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As the tech industry continues to evolve and adapt to new technologies, professionals who hold the Agentic AI Business Solutions Architect (AB-100) certification are better equipped to navigate these changes and stay ahead of the curve, increasing their value to employers and clients. In today's fast-paced and ever-changing Microsoft sector, having the Agentic AI Business Solutions Architect (AB-100) certification has become a necessary requirement for individuals looking to advance their careers and stay competitive in the job market.

Microsoft AB-100 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Design Agentic AI Solutions	30-35%	- Define agent capabilities and boundaries - Identify business scenarios for agentic AI - Design multi-agent architectures - Select appropriate AI models and services
Topic 2: Governance and Best Practices	10-15%	- Apply responsible AI principles - Ensure regulatory compliance - Implement data privacy and security controls - Configure security and compliance settings
Topic 3: Implement Agentic AI Solutions	30-35%	- Implement data connections and plugins - Configure AI agents using Microsoft Copilot Studio - Set up agent-to-agent communication - Publish and deploy agent solutions
Topic 4: Deploy and Monitor Agentic AI Solutions	20-25%	- Implement error handling and logging - Configure monitoring and analytics - Optimize agent performance

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AB-100 Test Centres - AB-100 Valuable Feedback

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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q114-Q119):

NEW QUESTION # 114

A company has a canvas app named App1 in a Microsoft Power Platform environment named Env1.

Env1 uses a customer-managed key for data encryption. App1 connects to multiple data sources to retrieve and update customer

and order information.

You need to recommend a solution to add Microsoft Copilot components to App1. The solution must NOT modify the current security or encryption configurations of Env1.

What should you include in the recommendation?

- A. Duplicate App1 and republish the app in Env1.
- **B. Move App1 to a new environment that uses Microsoft-managed keys.**
- C. Enable Copilot features for Env1.
- D. Modify the data sources of App1 to make them compatible with Copilot.

Answer: B

Explanation:

To add Microsoft Copilot components to your canvas app without changing the current environment's security or encryption (Customer-Managed Key), you should move the app to a new environment that uses Microsoft-managed keys.

Core Technical Limitation

Microsoft Power Platform environments configured with a Customer-Managed Key (CMK) currently do not support certain Copilot and generative AI features. These features continue to rely on Microsoft-managed encryption keys for their specific internal data processing.

Reference:

<https://learn.microsoft.com/en-us/power-platform/admin/manage-encryption-key>

NEW QUESTION # 115

A company has a Microsoft Copilot Studio agent that provides answers based on a knowledge base for customer support. Users report that, occasionally, the agent provides inaccurate answers.

You need to use metrics from the Analytics tab in Copilot Studio to identify the cause of the inaccuracies.

Which two options should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- **A. quality of generated answers**
- B. topic usage and topics with low resolution
- **C. session information and session outcomes**
- D. engagement, resolution, and escalation rates
- E. survey results

Answer: A,C

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answers are B. session information and session outcomes and E. quality of generated answers .

This scenario is focused on a knowledge base-driven Copilot Studio agent where users report that the agent sometimes gives inaccurate answers . The question asks which Analytics tab metrics should be used to identify the cause of those inaccuracies.

That means you need metrics that help you examine:

- * how the answer was generated
- * what happened in the conversation when the bad answer occurred

Why E. quality of generated answers is correct

This is the most direct metric for this scenario.

Because the agent is answering from a knowledge base , the problem is tied to the quality of the generated response itself. The quality of generated answers metric helps assess whether the generated responses are relevant, useful, and accurate enough for the user's request.

From an AI business solutions perspective, this metric is essential because it helps diagnose problems such as:

- * weak grounding from the knowledge source
- * irrelevant retrieval
- * poor answer formulation
- * hallucination-like behavior
- * mismatch between user question and available source content

If the issue is inaccurate answers, the first place to investigate is the quality signal tied to generated answers.

Why B. session information and session outcomes is correct

To find the cause of inaccuracies, you also need to inspect the broader conversational context. Session information and session outcomes help you see:

- * what the user asked
- * how the agent responded
- * whether the conversation was resolved
- * whether the user abandoned, escalated, or retried
- * where the conversation broke down

This is important because an inaccurate answer may not come only from poor generation quality. It may also come from:

- * the way the user phrased the request
- * lack of sufficient grounding context
- * repeated failed attempts in a session
- * escalation after an unhelpful answer
- * patterns in unsuccessful conversations

In other words, quality of generated answers tells you about answer quality, while session information and outcomes help you understand the operational context in which those inaccuracies appear.

