



Free Microsoft AB-100 Practice Questions

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Question 1

Question Type: MultipleChoice

Case Study: Mix Questions

Mix Questions

AB-100 Mix Questions IN THIS CASE STUDY

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 a Microsoft 365 Copilot agent template.

Does this meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 2

Question Type: MultipleChoice

A company has a Microsoft Copilot Studio agent that uses generative AI to assist Microsoft Dynamics 365 Customer Service representatives. The agent currently exhibits a low resolution rate and a high escalation rate. You need to identify the issue. What should you use?

Options:

A- the Insights tab from the Search & intelligence settings of the Microsoft 365 admin center

B- the Copilot hub in the Power Platform admin center

C- the Agent dashboard of Dynamics 365 Customer Service historical analytics

D- the Analytics tab in Copilot Studio

Answer:

D

Explanation:

The scenario is about a Microsoft Copilot Studio agent with:

low resolution rate

high escalation rate

To identify the issue, the most appropriate place is the Analytics tab in Copilot Studio, which is built specifically to evaluate agent performance, conversation outcomes, escalation behavior, and content quality.

Why D is correct:

It provides agent-specific operational insights

It helps diagnose patterns behind poor resolution and excessive escalation

It is the native monitoring surface for deployed Copilot Studio agents

Why the other options are not correct:

A . Insights tab in Microsoft 365 admin center is not the primary place for diagnosing a Copilot Studio agent's conversation performance

B . Copilot hub in the Power Platform admin center is more administrative/governance-oriented than agent troubleshooting-focused

C . Agent dashboard of Dynamics 365 Customer Service historical analytics is tied to Customer Service analytics, but the question asks generally about a Copilot Studio agent, so the direct tool is Copilot Studio analytics

Question 3

Question Type: MultipleChoice

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.

Options:

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

Answer:

B, E

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:

Question 4

Question Type: MultipleChoice

A company plans to deploy an AI-based customer service app that will autonomously manage interactions, escalate complex cases, and learn from historical ticket data.

You need to perform a return on AI investment (ROAI) analysis of the app deployment. The solution must ensure that the analysis is accurate.

What should you do first?

Options:

- A- Establish the AI performance metrics.
- B- Conduct an AI market benchmarking study.
- C- Model the customer experience.
- D- Identify and quantify all the development, deployment, and operating costs.

Answer:

D

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answer is D. Identify and quantify all the development, deployment, and operating costs.

A reliable ROAI analysis must start with a clear understanding of the full cost base of the AI solution. If the cost side is incomplete or inaccurate, the return calculation will be flawed no matter how strong the projected benefits look.

In this scenario, the customer service app will:

autonomously manage interactions

escalate complex cases

learn from historical ticket data

That means the solution likely includes multiple cost layers such as:

design and development effort

model integration and testing

licensing and platform costs

Azure or cloud compute usage

data preparation and storage

monitoring and governance

security and compliance overhead

maintenance and retraining costs

support and change management costs

From an AI business solutions perspective, ROAI accuracy depends on capturing both initial and ongoing costs before estimating business value. This is especially important for AI systems,

because organizations often underestimate recurring expenses such as inference costs, telemetry, human oversight, prompt updates, and model lifecycle management.

Why D is correct

Before you can calculate return, you need the denominator side of the investment equation. Without a full cost baseline, you cannot accurately determine:

payback period

net value

savings versus current process

scalability economics

long-term sustainability

This is the first step because it establishes the financial foundation for all later evaluation.

Why the other options are incorrect

A . Establish the AI performance metrics

This is important, but it comes after understanding the investment. Performance metrics help measure operational success, such as resolution rate, deflection rate, escalation quality, or response accuracy. They support benefit measurement, but ROAI must first define total costs.

B . Conduct an AI market benchmarking study

Benchmarking can provide useful external context, but it is not the first step in building an accurate internal ROAI model for a specific deployment.

C . Model the customer experience

Customer experience modeling is useful for estimating business impact, adoption, and service outcomes, but it does not come before quantifying the investment itself.

Expert reasoning

For AI investment analysis, the most defensible first step is:

define the full cost structure

then estimate operational and strategic benefits

then apply performance metrics and outcome measures

Question 5

Question Type: MultipleChoice

A company has an AI business solution that uses Microsoft Copilot Studio agents. You need to recommend prompt best practices to improve the effectiveness of agent interactions. Which two actions should you include in the recommendation? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

Options:

- A- Measure system resource usage during prompt processing.
- B- Analyze the prompt length distribution.
- C- Use clear and specific instructions in the prompts.
- D- Regularly test and refine the prompts based on user input.
- E- Track the duration of the average user session.

