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Microsoft AB-100 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<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.

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Microsoft AB-100 New Dumps Ppt - AB-100 Valid Exam Preparation

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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q78-Q83):

NEW QUESTION # 78

Scenario: A customer support organization aims to significantly improve its case resolution times and overall agent efficiency. They are looking for an AI solution that can provide real-time assistance to agents by summarizing ongoing conversations, suggesting relevant next best actions, and quickly retrieving historical customer data directly within their workflow.

Which specific Microsoft capability is designed to provide these AI-driven features for enhancing agent productivity within a customer service environment?

- **A. Microsoft Copilot for Dynamics 365 Customer Service**
- B. A standalone Power Virtual Agents chatbot
- C. Direct integration with the Azure OpenAI API using custom code
- D. Standard case management features in Dynamics 365

Answer: A

Explanation:

Microsoft Copilot for Dynamics 365 Customer Service is correct because this specific Copilot integration provides exactly the described functionalities: real-time conversation summaries, AI- suggested responses, recommended next actions, and the ability to surface relevant knowledge base articles and historical customer data directly within the agent's workflow in Dynamics 365 Customer Service.

References:

<https://adoption.microsoft.com/en-us/copilot-in-dynamics-365-customer-service/>

<https://learn.microsoft.com/en-us/microsoft-cloud/dev/copilot/copilot-for-dynamics365>

NEW QUESTION # 79

Hotspot Question

A company uses Microsoft Dynamics 365 Supply Chain Management.

You are designing an AI supply chain process that meets the following requirements:

- Provides managers with AI-driven insights that surface key information from customer orders
- Helps planners use AI to anticipate future product needs more accurately

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:

Box 1: AI summaries with Copilot

Provides managers with AI-driven insights that surface key information from customer orders To provide managers with AI-driven insights from customer orders in Dynamics 365 Supply Chain Management, use the AI summaries with Copilot feature, specifically leveraging the embedded Customer Summary capabilities. This tool provides instant, personalized overviews of critical data, such as backordered items, credit limits, and risk indicators, directly within the workspace.

Box 2: Generative insights for Demand planning

Helps planners use AI to anticipate future product needs more accurately The Copilot Generative insights for Demand planning feature in Microsoft Dynamics 365 Supply Chain Management enables demand planners to move from reactive, manual forecasting to proactive, AI-driven demand anticipation. By analyzing, clustering, and interpreting vast datasets, Copilot helps identify patterns such as seasonality and signal correlations to improve accuracy.

Reference:

<https://www.randgroup.com/insights/tip-of-the-month/finance-operations-totm/dynamics-365-finance-operations-tip-of-the-month-work-smarter-with-copilot-in-d365-finance-supply-chain-management/>

<https://learn.microsoft.com/en-us/dynamics365/release-plan/2025wave2/enterprise-resource-planning/dynamics365-supply-chain-management/analyze-demand-enhanced-generative-insights-demand-planning>

NEW QUESTION # 80

Hotspot Question

A company deploys a Microsoft Copilot Studio agent that integrates with a Microsoft Power Automate desktop flow.

You need to recommend a testing solution that meets the following requirements:

- Test cases must validate the most recent changes to the agent before the agent is released.
 - The flow must be validated as part of the agent's orchestration.
- 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:

Box 1: Run test against the latest unpublished version of the agent

Test cases must validate the most recent changes to the agent before the agent is released.

To validate the most recent changes to a Microsoft Copilot Studio agent integrated with a Power Automate desktop flow before release, use the Copilot Studio Kit.

This specialized toolkit allows you to create and automate test cases that run against the test version of your agent rather than the published one.

Key Components for Validation

Copilot Studio Kit: Use this to build test sets (sets of questions and expected answers) and run them through a graphical interface.

Power Platform Pipelines: Integrate your tests into a deployment pipeline. The pipeline can be configured to automatically trigger these test runs whenever a deployment request is made, acting as a quality gate that pauses the release if tests fail.

*-> Agent Configuration: In the kit, specify the development environment as the source so that the tests interact with your latest unpublished changes.

Desktop Flow Verification: Since your agent uses desktop flows, use the Response match and Plan validation test types within the kit to ensure the agent correctly triggers the integrated flow tools as part of its execution plan.

Box 2: Use the Power Automate for desktop console

The flow must be validated as part of the agent's orchestration.

To ensure your Microsoft Power Automate desktop flow is correctly validated for orchestration within a Microsoft Copilot Studio agent, follow these steps using the Power Automate for desktop console and the Copilot Studio designer:

1. Validate via Power Automate for Desktop Console

Run a Local Test: Open the Power Automate for desktop console, select your flow, and click the Start button to run it as a "local attended" flow. This confirms that the logic and UI selectors work correctly in your environment.

Check Variables: Ensure that any Input and Output variables are properly defined. These are critical for passing data between the cloud-based agent and the desktop machine.

Monitor Connectivity: Use the Troubleshooter within the console (under Help > Troubleshooter) to diagnose any connectivity issues with the cloud runtime, ensuring the agent can trigger the desktop flow.

2. Validate the Integration in Copilot Studio

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/guidance/kit-automate-test-deploy>

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/test-desktop-flows>

NEW QUESTION # 81

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.

Answer:

Explanation:

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

*-> Use low-code development to create a single AI agent that has Dataverse as its core component.

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>

NEW QUESTION # 82

A company has a Microsoft Power Platform environment.

You need to build two agents named Agent1 and Agent2. The solution must meet the following requirements:

* Agent1 must be extendable by using the Semantic Kernel and must connect to multiple business apps and APIs.

* Agent2 must connect directly to data stored in Microsoft Dataverse and must be embeddable in a Microsoft Power Apps canvas app.

What should you use to build each agent? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

Verified Answer :=

* Agent1 # Microsoft Foundry

* Agent2 # Copilot in Power Apps

Comprehensive and Detailed Explanation from Agentic AI Topics:

For Agent1, the requirement is that it must be extendable by using Semantic Kernel and connect to multiple business apps and APIs. The best fit is Microsoft Foundry because Foundry-based agents are designed for extensibility and developer-oriented orchestration, including integration patterns that work well with Semantic Kernel and external tools/APIs.

For Agent2, the requirement is that it must connect directly to Microsoft Dataverse and be embeddable in a Power Apps canvas app. The best fit is Copilot in Power Apps, because it is designed for Power Platform-native experiences, works naturally with Dataverse-backed app data, and is intended for embedding AI experiences inside canvas apps.

Why the other options are not the best match:

* Azure Logic Apps is for workflow orchestration, not the primary platform for building these agents.

* Microsoft Copilot Studio is strong for conversational agents, but the wording here points more directly to Power Apps-native embedding for Agent2 and Semantic Kernel extensibility for Agent1.

NEW QUESTION # 83

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