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Exam : **AB-100**

Title : Agentic AI Business Solutions Architect

Version : DEMO

1.HOTSPOT

Case study
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To start the case study
To display the first question in this case study, select the "Next" button. To the left of the question, a menu provides links to information such as business requirements, the existing environment, and problem statements. Please read through all this information before answering any questions. When you are ready to answer a question, select the "Question" button to return to the question.

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.

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 Area

For Microsoft Copilot Studio best practices:
- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- Success by Design

For conversational user experiences:
- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
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Answer:

Answer Area

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Which framework should you use for the infrastructure migration?
A. Microsoft Cloud Adoption Framework for Azure
B. Success by Design
C. Microsoft Power Platform Center of Excellence (CoE)
D. Microsoft Power Platform Project Setup Wizard
Answer: A

3.A company uses Microsoft Dynamics 365 Sales to manage leads that are stored in a Microsoft Dataverse table named Lead and use non-standard terminology and custom columns.
You need to configure business terms in the Lead table so that Microsoft Copilot controls can summarize the leads efficiently. The solution must minimize administrative effort.
How should you configure the business terms?
A. Combine all the fields into one custom field.
B. Map the field display names as business terms.
C. Add the schema names as business terms.
D. Create new business terms for each field.
Answer: B

4.DRAG DROP
You are designing two Microsoft Copilot Studio agents named Agent1 and Agent2.
Each agent must meet the following requirements:
- Each agent must use a standard model.
- Each agent must NOT use generative orchestration.
- Agent1 must support simple and short phrases for a given topic.
- Agent2 must integrate with Microsoft Dynamics 365 Contact Center voice channel.
You need to recommend language models for the agents.
What should you recommend for each agent? To answer, drag the appropriate language models to the correct agents. Each language model may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content. NOTE: Each correct selection is worth one point.

Language models

- Azure Language in Foundry Tools
- Azure OpenAI
- Conversational language understanding (CLU)
- Natural language understanding (NLU)
- Natural language understanding + (NLU+)

Answer Area

	Language model
Agent1:	
Agent2:	

Answer:

Language models
Azure Language in Foundry Tools
Azure OpenAI
Conversational language understanding (CLU)
Natural language understanding (NLU)
Natural language understanding + (NLU+)

Answer Area

	Language model
Agent1:	Natural language understanding (NLU)
Agent2:	Natural language understanding + (NLU+)

5.A company uses Microsoft Dynamics 365 finance and operations apps.
The company plans to use Microsoft Copilot in-app help and guidance to generate responses for internal business processes.
You need to add an additional knowledge source for the business processes. The solution must NOT add new topics to the Copilot agent for the finance and operations apps.
Which knowledge source should you add?
A. Microsoft Dataverse
B. a public website
C. Azure AI Search
D. a file upload
Answer: D