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## Microsoft Agentic AI Business Solutions Architect Sample Questions (Q45-Q50):

### NEW QUESTION # 45

A company uses Microsoft Dynamics 365 Finance for accounts payable and customer debt recovery. You are designing an AI finance process that meets the following requirements:

- \* Provides AI-driven details to help staff identify overdue vendor invoices and outstanding balances
  - \* Helps staff reduce how long it takes to review overdue invoices and payment history
- You need to recommend which Microsoft Copilot features to include in the design.

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:

Vendor overdue invoices and outstanding balances # AI Summaries with Copilot Review overdue invoices and payment history faster # Collections coordinator summary This question combines two different finance-process needs inside Dynamics 365 Finance :

The first requirement is in the accounts payable / vendor context. Staff need AI-driven details to quickly understand overdue vendor invoices and outstanding balances. The best fit is AI Summaries with Copilot , because this feature is intended to surface concise, contextual summaries that help users understand finance records faster without manually opening and reviewing every transaction. The second requirement is in the customer debt recovery / collections context. Staff need to reduce the time spent reviewing overdue invoices and payment history . The best match here is Collections coordinator summary , because it is specifically aligned to collections work and helps users quickly review the customer' s collections status, invoice aging, and payment-related context.

Why the other options are less suitable:

- \* Agent management is administrative and not the feature that provides invoice/balance insights.
- \* The Account Reconciliation agent is more focused on reconciliation tasks than on these specific AP and collections-review needs.
- \* The supplier Communication agent is oriented toward supplier interaction/communication, not primarily summarizing overdue invoice and balance insight for internal review.
- \* Analyze demand plans with Copilot is unrelated to overdue invoices or payment-history review.

#### NEW QUESTION # 46

A company has an AI solution that uses Azure OpenAI models.

You need to recommend a governance solution that monitors and audits changes to model configurations and data usage. The solution must minimize administrative effort.

What should you include in the recommendation?

- A. Microsoft Purview
- B. Azure API Management
- C. Azure Policy
- D. Azure Stream Analytics
- E. Azure Monitor

**Answer: E**

Explanation:

Azure Monitor is the primary service for monitoring and auditing Azure OpenAI model configurations and data usage. By combining Azure Monitor with diagnostic settings, you can track management operations, analyze token consumption, and audit prompt/response data.

Reference:

<https://learn.microsoft.com/en-us/azure/azure-monitor/fundamentals/overview>

#### NEW QUESTION # 47

Note: This section contains one or more sets of questions with the same scenario and problem. Each question presents a unique solution to the problem. You must determine whether the solution meets the stated goals. More than one solution in the set might solve the problem. It is also possible that none of the solutions in the set solve the problem.

After you answer a question in this section, you will NOT be able to return. As a result, these questions do not appear on the Review Screen.

A company uses Microsoft 365 and Dynamics 365.

You need to recommend a solution to automatically summarize email threads, generate suggested replies in Microsoft Outlook, and provide meeting preparation summaries that include relevant customer relationship management (CRM) data.

Solution: You recommend Microsoft 365 Copilot for Sales.

Does this meet the goal?

- A. Yes
- B. No

**Answer: A**

Explanation:

Correct:

\* You recommend Microsoft 365 Copilot for Sales.

Incorrect:

\* You recommend a classic Microsoft Dataverse workflow.

\* You recommend a Microsoft 365 Copilot agent template.

Note:

In the described scenario, Microsoft 365 Copilot for Sales acts as the primary bridge between your productivity tools and CRM data. It integrates directly into Microsoft Outlook and Teams to surface real-time insights from Dynamics 365 Sales or Salesforce.

Key capabilities for this specific workflow include:

**Automated Email Summarization:** Copilot scans long email threads in Outlook to extract key points, highlights, and BANT (Budget, Authority, Need, Timeline) data. If the sender is an external contact recognized in your CRM, the summary is automatically enriched with relevant account and opportunity data.

**Suggested Email Replies:** When replying to customer emails, Copilot generates drafts based on the context of the conversation and existing CRM data. You can use predefined response categories (e.g., "Reply to an inquiry," "Offer a proposal") or custom prompts to include specific opportunity details in the draft.

**Meeting Preparation Summaries:** Before a scheduled meeting, Copilot for Sales provides a "preparation card" in Teams or Outlook. This summary includes:

- CRM Data: Matched opportunity and account attributes.
- Contextual History: Summaries of past email exchanges and the last three seller notes.
- Strategic Insights: Key risks, follow-up actions, and discussion points from previous interactions.

Reference:

<https://msdynamicsworld.com/blog/microsoft-copilot-sales-close-deals-faster-ai>

## NEW QUESTION # 48

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 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:**

Explanation:

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 # 49

A company uses Microsoft Dynamics 365 finance and operations apps.

The company plans to use Microsoft Copilot in-app help and guidance to generate responses for internal business processes.

You need to add an additional knowledge source for the business processes. The solution must NOT add new topics to the Copilot agent for the finance and operations apps.

Which knowledge source should you add?

- A. a public website
- B. Microsoft Dataverse
- C. Azure AI Search
- D. a file upload

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is D. a file upload .

In this scenario, the company is using Microsoft Copilot in-app help and guidance in Dynamics 365 finance and operations apps and wants to extend the business-process knowledge available to Copilot without creating new topics .

That requirement matters because the solution is not asking for topic authoring or dialog design. It is asking for an additional knowledge source that Copilot can use directly for response generation.

A file upload is the correct choice because this approach allows you to provide business-process documentation directly as knowledge content for Copilot to reference, without requiring the creation of new conversational topics. This is especially useful for internal process guides, SOPs, policy documents, and operational instructions that already exist in document form.

Why D is correct

A file upload is appropriate when:

- \* the knowledge already exists as documentation
- \* you want Copilot to use that content directly
- \* you do not want to build separate topics
- \* the source is intended for internal business-process guidance

From an AI business solutions perspective, this is a strong pattern because it speeds up enablement. Instead of modeling every internal process as a structured dialog tree, the organization can ground Copilot on uploaded documentation and let it generate answers from that knowledge source.

This is a common enterprise AI design principle:

- \* use topics when you need controlled conversation flow or task orchestration
- \* use knowledge sources when you need grounded answers from existing documentation Since the requirement explicitly says must NOT add new topics , the best fit is a knowledge source such as file upload .

Why the other options are incorrect

A). Microsoft Dataverse

Dataverse is ideal for structured business data and transactional records, but this question is about adding a knowledge source for business processes in in-app help and guidance. That points more toward document- based knowledge than table-based operational data.

B). a public website

A public website can be a knowledge source in some Copilot scenarios, but here the requirement is centered on internal business-process guidance in finance and operations apps. Internal process content is more appropriately supplied through uploaded files than through a public website source.

C). Azure AI Search

Azure AI Search is useful in more advanced custom retrieval architectures, but it is not the direct built-in answer for this scenario.

The question is asking for the supported knowledge-source addition without topic creation, and file upload is the simpler and more direct fit.

Expert reasoning

The deciding phrase in the question is:

\* "must NOT add new topics"

That means the solution should rely on knowledge grounding, not conversational authoring. Among the available options, file upload is the most direct and supported way to provide internal business-process knowledge for Copilot in this scenario.

## NEW QUESTION # 50

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