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Microsoft AB-730 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Draft and analyze business content by using AI: This domain covers creating documents from prompts or existing files, generating summaries, transferring data between apps, using Copilot for meetings and collaboration, and leveraging memory for personalized assistance.
Topic 2	<ul style="list-style-type: none">• Understand generative AI fundamentals: This domain covers Microsoft 365 Copilot's operation, data privacy, context influence on responses, chat versus agent experiences, and feature differences across apps. It addresses responsible AI practices including risk identification, verification methods, and data protection restrictions.

Topic 3	<ul style="list-style-type: none"> Manage prompts and conversations by using AI: This domain focuses on creating effective prompts, managing and sharing them, handling chat conversations, and creating and configuring custom Copilot agents with appropriate settings and knowledge bases.
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Microsoft AI Business Professional Sample Questions (Q31-Q36):

NEW QUESTION # 31

You have a Microsoft 365 subscription.
 You do NOT have a Microsoft 365 Copilot license.
 For each of the following statements, select Yes if the statement is true. Otherwise, select No.
 NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Microsoft 365 Copilot Chat lets you upload documents from your local computer.	<input type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.	<input type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.	<input type="radio"/>	<input type="radio"/>

Answer:

Explanation:

Answer Area

Statements	Yes	No
Microsoft 365 Copilot Chat lets you upload documents from your local computer.	<input checked="" type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.	<input checked="" type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.	<input type="radio"/>	<input checked="" type="radio"/>

Explanation:

Statements	Yes	No
Microsoft 365 Copilot Chat lets you upload documents from your local computer.	<input checked="" type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot Chat is included with Microsoft 365 Business Standard.	<input checked="" type="radio"/>	<input type="radio"/>
Microsoft 365 Copilot Chat lets you create and use agents that can access Microsoft SharePoint folders.	<input type="radio"/>	<input checked="" type="radio"/>

Microsoft 365 Copilot Chat is included at no additional cost for users with qualifying Microsoft 365 subscriptions such as Business Basic, Business Standard, Business Premium, E3, and E5. Therefore, users without a Microsoft 365 Copilot add-on license can still access Copilot Chat.

Copilot Chat allows users to upload documents from their local device within a session for summarization, analysis, and drafting assistance. However, advanced enterprise-integrated features-such as creating agents that access organizational SharePoint folders-require a Microsoft 365 Copilot license.

Agent creation and enterprise data grounding leverage Microsoft Graph integration and are considered premium Copilot capabilities tied to licensed Copilot services.

This distinction reflects Microsoft's licensing model: baseline AI chat access is included with qualifying subscriptions, while deep Microsoft 365 app integration and enterprise data agents require the additional Copilot license.

NEW QUESTION # 32

You are a merchandiser who is planning for the upcoming season.

You prompt Microsoft 365 Copilot to suggest which products to stock based on historical sales data. Without reviewing the suggestions or checking current market trends, you place a large order based solely on the output of Copilot.

What is this an example of?

- A. overreliance
- B. fabrication
- C. prompt injection
- D. verification

Answer: A

Explanation:

Comprehensive and Detailed 150 to 200 words of Explanation Microsoft AI Business professional documents:

This scenario is an example of overreliance. Microsoft's AI guidance highlights that Copilot is an assistive tool that can accelerate analysis and drafting, but users remain responsible for validating outputs-especially for high-impact business decisions. Overreliance occurs when someone treats AI output as authoritative and acts on it without applying judgment, cross-checking sources, or validating against current conditions.

Here, the merchandiser uses Copilot to generate stocking recommendations from historical sales data, then places a large order without reviewing the suggestions or incorporating current market trends. Even if the historical data is accurate, demand can shift due to seasonality changes, competitor actions, pricing, supply constraints, macroeconomic factors, or new product launches. Copilot's recommendations should be treated as a starting point for decision-making, not the final decision.

Option A (verification) is the opposite behavior-checking accuracy before acting. Option C (fabrication) would involve Copilot inventing facts; the prompt doesn't indicate fictional data, only unvalidated reliance.

