



Vendor: Microsoft

Exam Code: AB-100

Exam Name: Agentic AI Business Solutions Architect

Version: DEMO

QUESTION 1

Case Study 1 - Fabrikam, Inc

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 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

Explanation:

For migrating a legacy on-premises infrastructure to Microsoft Dynamics 365 Sales with Dataverse as the Single Source of Truth (SSOT), the recommended framework is the Microsoft Cloud Adoption Framework for Azure (CAF), specifically utilized in conjunction with the Data Management Framework (DMF) for Dynamics 365.

This combined approach ensures a structured transition by focusing on both the strategic adoption of cloud technology and the technical, granular migration of data.

Recommended Framework: Microsoft Cloud Adoption Framework (CAF)

The CAF provides a holistic structure to ensure the migration is secure, compliant, and aligned with business goals.

Plan: Assess legacy data, prioritize workloads, and define the SSOT requirements.

Ready: Set up the Dataverse environment (landing zone) and configure security (Azure Active Directory/Microsoft Entra ID).

Adopt (Migrate): Perform the technical migration of data using ETL (Extract, Transform, Load) processes.

Scenario:

Infrastructure Migration

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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.

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.

Reference:

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

QUESTION 2

A company plans to deploy a Microsoft Copilot Studio agent that will analyze historical business data to predict customer behavior.

The data is currently stored in an Azure SQL database, flat files, APIs, and logs.

You need to organize the data into a format that can be used as a knowledge source in Copilot Studio.

What should you include in the solution?

- A. Azure AI Search
- B. Azure Data Lake Storage
- C. Azure Cosmos DB
- D. Azure Translator in Foundry Tools

Answer: A

Explanation:

Microsoft Copilot Studio agents can analyze customer behavior by leveraging business data from Azure SQL, files, and APIs by using Azure AI Search as a knowledge source. By importing and vectorizing this structured and unstructured data into an Azure AI Search index, the agent can perform semantic, meaning-based searches to retrieve context-relevant information.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/knowledge-azure-ai-search>

QUESTION 3

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

Answer: D

Explanation:

In the scenario described, centralizing product catalog data in Microsoft Dataverse is the recommended architectural approach to ensure consistency across multiple AI systems. Dataverse acts as a unified "knowledge network" that allows different agents to share a single source of truth for both structured and unstructured data.

Key Benefits of Centralizing in Dataverse

Cross-App Consistency: By storing the catalog in Dataverse, both the Dynamics 365 Commerce agent and the Power Apps inventory management agent access the exact same records. This prevents data silos where inventory levels or product descriptions might drift apart between systems.

Native Copilot Studio Integration: You can directly add Dataverse tables as knowledge sources in Microsoft Copilot Studio. This allows agents to use Retrieval-Augmented Generation (RAG) to answer queries grounded in your live product data.

Security & Governance: Dataverse enforces Role-Based Access Control (RBAC), ensuring that agents only interact with data they are authorized to see, based on the user's existing permissions.

Automated Updates: You can use Power Platform Dataflows to ingest and synchronize catalog data from external sources into Dataverse, keeping the information fresh for all connected AI agents.

Reference:

<https://www.microsoft.com/en-us/power-platform/blog/2025/06/16/data-agent-architecture-powered-by-microsoft-dataverse>

QUESTION 4

Hotspot Question

A company uses Microsoft Dynamics 365 Supply Chain Management.

You are designing an AI supply chain process that meets the following requirements:

- Provides managers with AI-driven insights that surface key information from customer orders
- Helps planners use AI to anticipate future product needs more accurately

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 Area

Provide AI-driven insights from customer orders:

AI Summaries with Copilot
Generative insights for Demand planning
The Customer credit and collections workspace
Workload insights with Copilot

Anticipate future product needs:

Generative insights for Demand planning
Microsoft Power BI
Product information management
The Supplier Communications Agent

Answer:

Answer Area

Provide AI-driven insights from customer orders:

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The Customer credit and collections workspace
Workload insights with Copilot

Anticipate future product needs:

Generative insights for Demand planning
Microsoft Power BI
Product information management
The Supplier Communications Agent

Explanation:

Box 1: AI summaries with Copilot

Provides managers with AI-driven insights that surface key information from customer orders

To provide managers with AI-driven insights from customer orders in Dynamics 365 Supply Chain Management, use the AI summaries with Copilot feature, specifically leveraging the embedded Customer Summary capabilities. This tool provides instant, personalized overviews of critical data, such as backordered items, credit limits, and risk indicators, directly within the workspace.

Box 2: Generative insights for Demand planning

Helps planners use AI to anticipate future product needs more accurately

The Copilot Generative insights for Demand planning feature in Microsoft Dynamics 365 Supply Chain Management enables demand planners to move from reactive, manual forecasting to proactive, AI-driven demand anticipation. By analyzing, clustering, and interpreting vast datasets,

Copilot helps identify patterns such as seasonality and signal correlations to improve accuracy.

Reference:

<https://www.randgroup.com/insights/tip-of-the-month/finance-operations-totm/dynamics-365-finance-operations-tip-of-the-month-work-smarter-with-copilot-in-d365-finance-supply-chain-management/>

<https://learn.microsoft.com/en-us/dynamics365/release-plan/2025wave2/enterprise-resource-planning/dynamics365-supply-chain-management/analyze-demand-enhanced-generative-insights-demand-planning>

QUESTION 5

Drag and Drop Question

You need to design a Microsoft Copilot Studio agent that meets the following requirements:

- Supports interactive speech responses
- Optimizes decision-making and the accuracy of responses

What should you include in the design for each requirement? To answer, drag the appropriate options to the correct requirements. Each option 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.