Answer:

C, D

Explanation:

For Microsoft Copilot Studio agents, effective prompting depends on giving the model strong guidance and continuously improving that guidance from real interactions.

C . Use clear and specific instructions in the prompts is correct because well-written prompts reduce ambiguity, improve intent interpretation, and make the agent's behavior more reliable and consistent.

D . Regularly test and refine the prompts based on user input is also correct because prompt quality improves through iteration. Reviewing how users actually interact with the agent helps identify unclear wording, missing instructions, and failure cases.

Why the others are not correct:

A . Measure system resource usage during prompt processing is an operations/performance activity, not a prompt best practice.

B . Analyze the prompt length distribution may be interesting analytically, but it is not a primary best practice for improving agent interactions.

E . Track the duration of the average user session is a usage metric, not a prompt-engineering best practice.

Question 6

Question Type: MultipleChoice

A company has an AI solution named Solution1 that is deployed to the production environment. Solution1 uses an Azure OpenAI model to generate marketing emails for existing customers.

During an internal review, you identify that Solution1 creates different emails depending on the customers' traits.

You need to recommend a strategy to mitigate the bias. The strategy must adhere to Microsoft responsible AI principles.

What should you recommend?



Options:

- A- Modify the system instructions of Solution1.
- B- Modify the contents of the training dataset.
- C- Modify Solution1 to randomly generate emails for different traits.
- D- Retrain the model by using a larger dataset.

Answer:

A

Explanation:

The scenario describes a deployed AI solution using Azure OpenAI that exhibits bias (creating disparate outcomes based on customer traits). This directly impacts the Fairness principle of Microsoft's Responsible AI framework.

Why 'Modify the system instructions' is the Correct Strategy:

Direct Control via System Metaprompts: In large language model (LLM) applications like those powered by Azure OpenAI, the system instructions (or system message) define the behavior, constraints, and tone of the model. By modifying these instructions, you can explicitly direct the model to treat all customer segments equitably and ignore specific sensitive traits when drafting marketing content.

Mitigation without Re-engineering: * Option B and D (Training/Retraining): Azure OpenAI models are foundation models. Most companies use them via API and do not have access to the original 'training dataset' to modify it. While fine-tuning is possible, it is significantly more expensive and complex than prompt engineering.

Option C (Randomization): Randomization does not solve bias; it creates inconsistency and potentially irrelevant content, violating the Reliability and Safety principle.

Alignment with Responsible AI: Microsoft's documentation on Fairness recommends 'Instructional Mitigation.' This involves adding specific rules to the system prompt, such as: 'You must ensure the tone and value proposition of the email remain consistent across all demographic groups' or 'Do not use customer traits such as age or gender to influence the core marketing message.'

Question 7

Question Type: MultipleChoice

You need to recommend a security solution for agents in a Microsoft Power Platform environment.

The agents must use only approved connectors and services. The solution must prevent the agents from accessing sensitive data

a. What should you recommend?

Options:

- A- Enable customer-managed keys in Microsoft Dataverse.
- B- Deploy data loss prevention (DLP) policies in Power Platform.
- C- Configure Azure Monitor to capture connector activity logs.
- D- Enable a Microsoft Dataverse audit.

Answer:

B

Explanation:

The requirement is to secure agents in a Microsoft Power Platform environment so that they:

use only approved connectors and services

are prevented from accessing sensitive data

The correct recommendation is B. Deploy data loss prevention (DLP) policies in Power Platform.

Why B is correct: DLP policies in Power Platform are specifically designed to control which connectors can be used together and which services are allowed in an environment. They help administrators classify connectors as business or non-business and restrict unsafe data flows. This directly supports both requirements:

limiting agents to approved connectors/services

preventing data from being exposed through unapproved or risky connector usage

Why the other options are not correct:

A . Enable customer-managed keys in Microsoft Dataverse This helps with encryption control, not with restricting connector usage or preventing data movement through agents.

C . Configure Azure Monitor to capture connector activity logs Monitoring logs is useful for visibility, but it does not enforce connector restrictions or prevent sensitive data access.

D . Enable a Microsoft Dataverse audit Auditing records activity after the fact. It does not proactively block unapproved connectors or sensitive data exposure.

