making and response accuracy

Azure AI Speech handles speech-related capabilities, not reasoning quality.

Azure Language in Foundry Tools for decision-making optimization

Language tooling can help in language-related scenarios, but it is not the best answer here for improving reasoning and decision quality compared to a deep reasoning model.

SSML for interactive speech responses

SSML enhances synthesized speech output, but it does not serve as the primary capability for interactive speech-based agent conversations.

Expert reasoning

For exam-style mapping:

- * Voice interaction in Copilot Studio # Copilot Studio voice features
- * Higher-quality reasoning, decisions, and response accuracy # a deep reasoning model

NEW QUESTION # 74

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 template should you use for the AI agent to meet the requirements for the sales executives?

- A. AI chat in Microsoft Foundry
- **B. Voice in Microsoft Copilot Studio**
- C. IT Helpdesk in Microsoft Copilot Studio
- D. AI agents in Microsoft Foundry

Answer: B

Explanation:

Scenario:

Sales Cycle Enablement

To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:

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.

To enable handsfree headset interaction with an AI agent for internal policies and customer data in Dynamics 365 Sales, you should use Microsoft Copilot Studio to create a custom agent template.

Here is the breakdown of the recommended approach and templates:

Recommended Template

Voice-enabled agent template (in Copilot Studio): This template provides the foundational, pre- configured setup for Interactive Voice Response (IVR) capabilities, allowing for natural language voice inputs and text-to-speech output.

Internal Data Knowledge Source: Within this agent, you will connect to Dataverse (for customer data) and configure Knowledge Sources (for internal policy documents).

Note:

To implement a hands-free AI agent for Dynamics 365 Sales using the Voice agent template in Microsoft Copilot Studio, follow these steps to enable voice-first interactions for internal policies and customer data.

1. Create a Voice-Enabled Agent
2. Configure Hands-Free Interaction

3. Connect to Internal Data

Reference:

<https://learn.microsoft.com/en-us/dynamics365/contact-center/administer/bot-scenario-configure>

NEW QUESTION # 75

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