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>> **AB-100 Exam Introduction** <<

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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q98-Q103):

NEW QUESTION # 98

What should you configure for the custom AI agent?

- A. AI-assisted evaluators
- **B. generative orchestration**
- C. Azure OpenAI reasoning models
- D. classic orchestration

Answer: B

Explanation:

The custom AI agent must select topics based on a description of the purpose of the query, rather than relying on fixed trigger phrases. That is exactly the scenario where generative orchestration is the right configuration.

Why B is correct:

- * It enables the agent to choose the best topic, tool, or action based on the semantic meaning of the user's request
 - * It supports more conversational interactions
 - * It aligns directly with the requirement that topic selection should not depend on trigger phrases
- Why the other options are not correct:
- * A. Azure OpenAI reasoning models concerns model capability, not topic-routing behavior in Copilot Studio
 - * C. classic orchestration relies more on predefined topics and trigger phrases
 - * D. AI-assisted evaluators are for assessment/testing, not runtime orchestration

NEW QUESTION # 99

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

Answer: B,D

Explanation:

[C]

You can use the Analytics dashboard to identify and fix inaccurate responses by focusing on specific performance signals:

*-> Topics with Low Resolution: This metric identifies individual topics where sessions frequently end without a successful outcome. A low resolution rate often indicates that the topic's logic is flawed, the content is outdated, or it fails to address the user's specific intent.

*-> Topic Usage: High usage of certain topics combined with low resolution or high escalation rates points to critical knowledge gaps. Use this to prioritize which parts of your knowledge base need immediate refinement.

Unrecognized Utterances: Review these to find user phrases that didn't trigger any custom topic, indicating missing content or the need for new trigger phrases.

Analyze User Questions by Theme: Copilot Studio uses AI to group generative responses into themes. You can review these clusters to see which themes have poor response quality and need better grounding or data hygiene.

User Feedback (Thumbs Up/Down): Review specific messages with negative feedback in the Analytics tab to understand exactly where the AI is hallucinating or providing incomplete data.

[D]

In Microsoft Copilot Studio, you can use analytics to pinpoint why your agent is providing inaccurate answers by following a structured improvement checklist.

Using Metrics to Locate Problems

*-> Engagement Rate: A low engagement rate often indicates that your triggers are misconfigured or too broad, causing the agent to initiate the wrong topic or fail to recognize user intent entirely.

*-> Resolution Rate: Identify specific topics with low resolution. If a topic has a high volume of sessions but fails to reach a "Resolved" state, it usually means the knowledge source is outdated, mismatched, or the generative answers are not grounded properly.

*-> Escalation Rate: High escalation rates for particular topics are "red flag" drivers. Use the Escalation Rate Drivers chart to see which topics most frequently force a hand-off to a human agent, indicating where the AI's knowledge or logic is insufficient.

Reference:

<https://learn.microsoft.com/en-au/microsoft-copilot-studio/guidance/analytics>

<https://support.accelevents.com/en/articles/5456691-session-analytics>

NEW QUESTION # 100

A financial services company uses Microsoft Dynamics 365 Finance.

Currently, the company's support staff manually reviews customer transaction histories to detect potential fraud cases before escalating the cases.

You need to recommend an automation solution for the review process. The solution must ensure that escalations reach a human

analyst for final decision making. What should you recommend?

- A. Use Microsoft 365 Copilot in Word to automatically finalize fraud detection policies.
- B. Deploy an autonomous agent that closes non-fraud cases automatically.
- C. Export the data to a data lake for analysis in Microsoft Power BI.
- **D. Configure a task agent to generate fraud risk scores for the human analyst to review.**

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is C. Configure a task agent to generate fraud risk scores for the human analyst to review .

This scenario is a classic human-in-the-loop AI business solution use case. The company wants to automate part of the fraud review process, but it also requires that final escalation decisions remain with a human analyst . That means the right solution is not full autonomy. It is decision support .

A task agent that generates fraud risk scores is the best fit because it allows AI to:

- * analyze transaction history faster than manual review
- * identify suspicious patterns
- * prioritize cases
- * reduce analyst workload
- * preserve human oversight for final judgment

This design aligns with responsible AI and regulated-industry practices. In financial services, fraud detection often involves compliance, risk, and audit requirements. Because of that, the best architecture is usually one where AI assists with triage and recommendation , while a human makes the final decision.

Why the other options are incorrect:

A). Deploy an autonomous agent that closes non-fraud cases automatically This removes too much human oversight. The question explicitly requires that escalations reach a human analyst for final decision making . In fraud workflows, automatically closing cases can create regulatory, legal, and operational risk.

B). Use Microsoft 365 Copilot in Word to automatically finalize fraud detection policies This does not address the operational review process. It is about document productivity, not transaction review automation.

D). Export the data to a data lake for analysis in Microsoft Power BI

This may help reporting and analytics, but it does not directly automate the review-and-escalation workflow.

Power BI is primarily for visualization and analysis, not real-time task-level fraud triage.

Expert reasoning:

When the requirement says:

- * automate the review process
- * keep a human in final control
- * support case escalation

the best answer is usually an assistive agent that scores or classifies risk for human review, not a fully autonomous one.

NEW QUESTION # 101

Your company wants to deploy Microsoft Copilot and Azure AI systems. However, leadership insists that AI adoption must be tied to measurable, auditable business outcomes rather than just technological novelty. According to Microsoft's recommended AI strategy for identifying high- value use cases, what is the first crucial step an organization should take?

- A. Enable all available Copilot features to explore immediate possibilities
- B. Configure Microsoft Purview for responsible AI governance and data protection
- **C. Identify business friction points using internal assessments across departments**
- D. Select Azure OpenAI models to accelerate prototyping and demonstration

Answer: C

Explanation:

Identify business friction points using internal assessments across departments is correct because Microsoft's guidance emphasizes starting with a clear business problem. The first step in a strategic AI adoption journey is to conduct internal assessments to pinpoint specific areas (friction points, inefficiencies, high-cost processes) where AI can deliver measurable improvements in cost, speed, or quality, aligning directly with business outcomes.

References:

<https://learn.microsoft.com/en-us/azure/cloud-adoption-framework/scenarios/ai/strategy>

<https://www.microsoft.com/en-us/windows/business/knowledge-center/ai-for-decision-making>

NEW QUESTION # 102

A company has a Microsoft Foundry generative AI model.

You need to evaluate the model's output to measure the overall quality and coherence of generated responses. The evaluation must use GPT-4o as a judge and return a numeric score for each output.

Which type of metric should you use?

- A. AI quality (NLP)
- B. Groundedness
- C. risk and safety
- D. AI quality (AI assisted)

Answer: D

Explanation:

The requirement says the evaluation must:

- * measure overall quality and coherence of generated responses
- * use GPT-4o as a judge
- * return a numeric score for each output

That maps directly to AI quality (AI assisted) .

Why D is correct:

AI-assisted quality metrics use a strong model such as GPT-4o to evaluate generated outputs against qualitative dimensions like coherence, relevance, completeness, and overall response quality, and then assign scores.

Why the other options are not correct:

- * A. Groundedness checks whether the answer is supported by the source/context, not overall quality and coherence.
- * B. AI quality (NLP) usually refers to traditional NLP-style metrics rather than judge-model scoring with GPT-4o.
- * C. risk and safety evaluates harmfulness, toxicity, jailbreak risk, or policy concerns, not overall response quality.

NEW QUESTION # 103

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