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Microsoft AB-100 Exam Syllabus Topics:

Section	Weight	Objectives
Design AI-powered business solutions	30%	- Extensibility and orchestration • 1. Model Context Protocol (MCP) • 2. Microsoft 365 Copilot agents • 3. Computer Use automation • 4. Agent2Agent (A2A) orchestration - Agent and solution design • 1. Dynamics 365 AI integration • 2. Power Platform AI workflows • 3. Copilot Studio agents and topics • 4. Task, autonomous, and prompt/response agents

Deploy AI-powered business solutions	45%	- Monitoring and optimization • 1. Model tuning and feedback loops • 2. Agent telemetry and performance monitoring • 3. AI-driven diagnostics and issue detection - Testing and validation • 1. End-to-end AI system testing • 2. Multi-system scenario testing • 3. Prompt validation and evaluation - Security, governance, and ALM • 1. Prompt injection mitigation • 2. Audit trails and governance • 3. Data residency and access control • 4. ALM for agents and models • 5. Responsible AI compliance
Plan AI-powered business solutions	25%	- AI solution design strategy • 1. Copilot Studio and Microsoft Foundry usage • 2. Model routing and SLM usage • 3. Custom vs prebuilt agent decisions • 4. ROI and TCO analysis • 5. Multi-agent solution design • 6. Cloud Adoption Framework for AI - AI strategy and requirements analysis • 1. Data grounding and quality assessment • 2. Business data readiness for AI systems • 3. Agent-based automation and decision-making

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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q28-Q33):

NEW QUESTION # 28

What should you recommend to assist the CEO with their specific responsibilities?

- A. the Microsoft Service Trust Portal
- B. Compliance Center
- C. Microsoft Foundry Tools
- D. Microsoft Purview
- E. the Responsible AI dashboard

Answer: E

NEW QUESTION # 29

You need to design a Microsoft Copilot Studio agent for customer support. The agent must securely retrieve product warranty data from a REST API. The solution must minimize development effort. What should you include in the design?

- A. Create a custom connector in Copilot Studio and use the connector to call the API.
- B. Use a Microsoft Power Automate desktop flow to screen scrape the warranty data.
- C. Add the warranty data to the Fallback topic.
- D. Export the agent as a managed solution and customize the agent in Power Apps.

Answer: A

Explanation:

The requirement is to build a Microsoft Copilot Studio agent that can securely retrieve product warranty data from a REST API while minimizing development effort.

The best choice is D. Create a custom connector in Copilot Studio and use the connector to call the API.

Why this is correct:

A custom connector is the standard low-code way to integrate Copilot Studio with a REST API. It lets the agent call the external warranty service securely, using supported authentication methods, without requiring heavy custom development. This directly satisfies both key requirements:

secure retrieval of warranty data

minimal development effort

NEW QUESTION # 30

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 existing tool and data should you use to gather the required metrics for stakeholder signoff for the AI agents? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Tool:

Microsoft Foundry
Azure Resource Monitor (ARM)
Dynamics 365 Sales
Microsoft Copilot Studio

Data required for the tool:

the cumulative time spent on the task over the past year
the current cost to complete the tasks per instance
the current time to complete the task today per instance
the current cost of the Dynamics 365 Sales licenses

Answer:

Explanation:

Answer Area



Tool:

Microsoft Foundry

Azure Resource Monitor (ARM)

Dynamics 365 Sales

Microsoft Copilot Studio

Data required for the tool:

the cumulative time spent on the task over the past year

the current cost to complete the tasks per instance

the current time to complete the task today per instance

the current cost of the Dynamics 365 Sales licenses

Explanation:

Scenario:

The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.

Box 1: Microsoft Foundry

Tool

To secure stakeholder sign-off for a Microsoft AI solution using AI agents and Dataverse, Azure AI Foundry (formerly Azure AI Studio) provides a structured framework to gather metrics across five key "ROI levers":

1. Identify Key ROI Metrics via Foundry

Use the Foundry ROI Framework to categorize and collect data that compares the current manual process to the future AI-driven state.

2. Gather Data using Foundry Tools

Foundry offers specific technical features to generate the evidence needed for your business case.

3. Calculate the ROI

Once metrics are gathered, apply the standard Microsoft-recommended formula for the business case.

Box 2: the current time to complete the task today per instance

Data required for the tool

In the Microsoft Foundry ROI framework, the metric for current time required to complete a task today is typically referred to as the Current Time per Instance or Task Duration (Baseline). This value serves as the primary "Before" benchmark to calculate the efficiency gains of the new AI agent solution.

Reference:

<https://itnext.io/stop-wasting-tokens-how-to-design-high-roi-ai-apps-on-microsoft-foundry-616622ddead6>

<https://techcommunity.microsoft.com/blog/azure-ai-foundry-blog/a-framework-for-calculating-roi-for-agentic-ai-apps/4369169>

NEW QUESTION # 31

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Infrastructure Migration

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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:

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

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 # 32

You are creating validation criteria for a custom generative AI model that produces business reports based on internal enterprise data. You need to Assess whether the model ' s outputs are appropriate and meaningful (or the business reports. Which metric should you use?

- **A. alignment of the output to domain specific tasks**
- B. the number of active users interacting with the model
- C. the model training duration
- D. the average system resource usage during inference

Answer: A

Explanation:

The correct evaluation criterion is alignment of the output to domain-specific tasks . The objective is to establish whether generated reports are semantically appropriate, useful, and correct for the intended business purpose. This requires evaluating output quality against the requirements and expectations of the specific business domain.

Microsoft ' s generative- AI evaluation guidance emphasizes that evaluation should reflect the nature of the task and dataset , and that domain-specific scenarios frequently require customized evaluation criteria.

Training duration and inference resource utilization are operational or performance measurements, not measures of whether the generated report is meaningful. Likewise, active-user count measures adoption rather than model-output quality.

NEW QUESTION # 33

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