Together, these two give the strongest diagnostic view.

Why the other options are incorrect

A). survey results

Survey results can tell you whether users were happy or unhappy, but they do not directly help identify the cause of inaccurate knowledge-based responses. They are more of a feedback signal than a root-cause metric.

C). topic usage and topics with low resolution

This is more relevant for agents built around explicit topics and topic flows. The scenario specifically describes an agent that provides answers based on a knowledge base, so generated-answer analytics are more appropriate than topic-resolution analysis.

D). engagement, resolution, and escalation rates

These are useful high-level operational KPIs, but they are not the best metrics for diagnosing why answers are inaccurate. They show outcome trends, not the direct cause of answer-quality issues.

NEW QUESTION # 116

Case Study 2 - Contoso, Ltd

Overview

Contoso, Ltd. is a high-tech manufacturing company that uses Microsoft Dynamics 365 Finance.

Dynamics 365 Supply Chain Management, and Dynamics 365 Commerce for its North American operations. The company designs and develops innovative products that have many patents and proprietary technologies. The patents and engineering designs are closely guarded secrets.

Contoso executives want to integrate and adopt AI solutions to help scale the company in preparation for an anticipated period of rapid growth.

The company has multiple legal entities and Azure subscriptions that will be used in the adopted AI solutions.

Requirements

AI Adoption

The following executives will have specific responsibilities in the overall AI adoption:

- Chief Technology Officer (CTO): Select one Dynamics 365 Finance, Dynamics 365 Supply Chain Management or Dynamics 365 Commerce prebuilt AI agent and one custom Microsoft Copilot Studio AI agent to prioritize and deploy during the initial AI adoption phase.
- Chief Information Officer (CIO): Ensure that appropriate security labels are assigned to the data used by the AI agents.
- Chief Financial Officer (CFO): Analyze the return on investment (ROI) for the AI agents being deployed.
- Chief Information Security Officer (CISO): Discover and inventory AI resources for auditing.
- Chief Executive Officer (CEO): Ensure that all solutions adhere to industry-standard responsible AI practices.

All AI initiatives and agents will have a detailed business use case, a defined audience profile, and an estimated ROI that will compare the cost savings of the current process against the estimated costs of using the new AI solutions.

The company's research and development (R&D) department already has a custom Model Context Protocol (MCP) server that contains comprehensive product specifications and compliance data.

Prebuilt AI Agent

The CTO has NOT yet selected which prebuilt AI agent to use in Dynamics 365 Supply Chain Management. The CTO wants to view available agent templates to identify which agent will add the most business value.

Depending on which high-priority AI agents are identified, its agent capabilities must be previewed in a discovery meeting with the relevant business operation stakeholders.

Custom AI Agent

Contoso has identified the following custom AI agent requirements:

- The custom AI agent will use data from Dynamics 365 Supply Chain Management to answer questions for the manufacturing team as a low-code solution.
- The custom AI agent will be accessible from within Microsoft Teams.
- The custom AI agent must be designed to eventually connect to other agents that can be selected based on their description.
- The topics used in the custom AI agent will be selected based NOT on a trigger phrase, but on a description of the purpose of the query, to make the interactions more conversational.
- The custom AI agent must be able to answer questions about product specifications by using existing technologies. The product specifications are maintained by the R&D department.
- The custom AI agent must be integrated with and accessible from Dynamics 365 Supply Chain Management.
- The custom AI agent must be able to use Dynamics 365 Supply Chain Management business logic that is stored outside of the application.

Analysis, Reporting, and Troubleshooting

Contoso has identified the following analysis, reporting, and troubleshooting requirements:

- The CISO will audit all the AI solutions monthly for compliance and security.
- The CFO will analyze all the AI solutions quarterly to compare the estimated ROI against actual measured efficiencies and adoption. The CFO will use the Copilot Studio agent usage estimator to perform this analysis.
- The CISO wants to identify how much sensitive data was accessed for a given AI agent run and who accessed the data. Too much sensitive data accessed by a single user might indicate a high security risk.
- The CTO wants to track user feedback on the quality of the AI agent responses during user interactions with the agents. Consistently poor feedback will trigger an escalated reengineering discussion.
- The CEO wants a quarterly assessment of all the required metrics for their specific responsibilities. The tools used for the assessments must be Microsoft-recommended and must verify reliability, interpretability, fairness, and compliance.
- The CFO wants to identify how many interactions with the AI agents are abandoned on a given day as compared to resolved conversations. Too many abandoned sessions might indicate that Copilot Studio credits are being used inefficiently by end users.

