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Microsoft AB-100 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Plan AI-powered business solutions: Focuses on analyzing business requirements and identifying where AI agents and generative AI can improve processes. It also includes defining AI strategy, evaluating ROI, and deciding whether to build, buy, or extend AI components.
Topic 2	<ul style="list-style-type: none">Deploy AI-powered business solutions: Focuses on deploying, testing, monitoring, and optimizing AI solutions in production. It also includes managing ALM processes, performance monitoring, and ensuring security, governance, and responsible AI compliance.
Topic 3	<ul style="list-style-type: none">Design AI-powered business solutions: Covers designing AI agents, Copilot integrations, and intelligent workflows using platforms like Copilot Studio, Microsoft Foundry, and Dynamics 365. It includes planning prompts, connectors, agent behaviors, and solution extensibility.

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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q10-Q15):

NEW QUESTION # 10

You are designing a testing solution for Microsoft Copilot Studio agents.

You need to validate prompt engineering best practices to ensure that the agents generate accurate and contextually relevant responses. Which prompt validation techniques and metrics should you include in the solution? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

To validate prompt engineering for Microsoft Copilot Studio agents, the goal is to confirm that the agent responds correctly even when users ask the same thing in different ways, and to measure whether the responses are actually useful and correct.

For the prompt validation technique, the correct choice is Use prompts that have varied phrasing. This is a core best practice because real users do not ask questions in one fixed form. They may use different wording, sentence structure, synonyms, or levels of detail. Testing with varied phrasing checks whether the prompt design is robust and whether the agent can still produce the right response across natural language variation.

For the metric, the correct choice is Response relevance and accuracy. Since the requirement is to ensure responses are accurate and contextually relevant, this is the most appropriate measure. It directly evaluates whether the output answers the user's need correctly and in the right context.

Why the other options are not correct:

* Exclude domain-specific terminology from the prompts is not a best practice in business AI solutions.

In many enterprise scenarios, domain-specific terms are essential for accuracy.

* Use only simple, one-word prompts does not reflect real-world usage and would weaken testing coverage.

* The number of words generated per response does not tell you whether the response is correct or contextually appropriate.

* The response generation time is a performance metric, not the best metric for validating prompt quality.

NEW QUESTION # 11

You are designing end-to-end test scenarios for a business solution that uses Microsoft Dynamics 365 Sales and Dynamics 365 Finance. You need to ensure that the business solution meets the following test requirements:

* Properly exchanges data between the Dynamics 365 apps

* Aligns with defined user workflows and business processes

Which type of testing should you use for each requirement? To answer, drag the appropriate testing types to the correct requirements. Each testing type 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:

For end-to-end validation of a solution that uses Dynamics 365 Sales and Dynamics 365 Finance, the testing type should match the goal of each requirement.

For properly exchanging data between the Dynamics 365 apps, the correct testing type is Integration testing.

This verifies that the systems connect correctly, pass data accurately, and maintain consistency across app boundaries.

For aligning with defined user workflows and business processes, the correct testing type is User acceptance testing. This focuses on whether the solution supports real business tasks the way users expect and whether it fits the intended operational process.

Why the other options are not correct here:

* Drift is about changes over time, often in model or behavior consistency.

* Exploratory is useful for uncovering unexpected issues, but it is not the primary match for the stated requirement.

* Performance focuses on speed, scale, and responsiveness, not workflow fit.

NEW QUESTION # 12

A company has an AI solution built by using Microsoft Copilot Studio and Power Platform. The solution is used by the company's sales, marketing, and customer service teams.

You are performing a return on AI investment (ROAI) analysis to evaluate the impact of the solution.

You need to identify which measurable business drivers to include in the analysis.

Which two business drivers should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. increased employee productivity
- B. market capitalization
- C. brand awareness
- D. economic market predictability
- E. the reduced average case resolution time

Answer: A,E

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answers are A. the reduced average case resolution time and D. increased employee productivity.

This question is asking for measurable business drivers for a ROAI analysis of a Copilot Studio and Power Platform solution used by operational teams.

