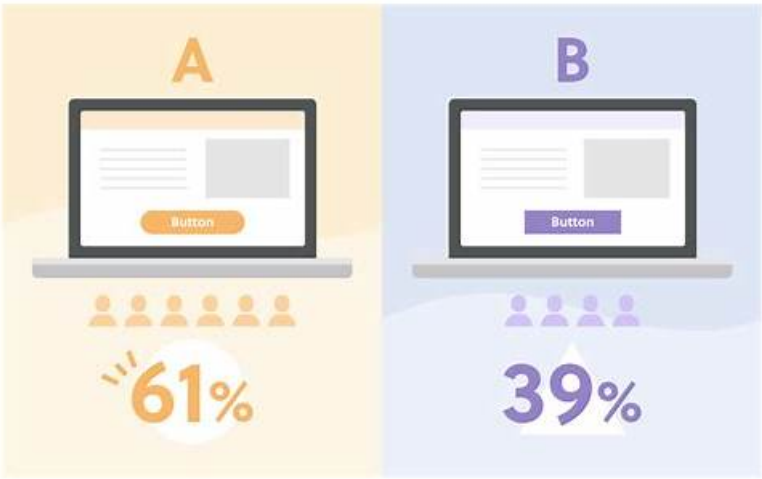
便利なAB-100問題例試験-試験の準備方法-最高のAB-100最新対策問題



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>> AB-100問題例 <<

100％合格率のAB-100問題例 & 合格スムーズAB-100最新対策問題 | 有難いAB-100受験練習参考書 Agentic AI Business Solutions Architect

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Microsoft Agentic AI Business Solutions Architect 認定 AB-100 試験問題 (Q50-Q55):

質問 # 50
A company has Microsoft Foundry agents that generate responses by using Azure OpenAI resources. The agents are deployed to both the United States and Europe.
A company mandate states that the agents and their grounding data must adhere to data residency and movement regulations.
You need to recommend a governance solution for the agents.
What should you include in the recommendation?

- A. Azure Policy
- B. Microsoft Purview
- C. Azure Monitor
- D. Microsoft Defender for Cloud

正解：B

解説：
In this scenario, Microsoft Foundry agents and Azure OpenAI resources generate responses by using the Responses API. To ensure these agents adhere to data residency and movement regulations across the United States and Europe, Microsoft Purview should be included to provide the following governance and security controls:
Unified Data Discovery & Classification: Purview's discovery REST API allows orchestrator agents to identify relevant data assets (e.g., in Fabric or Databricks) across the organization's entire data landscape.
Sensitivity Label Enforcement: It ensures that AI-generated responses respect existing access controls by checking document label metadata at query time. This prevents oversharing of sensitive data and restricts users to authorized content.
Data Loss Prevention (DLP): By integrating Purview DLP policies, organizations can monitor, block, or warn when sensitive data is used in AI prompts or responses in real-time.
Data Residency Compliance: For strict European residency (e.g., GDPR), Azure OpenAI resources should be deployed using Data Zone (DZ) SKUs (such as in Sweden Central or Germany West Central), which contractually guarantee that both data storage and processing remain within the specified geography.
Embedded Governance: Admins can enable a native integration within Microsoft AI Foundry at the subscription level. This automatically sends prompt and response data to Purview for auditing and compliance without requiring additional developer code.
Reference:
https://www.georgeollis.com/consuming-a-microsoft-foundry-agent-programmatically

質問 # 51
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.

正解：

解説：
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

質問 # 52
Scenario: A development team is building a complex, multi-step agent using the Microsoft Agent Framework. This agent needs to receive a high-level user request, break it down into the required sequence of internal API calls and knowledge base, and manage the execution flow of these steps to achieve the final outcome.
Within the Agentic Core, which specific sub-component is primarily responsible for analyzing the user's intent, determining the optimal sequence of required tools/APIs and data sources (RAG), and managing the logical execution flow of these steps?

- A. The Safety System
- B. The Planner and Orchestrator
- C. The Large Language Model (LLM)
- D. The Model Context Protocol (MCP) Interface

正解：B

解説：
The Planner and Orchestrator is correct because this component is the "brain" of the Agentic Core. Its function is to take the user prompt, use the LLM to assist in decomposition, build a logical plan (Planner) of steps to solve the request, and then manage the execution of those steps using the available Tools and data sources (Orchestrator).
References:
https://learn.microsoft.com/en-us/agent-framework/media/agent.svg
https://techcommunity.microsoft.com/blog/educatordeveloperblog/ai-agents-planning-and- orchestration-with-the-planning-design-pattern---part-7/4399204
https://www.microsoft.com/en-us/microsoft-365/planner/microsoft-planner

質問 # 53
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 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.

正解：

解説：

Explanation:

Box 1: the ALM Accelerator for Microsoft Power Platform

For Microsoft Copilot Studio best practices

Using the ALM Accelerator for Microsoft Power Platform is a recommended approach for managing the lifecycle of a low-code AI agent (Copilot Studio) that relies on Dataverse. It enables source control, versioning, and automated deployment of AI agents to ensure they follow Microsoft's best practices.

Box 2: Microsoft Power Platform Well-Architected framework

For conversational user experience

Utilizing the Microsoft Power Platform Well-Architected framework for a low-code AI agent (built in Copilot Studio) with Dataverse as the core data component ensures the solution is secure, reliable, and provides a high-quality conversational user experience (CUX). The framework helps align the agent with Microsoft's best practices for responsible AI, efficiency, and user satisfaction.

Scenario:

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.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle
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Reference:
https://learn.microsoft.com/en-us/power-platform/guidance/alm-accelerator/overview
https://learn.microsoft.com/en-us/training/modules/adopt-ai-agent-best-practice

質問 # 54
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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:
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- 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.
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Fabrikam has identified the following infrastructure migration requirements:
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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.
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- 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.
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- 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.

正解：

解説：

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

質問 # 55
.....

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