Options	Answer Area	Option
A deep reasoning model	Supports interactive speech responses:	
Azure Language in Foundry Tools	Optimizes decision-making and response accuracy:	
Azure AI Speech		
Copilot Studio voice features		
Speech Synthesis Markup Language (SSML)		

Answer:

Options	Answer Area	Option
Azure Language in Foundry Tools	Supports interactive speech responses:	Copilot Studio voice features
Azure AI Speech	Optimizes decision-making and response accuracy:	A deep reasoning model
Speech Synthesis Markup Language (SSML)		

Explanation:

Box 1: Copilot Studio voice features

Supports interactive speech responses

To support interactive speech responses in a Microsoft Copilot Studio agent, you must incorporate specialized voice features and capabilities. These features enable the agent to move beyond chat-based interactions to handle voice-based input (speech-to-text) and output (text-to-speech).

Box 2: A deep reasoning model

Optimizes decision-making and the accuracy of responses

Integrating a deep reasoning model (specifically Azure OpenAI o3) into Microsoft Copilot Studio

optimizes decision-making and accuracy by enabling multi-step analysis, logical deduction, and the handling of complex, multi-turn conversations. This capability, enabled via the "reason" keyword in instructions, allows agents to analyze large datasets and provide context-aware, transparent answers, ideal for scenarios like financial analysis or compliance.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/voice-overview>

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/faqs-reasoning>

QUESTION 6

You are designing a low-code AI business solution by using Microsoft Copilot Studio.

The solution must include an agent that automates tasks by simulating user interactions across third-party apps and websites, such as clicking buttons, entering text, and extracting information from screens.

You need to recommend what to include in the agent.

What should you recommend?

- A. Model Context Protocol (MCP)
- B. a natural language understanding + (NLU+) model in Copilot Studio
- C. Computer Use in Copilot Studio
- D. Copilot skills

Answer: C

Explanation:

In Microsoft Copilot Studio, you can use the computer use tool (currently in preview) to build low-code agents that automate tasks by simulating human interactions on a Windows computer.

Key Capabilities of Computer Use

UI Interaction: Agents can interact with any system featuring a graphical user interface (GUI), including third-party websites and desktop applications.

***-> Human-like Actions:** The tool enables the agent to click buttons, select menus, enter text into fields, and scroll, mimicking a human user.

No API Required: It is particularly useful for automating legacy systems or applications that lack direct API connectors.

Vision-Based Reasoning: Powered by Computer-Using Agents (CUA), the tool uses AI to "see" the screen, allowing it to adapt in real time if button positions or layouts change.

***-> Low-Code Setup:** You define what the agent should do using natural language instructions rather than complex coding.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/computer-use>

QUESTION 7

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

Answer:

Explanation:

To hand off a conversation from a Microsoft Copilot agent to a live representative in Dynamics 365 Contact Center, you must configure the Escalate system topic to include a Transfer conversation node. This ensures that when a customer requests an escalation, the agent seamlessly passes the full chat history and context to the live agent.

Steps to Configure the Escalate Topic

Open the Escalate Topic: In Microsoft Copilot Studio, navigate to Topics, select the System tab, and open the Escalate topic.

Add a Transfer Node:

Delete any default "no one available" messages if they do not fit your workflow.

Select the Add node icon (+), go to Topic Management, and select Transfer conversation.

Include Context (Optional): You can add a Private message to agent within the node. This message is only visible to the live representative and helps them quickly understand the customer's needs.

Save and Publish: Save your changes and publish the agent to apply the new escalation logic.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/advanced-hand-off>

QUESTION 8

Note: This section contains one or more sets of questions with the same scenario and problem. Each question presents a unique solution to the problem. You must determine whether the solution meets the stated goals. More than one solution in the set might solve the problem. It is also possible that none of the solutions in the set solve the problem.

After you answer a question in this section, you will NOT be able to return. As a result, these questions do not appear on the Review Screen.

A company uses Microsoft 365 and Dynamics 365.

You need to recommend a solution to automatically summarize email threads, generate suggested replies in Microsoft Outlook, and provide meeting preparation summaries that include relevant customer relationship management (CRM) data.

Solution: You recommend Microsoft 365 Copilot for Sales.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Correct:

* You recommend Microsoft 365 Copilot for Sales.

Incorrect:

* You recommend a classic Microsoft Dataverse workflow.

* You recommend a Microsoft 365 Copilot agent template.

Note:

In the described scenario, Microsoft 365 Copilot for Sales acts as the primary bridge between your productivity tools and CRM data. It integrates directly into Microsoft Outlook and Teams to surface real-time insights from Dynamics 365 Sales or Salesforce.

Key capabilities for this specific workflow include:

Automated Email Summarization: Copilot scans long email threads in Outlook to extract key points, highlights, and BANT (Budget, Authority, Need, Timeline) data. If the sender is an external contact recognized in your CRM, the summary is automatically enriched with relevant account and opportunity data.

Suggested Email Replies: When replying to customer emails, Copilot generates drafts based on the context of the conversation and existing CRM data. You can use predefined response categories (e.g., "Reply to an inquiry," "Offer a proposal") or custom prompts to include specific opportunity details in the draft.

Meeting Preparation Summaries: Before a scheduled meeting, Copilot for Sales provides a "preparation card" in Teams or Outlook. This summary includes:

- CRM Data: Matched opportunity and account attributes.
- Contextual History: Summaries of past email exchanges and the last three seller notes.
- Strategic Insights: Key risks, follow-up actions, and discussion points from previous interactions.

Reference:

<https://msdynamicsworld.com/blog/microsoft-copilot-sales-close-deals-faster-ai>

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