For ROAI, the strongest business drivers are those that are:

- * directly attributable to the AI solution
- * operationally measurable
- * tied to business outcomes
- * relevant across teams

Why A is correct

Reduced average case resolution time is a strong measurable driver because it reflects a direct operational improvement in customer service and support workflows.

This metric can be quantified clearly by comparing:

- * baseline resolution time before AI
- * resolution time after deployment

That makes it ideal for ROAI because faster case resolution often leads to:

- * lower service cost
- * higher throughput
- * better customer experience
- * more efficient staffing

Why D is correct

Increased employee productivity is another core ROAI driver because AI solutions in sales, marketing, and customer service are often deployed specifically to reduce manual work and improve output per employee.

This can be measured through indicators such as:

- * more tasks completed per agent or employee
- * reduced manual effort
- * increased throughput
- * faster response cycles
- * more time spent on higher-value work

From an AI business solutions perspective, productivity improvement is one of the most common and valid drivers in ROAI analysis.

Why the other options are incorrect

B). market capitalization

This is too broad and influenced by many external factors. It is not a practical direct business driver for evaluating the specific impact of one AI business solution.

C). economic market predictability

This is not a direct business driver created by the solution and is too external to the organization's operational AI ROI calculation.

E). brand awareness

Brand awareness can matter strategically, but it is less directly attributable and less operationally measurable than resolution time and productivity for this kind of internal business solution.

Expert reasoning

For ROAI questions, prefer metrics that are:

- * operational
- * attributable
- * measurable before and after deployment

That leads to:

- * reduced average case resolution time
- * increased employee productivity

NEW QUESTION # 13

A company uses multiple Microsoft Copilot Studio agents across different channels.

You need to recommend a monitoring solution that provides comprehensive telemetry data and performance insights for the agents. What should you include in the recommendation?

- **A. Application Insights**
- B. Azure DevOps
- C. Azure Advisor
- D. Microsoft Dynamics 365 Customer Voice

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is A. Application Insights .

This question is asking for a monitoring solution that provides:

- * comprehensive telemetry data
- * performance insights
- * support across multiple Microsoft Copilot Studio agents
- * visibility across different channels

That requirement maps directly to Application Insights .

Why A is correct

Application Insights is the Microsoft solution designed for collecting and analyzing telemetry from applications and services. For Copilot Studio agents, it is the right choice when the goal is to monitor operational behavior in depth, including:

- * request and response activity
- * latency
- * exceptions and failures
- * dependency calls
- * performance trends
- * usage telemetry across channels

From an AI business solutions perspective, this is critical because multi-agent, multi-channel environments need centralized observability. Leaders and support teams need to understand:

- * how agents are performing in production
- * where failures occur
- * which channels have slower response times
- * whether integrations are causing issues
- * how the end-to-end user experience is trending

Application Insights provides that telemetry-oriented visibility and is the strongest answer for comprehensive monitoring.

Why the other options are incorrect

B). Azure Advisor

Azure Advisor provides best-practice recommendations for Azure resources related to:

- * cost
- * security
- * reliability
- * performance
- * operational excellence

It is useful for optimization guidance, but it is not the primary telemetry and performance-monitoring platform for Copilot Studio agents.

C). Azure DevOps

Azure DevOps supports source control, pipelines, boards, and software delivery processes. It is valuable for ALM and CI/CD, but it does not serve as the main runtime telemetry monitoring solution for agents.

D). Microsoft Dynamics 365 Customer Voice

Customer Voice is used for collecting survey feedback and customer sentiment. It can help measure experience feedback, but it does not provide comprehensive telemetry and technical performance insights for Copilot Studio agents.

Expert reasoning

For Microsoft Copilot Studio monitoring questions:

- * deep telemetry and performance monitoring # Application Insights

- * optimization recommendations # Azure Advisor
- * deployment and development lifecycle # Azure DevOps
- * feedback and surveys # Customer Voice

NEW QUESTION # 14

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:

Explanation:

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 # 15

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