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Microsoft AB-100 Exam Syllabus Topics:

Topic	Details
Topic 1	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	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	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.

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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q49-Q54):

NEW QUESTION # 49

Which two components in the custom AI agent design should the CFO evaluate in the quarterly agent analysis? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. the agent orchestration method

- B. the GPT models used for the agent
- C. the average characters in a chat message
- D. the average session time per agent

Answer: A,D

Explanation:

The CFO's quarterly analysis is focused on comparing:

- * estimated ROI
- * actual measured efficiencies
- * actual adoption

The case study explicitly says the CFO will use the Copilot Studio agent usage estimator . For that kind of analysis, the most relevant design components are the ones that affect how the agent is used operationally and how interactions are processed.

Why C. the average session time per agent is correct:

Average session time is a practical usage and adoption indicator. It helps the CFO understand how much users are engaging with the agent and whether the agent is reducing effort efficiently or creating long, costly interactions.

Why D. the agent orchestration method is correct:

The orchestration method affects how the agent handles requests, invokes tools, uses knowledge sources, and consumes resources. Since this can influence both operational efficiency and cost, it is important for ROI analysis.

Why the other options are not the best fit:

* A. the GPT models used for the agent Model choice can matter technically, but the CFO's quarterly Copilot Studio estimator-based analysis is more centered on usage and orchestration behavior than on model selection details.

* B. the average characters in a chat message This is too granular and is not a primary business-facing metric for ROI or adoption analysis.

NEW QUESTION # 50

A retail company plans to deploy Microsoft Copilot Studio agents to support:

Microsoft Dynamics 365 Commerce scenarios.

A Microsoft Power Apps inventory management solution.

You need to recommend a solution to organize product catalog data as a consistent source for multiple AI systems.

What should you recommend?

- A. Let each agent scrape product details from Microsoft SharePoint Online libraries.
- B. Centralize the product catalog data in Microsoft Dataverse and expose the data to both agents.
- C. Configure prompts to pull product details from the PDFs of external vendors.
- D. Store the product catalog data in a separate custom table for each agent.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is D. Centralize the product catalog data in Microsoft Dataverse and expose the data to both agents .

This scenario is about creating a consistent, reusable, governed product data source for multiple AI systems across:

- * Dynamics 365 Commerce
- * a Power Apps inventory management solution
- * multiple Copilot Studio agents

That requirement strongly points to Microsoft Dataverse as the shared business data platform.

Why D is correct

Dataverse is the best fit because it provides:

- * a centralized business data store
- * a consistent schema for product catalog records
- * native integration with Power Platform
- * strong compatibility with Dynamics 365
- * governed access and reuse across multiple AI systems

From an AI business solutions perspective, a product catalog is core enterprise reference data. It should not be fragmented across agents or scraped from documents. It should exist as a single source of truth that can serve multiple applications and copilots.

By centralizing the catalog in Dataverse, the company gains:

- * consistency across apps and agents
- * easier maintenance
- * better governance

- * cleaner analytics and grounding
- * less duplication and drift

This is exactly the kind of design pattern used for scalable agentic business solutions.

Why the other options are incorrect

- A). Let each agent scrape product details from Microsoft SharePoint Online libraries This is brittle, less structured, and not ideal for maintaining a consistent enterprise product catalog. SharePoint is not the best source of truth for structured operational catalog data.
- B). Store the product catalog data in a separate custom table for each agent This creates duplication, inconsistency, and governance problems. It directly conflicts with the requirement for a consistent source across multiple AI systems.
- C). Configure prompts to pull product details from the PDFs of external vendors PDFs are a weak source for central operational product master data. This would increase inconsistency and reduce reliability.

Expert reasoning

When a question asks for a shared, consistent business data source across:

- * Copilot Studio
- * Power Apps
- * Dynamics 365

the best answer is usually Microsoft Dataverse .

NEW QUESTION # 51

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

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 # 52

A company is designing a Microsoft Power Platform solution to reduce the manual steps of a business process by deploying an existing AI model. You need to calculate the return on AI investment (ROAI) by identifying the metadata and telemetry of the solution. What should you use?

- A. Microsoft Cloud Adoption Framework for Azure
- B. Microsoft Power Platform admin center
- C. Success by Design
- **D. the Business value toolkit**

Answer: D

Explanation:

The Business Value Toolkit (part of Microsoft's Power Platform and AI transformation guidance) is the only option that:

- * Helps calculate Return on AI Investment (ROAI)
- * Uses metadata, telemetry, and usage analytics
- * Provides structured templates for value tracking, effort reduction, automation impact, and financial justification. It is explicitly designed to quantify the business impact of AI and automation solutions.

NEW QUESTION # 53

A company plans to deploy a Microsoft Dynamics 365 Contact Center agent.

You need to ensure that the agent can transfer the conversation to a live customer service representative.

Which two components should you include in the solution? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft 365 Agents Toolkit
- **B. Microsoft Copilot Studio**
- C. Microsoft Foundry
- **D. Customer engagement hub**
- E. an Azure AI Bot Service skill

Answer: B,D

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answers are B. Microsoft Copilot Studio and E. Customer engagement hub.

This question focuses on enabling a Dynamics 365 Contact Center agent to hand off a conversation to a live customer service

representative . That requires both:

- * the tool used to build and configure the conversational agent

- * the service environment where live customer engagement and routing occur

Why B. Microsoft Copilot Studio is correct Microsoft Copilot Studio is the platform used to build, configure, and manage the contact center agent experience. It enables you to define conversation flows, escalation logic, triggers, and handoff behavior.

In this case, the requirement is specifically that the agent must be able to transfer the conversation to a live representative. Copilot Studio is where that escalation or transfer behavior is designed as part of the agent experience.

Why E. Customer engagement hub is correct

The Customer engagement hub provides the operational environment for customer service interactions and live-agent engagement within Dynamics 365. Once the AI agent determines that escalation is required, the live representative needs an environment to receive and continue that engagement.

From a business solutions architecture perspective, this makes sense:

- * Copilot Studio defines the agent and transfer logic

- * Customer engagement hub supports the human service experience after transfer

Together, they satisfy the end-to-end requirement for AI-to-human handoff.

Why the other options are incorrect

A). Microsoft Foundry

Foundry supports AI model and agent development scenarios, but it is not the specific component needed for live-agent transfer in Dynamics 365 Contact Center.

C). Microsoft 365 Agents Toolkit

This is not the core component for enabling Dynamics 365 Contact Center handoff to a live service representative.

D). an Azure AI Bot Service skill

Bot skills can extend capabilities, but they are not the primary required components for enabling the standard transfer from a Dynamics 365 Contact Center agent to a live customer service representative.

Expert reasoning:

For Contact Center escalation questions, think in two layers:

- * agent authoring/orchestration # Microsoft Copilot Studio

- * human service environment / live representative experience # Customer engagement hub

So the correct choices are:

NEW QUESTION # 54

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