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Microsoft AB-100 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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.

>> AB-100 Interactive Questions <<

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Microsoft Agentic AI Business Solutions Architect Sample Questions (Q93-Q98):

NEW QUESTION # 93

You use Microsoft Copilot Studio analytics to analyze the performance of a deployed Copilot Studio agent.

You need to identify which performance metrics to use to measure the following:

- * The percentage of engaged sessions that are escalated to a live customer service representative
- * The number of agent queries that cause a knowledge source error

What should you identify for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

In Microsoft Copilot Studio analytics, each metric is designed to measure a different aspect of agent performance.

For the first requirement, the metric that tracks the percentage of engaged sessions escalated to a live customer service representative is Escalation rate. This directly measures how often conversations are handed off from the agent to a human.

For the second requirement, the metric that helps identify queries causing a knowledge source error is Answer quality. This area evaluates how well the agent responds and includes issues related to grounded answers, failed responses, and knowledge-source-related problems.

Why the other options are not correct:

- * Customer Satisfaction (CSAT) score measures user satisfaction, not escalation percentage or knowledge source errors.
- * Engagement rate measures whether users actively interact with the agent, not whether sessions are escalated or whether a knowledge source failed.

NEW QUESTION # 94

You are creating validation criteria for a custom generative AI model that produces business reports based on internal enterprise data.

You need to assess whether the model's outputs are appropriate and meaningful for the business reports.

Which metric should you use?

- A. the number of active users interacting with the model
- **B. alignment of the output to domain-specific tasks**
- C. the average system resource usage during inference
- D. the model training duration

Answer: B

Explanation:

To validate a custom generative AI model for business reports based on internal data, you should focus on alignment with domain-specific tasks through a mix of automated and human-centric metrics.

Validation Criteria for Business Reports

*-> Task-Specific Quality Evaluation (TSQE): This is your primary metric for assessing whether outputs are meaningful for specific business tasks.

* Groundedness and Factuality: Measure the model's ability to provide information strictly referenced from your internal enterprise data. This prevents "hallucinations" that could lead to poor business decisions.

* Domain-Specific Benchmarking: Compare AI outputs against "ground truth" data-verified, accurate reports previously created by human experts.

Reference:

<https://www.prompts.ai/blog/how-to-evaluate-generative-ai-llm-outputs-with-structure-and-precision>

NEW QUESTION # 95

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

Answer: C

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 # 96

You need to recommend a solution to integrate a Microsoft Copilot agent with a Microsoft Dynamics 365 Contact Center chat channel.

The agent must respond to customer questions and hand off the conversation to a live customer service representative when the customer requests an escalation.

What should you recommend?

- **A. Configure the Escalate topic.**
- B. Call a Microsoft Power Automate connector.
- C. Configure the Conversation Start topic.
- D. Build an agent flow.
- E. Configure a skill.

Answer: A

Explanation:

The requirement is very specific:

- * the Copilot agent must answer customer questions
- * when the customer asks for escalation, the conversation must be handed off to a live customer service representative In Microsoft Copilot Studio, the feature intended for this is the Escalate topic .

Why A is correct:

The Escalate topic is used to define the logic and behavior for transferring a conversation from the agent to a human representative . In a Dynamics 365 Contact Center chat scenario, this is the built-in mechanism for handling live-agent handoff when escalation is requested.

Why the other options are not correct:

- * B. Configure the Conversation Start topic only controls what happens at the beginning of the interaction.
- * C. Build an agent flow can support process logic, but it is not the dedicated feature for live-agent escalation.
- * D. Call a Microsoft Power Automate connector may support custom automation, but it is not the primary answer for chat escalation handoff.
- * E. Configure a skill extends capability, but does not directly represent the escalation-to-human feature

NEW QUESTION # 97

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

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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 # 98

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