Question 8

Question Type: MultipleChoice

A company has Microsoft 365 Copilot agents.

You need to design a security solution for the agents. The solution must meet the following requirements:

Identify and mitigate potential risks that relate to AI use.

Protect AI apps and the sensitive data processed or generated by the agents.

Support responsible AI governance by retaining and logging interactions, detecting policy violations, and investigating incidents.

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

NOTE: Each correct selection is worth one point.

Options:

A- Microsoft Purview

B- Azure AI Content Safety

C- role-based access control (RBAC) in Microsoft Foundry

D- Microsoft Defender

Answer:

A, D

Explanation:

Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:

The correct answers are A. Microsoft Purview and D. Microsoft Defender.

This question is asking for an enterprise security and governance design for Microsoft 365 Copilot agents. The requirements span three major control areas:

identify and mitigate AI-related risks

protect AI apps and sensitive data

retain/log interactions, detect policy violations, and investigate incidents

No single tool in the list fully covers all of those needs. The best solution is the combination of Microsoft Purview and Microsoft Defender.

Why A. Microsoft Purview is correct

Microsoft Purview is the strongest match for the requirements around:

protecting sensitive data

governance of AI usage

retaining and logging interactions

detecting policy violations

supporting investigation and compliance processes

Purview is central to Microsoft's information protection, compliance, insider risk, auditing, and data governance capabilities. In the context of Microsoft 365 Copilot agents, Purview helps organizations:

classify and label sensitive data

apply data loss prevention controls

retain records and interactions

audit activity

investigate policy issues

support responsible AI governance practices

From an AI business solutions perspective, this is essential because copilots often process sensitive enterprise information, and organizations need visibility into how that information is used, exposed, and governed.

Why D. Microsoft Defender is correct

Microsoft Defender addresses the requirement to identify and mitigate potential risks that relate to AI use and to protect AI apps.

Defender is the broader security layer that helps monitor and protect applications, detect threats, identify vulnerabilities, and support incident response. In AI-enabled enterprise solutions, Defender helps secure the application environment and detect risk patterns that could affect AI systems or the data they use.

This is important because AI security is not only about content and compliance. It is also about:

threat detection

app protection

attack surface awareness

suspicious activity monitoring

incident investigation

Defender complements Purview by focusing more on the security posture and threat protection side of the solution.

Why the other options are incorrect

B . Azure AI Content Safety

Azure AI Content Safety is valuable for filtering harmful or unsafe AI-generated or user-supplied content. However, it does not fully address the broader requirements here around enterprise data protection, interaction retention, policy logging, governance, and incident investigation. It is useful, but not the best two-part answer.

C . role-based access control (RBAC) in Microsoft Foundry

RBAC is important for access management, but this option is too narrow and also not the best fit for Microsoft 365 Copilot agents in this question. It does not cover the required governance, retention, policy violation detection, or investigation capabilities.

Expert reasoning

A good way to solve this kind of question is to separate the requirements into two control domains:

data governance, retention, policy, compliance Microsoft Purview

threat protection, risk mitigation, app security, investigation support Microsoft Defender

That pairing gives the most complete answer across the listed options.

Question 9

Question Type: MultipleChoice

You need to design an application lifecycle management (ALM) process for a Microsoft Power Platform environment that contains a solution named Solution1.

Solution1 must include a custom connector for Copilot in Microsoft Dynamics 365 Customer Service. Solution1 must meet the following requirements:

- * Ensure that the custom connector can be deployed consistently across environments as part of the ALM process.
- * Allow the custom connector to be edited only in the development environment.

What should you include in the design?

Options:

- A- Share the custom connector.
- B- Add the custom connector to Solution1.
- C- Create the custom connector in the default solution.
- D- Add the custom connector to GitHub.

Answer:

B

Explanation:

The requirements are classic Power Platform ALM requirements:

the custom connector must be deployed consistently across environments

it should be editable only in development

The correct design choice is to add the custom connector to Solution1.

Why B is correct:

Putting the custom connector inside the solution makes it part of the ALM package

It can then be exported and imported consistently across environments

In production, when deployed properly through managed solutions, it is not freely edited there, which supports the requirement that editing happens only in development

Why the other options are not correct:

- A . Share the custom connector controls access, not ALM packaging and deployment consistency
- C . Create the custom connector in the default solution is not the recommended ALM approach for controlled deployment
- D . Add the custom connector to GitHub may help source control, but by itself it does not satisfy Power Platform deployment packaging across environments



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