Option D (prompt injection) involves malicious instructions embedded in content to manipulate the model, which is not described here.

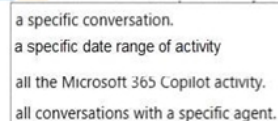
Therefore, the best answer is overreliance.

NEW QUESTION # 33

Select the answer that correctly completes the sentence.

.....
a specific date range of activity

From the Microsoft 365 My Account portal , if you select Delete history for the Copilot activity history, you can delete

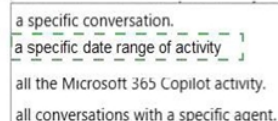
- 
- a specific conversation.
 - a specific date range of activity
 - all the Microsoft 365 Copilot activity.
 - all conversations with a specific agent.

Answer:

Explanation:

.....
a specific date range of activity

From the Microsoft 365 My Account portal , if you select Delete history for the Copilot activity history, you can delete

- 
- a specific conversation.
 - a specific date range of activity
 - all the Microsoft 365 Copilot activity.
 - all conversations with a specific agent.

Explanation:

a specific date range of activity

The Microsoft 365 My Account portal provides users with control over their Copilot activity history in alignment with enterprise privacy and compliance standards. When selecting Delete history, users can remove Copilot activity based on a defined time range rather than deleting only a single conversation or all activity universally.

This functionality reflects Microsoft's commitment to transparency, user control, and responsible AI governance. Allowing deletion by date range enables organizations and individuals to manage data retention policies efficiently while maintaining compliance with regulatory frameworks such as GDPR and internal data governance policies.

The other options are incorrect because deleting a specific conversation or all conversations with a specific agent is not the primary

method offered in the My Account activity deletion setting. Instead, deletion is structured around activity time periods. This capability reinforces generative AI best practices: secure data management, lifecycle control of AI interactions, and user-directed privacy management within enterprise environments.

NEW QUESTION # 34

Which of the following is a potential ethical issue with AI in business?

- A. AI always produces unbiased results
- **B. AI can introduce bias into decision-making, especially in hiring**
- C. AI systems eliminate the need for human oversight
- D. AI systems are universally transparent

Answer: B

Explanation:

AI models can perpetuate or even exacerbate bias if they are trained on biased data. For example, if a hiring algorithm is trained on historical data where certain groups were underrepresented, it may unintentionally favor certain candidates over others.

NEW QUESTION # 35

Select the answer that correctly completes the sentence.



The screenshot shows a question in a Microsoft 365 Copilot interface: "You are creating an agent in the Microsoft 365 Copilot app. The agent persona must be warm and friendly. To set the persona, you should modify the _____". A dropdown menu is open, showing four options: "capabilities.", "description.", "instructions", and "suggested prompts.".

Answer:

Explanation:



This is a duplicate of the screenshot above, showing the same question and dropdown menu options.

Explanation:



A close-up screenshot of the dropdown menu from the previous image. The option "instructions" is highlighted and selected.

The correct answer is instructions because an agent's persona—such as being warm, friendly, formal, or analytical—is defined through its behavioral and communication guidance. In Microsoft 365 Copilot, the Instructions field controls how the agent responds, including tone, style, personality, response structure, and interaction patterns.

The description typically explains what the agent does, not how it communicates. Capabilities define what tasks the agent can perform, such as summarizing documents or analyzing data. Suggested prompts provide example user queries but do not control the agent's personality or communication style.

To establish a warm and friendly persona, the instructions should explicitly state guidance such as: "Respond in a supportive, conversational tone. Use clear and positive language. Be encouraging and approachable." This ensures consistent tone across all interactions.

Defining persona through instructions reflects prompt engineering best practices in generative AI, enabling predictable behavior, improved user experience, and alignment with organizational communication standards within Microsoft 365 Copilot environments.

NEW QUESTION # 36

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What is your dream? Don't you want to make a career? The answer must be ok. Then, you need to upgrade and develop yourself. You worked in the IT industry, through what methods can you realize your dream? Taking IT certification exam and getting the

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