Which two components for the custom AI agent should you include in the application lifecycle management (ALM) process? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- **A. a ZIP package**
- B. an X++ model
- C. a Cloud Scale Unit (CSU) package
- **D. a Microsoft Power Platform solution**
- E. an Azure package

Answer: A,D

Explanation:

[C]

A Microsoft Power Platform solution is the standard container for transporting and managing customizations across the Power Suite (Copilot Studio, Power Automate, and Power Apps). It perfectly aligns with the specific requirements.

[B]

Based on the application lifecycle management (ALM) process for a Microsoft Power Platform solution that integrates with Dynamics 365 Supply Chain Management, you should use a ZIP package.

Recommended ALM Component

In the Microsoft Power Platform ecosystem, the standard unit of deployment for ALM is a Solution, which is exported and transported as a ZIP package.

ZIP package: This is the standard format for Power Platform solutions containing Copilot Studio agents, Power Automate flows, and custom connectors used to bridge Dynamics 365 and Teams.

Incorrect:

[Not A]

Azure package: Typically refers to Azure-native resources; while used for custom coding, the Power Platform solution itself is

handled via ZIP exports.

[Not D]

Cloud Scale Unit (CSU) package: Specifically for commerce or edge workloads, not for deploying general AI agents.

[Not E]

X++ model is used for core code changes inside Dynamics 365 Finance & Operations, but not for the low-code Power Platform/Copilot Studio orchestration described.

Reference:

<https://thorprojects.com/2025/09/23/copilot-studio-power-on-the-power-platform/#>

<https://learn.microsoft.com/en-us/dynamics365/supply-chain/procurement/supplier-com-agent-setup>

NEW QUESTION # 117

A company uses Microsoft Foundry agents.

You need to ensure that an agent can dynamically use external tools at runtime without updating the agent.

What should you include in the solution?

- **A. a Model Context Protocol (MCP) server**
- B. Azure AI Search
- C. Microsoft Copilot Studio
- D. a Microsoft Foundry hub

Answer: A

Explanation:

In Microsoft Foundry, the Model Context Protocol (MCP) is the architectural standard used to decouple an agent's logic from its toolset, allowing it to discover and use external tools at runtime without requiring code updates or re-deployment.

Why an MCP Server is Required

Traditionally, integrating a tool required "hardcoding" its schema into the agent's definition. MCP replaces this with a dynamic discovery model:

Decoupling: The agent is only configured with the MCP server endpoint rather than individual tool definitions.

Runtime Discovery: When the agent starts a session, it queries the MCP server for a manifest of available tools, their parameters, and descriptions.

Zero-Update Scaling: You can add new capabilities to the MCP server (e.g., a new database query or API connection), and the agent will automatically "see" and use them in the next turn without any changes to the agent itself.

Reference:

<https://learn.microsoft.com/en-us/azure/foundry/agents/how-to/tools/model-context-protocol>

NEW QUESTION # 118

A company has an AI agent that automates the review of customer feedback stored in a cloud database.

You plan to generate monthly reports from the agent's output to provide insights into customer sentiment and guide product development and marketing.

You need to ensure that the data ingested by the agent is clean and suitable for the intended use.

What should you do to prepare the data?

- A. Translate the data into a single language.
- B. Ensure that the size of the database does not exceed 100 GB.
- **C. Identify and address biased data.**
- D. Sort the database by customer last name.

Answer: C

Explanation:

The requirement is to make sure the data ingested by the agent is clean and suitable for the intended use, which is producing monthly sentiment insights to guide product development and marketing.

The best answer is C. Identify and address biased data.

Why C is correct:

For sentiment analysis and reporting, biased data can distort conclusions and produce misleading recommendations. Data preparation should include checking for skew, unfair representation, missing segments, and other quality issues that affect downstream decisions. This aligns with responsible AI and sound analytics practice.

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