

**EXAMTOPICS**

- Expert Verified, Online, **Free**.



## **CERTIFICATION TEST**

- [CertificationTest.net](https://www.CertificationTest.net) - Cheap & Quality Resources With Best Support

## HOTSPOT -

### Case study -

This is a case study. Case studies are not timed separately from other exam sections. You can use as much exam time as you would like to complete each case study. However, there might be additional case studies or other exam sections. Manage your time to ensure that you can complete all the exam sections in the time provided. Pay attention to the Exam Progress at the top of the screen so you have sufficient time to complete any exam sections that follow this case study.

To answer the case study questions, you will need to reference information that is provided in the case. Case studies and associated questions might contain exhibits or other resources that provide more information about the scenario described in the case. Information provided in an individual question does not apply to the other questions in the case study.

A Review Screen will appear at the end of this case study. From the Review Screen, you can review and change your answers before you move to the next exam section. After you leave this case study, you will NOT be able to return to it.

### 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
- Success by Design

**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

**Suggested Answer:**

For conversational user experiences:

- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- Success by Design

edsp11 3 days, 11 hours ago

given answers are correct

upvoted 1 times

rveney 6 days ago

Use the following frameworks:

For Microsoft Copilot Studio best practices:

Microsoft Power Platform Well-Architected framework

For conversational user experiences:

Success by Design

The Well-Architected framework ensures the AI agent follows Microsoft-recommended design, deployment, security, telemetry, and compliance best practices.

Success by Design provides structured guidance for delivering high-quality, user-centered solutions, including conversational experience best practices and governance reviews.

upvoted 2 times

### Case study -

This is a case study. Case studies are not timed separately from other exam sections. You can use as much exam time as you would like to complete each case study. However, there might be additional case studies or other exam sections. Manage your time to ensure that you can complete all the exam sections in the time provided. Pay attention to the Exam Progress at the top of the screen so you have sufficient time to complete any exam sections that follow this case study.

To answer the case study questions, you will need to reference information that is provided in the case. Case studies and associated questions might contain exhibits or other resources that provide more information about the scenario described in the case. Information provided in an individual question does not apply to the other questions in the case study.

A Review Screen will appear at the end of this case study. From the Review Screen, you can review and change your answers before you move to the next exam section. After you leave this case study, you will NOT be able to return to it.

### 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 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

**Suggested Answer: A**

Currently there are no comments in this discussion, be the first to comment!

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.

**Suggested Answer:** *B*

Currently there are no comments in this discussion, be the first to comment!

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 Area

#### Language model

Suggested Answer:

Agent1: Natural language understanding (NLU)

Agent2: Natural language understanding + (NLU+)

Currently there are no comments in this discussion, be the first to comment!

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

**Suggested Answer:** *D*

Currently there are no comments in this discussion, be the first to comment!

A company has an AI business solution.

You need to extend the solution so that Microsoft 365 Copilot can invoke external logic hosted in Azure services.

What should you include in the solution?

- A. Microsoft Copilot Studio skills
- B. Microsoft Power Platform connectors
- C. custom engine agents

**Suggested Answer:** *B*

Currently there are no comments in this discussion, be the first to comment!

HOTSPOT -

You need to design a shared prompt library that will be used across multiple business units. The solution must meet the following requirements:

Ensure consistent AI responses with reusable formats.

Support governance and version control.

Minimize administrative effort.

Minimize ongoing costs.

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**

Ensure consistent AI responses:

- Delegate department-specific prompt templates.
- Define standardized prompt templates.
- Maintain a prompt history.

Support governance and version control:

- Define standardized prompt templates.
- Store prompts in a Git repository.
- Categorize prompts by business function.

**Answer Area**

Ensure consistent AI responses:

- Delegate department-specific prompt templates.
- Define standardized prompt templates.
- Maintain a prompt history.

Suggested Answer:

Support governance and version control:

- Define standardized prompt templates.
- Store prompts in a Git repository.
- Categorize prompts by business function.

Currently there are no comments in this discussion, be the first to comment!

## DRAG DROP -

A company has a Microsoft Foundry project that uses a single agent and a single prompt to complete a series of tasks.

The agent encounters the following issues:

It frequently produces incomplete results.

It struggles with domain-specific reasoning.

Agent response times are remarkably slow.

You need to recommend a solution to improve the overall performance and accuracy of the agent.

What should you include in the recommendation? To answer, drag the appropriate actions to the correct requirements. Each action 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.

**Actions**

Add a grounding data source.

Add a prebuilt connector.

Move to a multi-agent architecture.

Upgrade to a larger generative AI model.

**Answer Area****Action**

To improve performance:

To improve accuracy:

	Answer Area	Action
<b>Suggested Answer:</b>	To improve performance:	Move to a multi-agent architecture.
	To improve accuracy:	Add a grounding data source.

Currently there are no comments in this discussion, be the first to comment!

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

**Suggested Answer:** C

Currently there are no comments in this discussion, be the first to comment!

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

**Suggested Answer:** A

Currently there are no comments in this discussion, be the first to comment!

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.

**Suggested Answer:** *D*

Currently there are no comments in this discussion, be the first to comment!

A company has a portfolio of AI initiatives at different stages of development.

You need to recommend a structured approach to evaluating the return on AI investment (ROAI) across all the initiatives. The solution must balance immediate results with long-term values and strategic innovations.

What should you include in the recommendation?

- A. a simple cost and benefit analysis
- B. a horizon-based framework
- C. the internal rate of return (IRR) function
- D. a prioritization grid

**Suggested Answer:** *B*

Currently there are no comments in this discussion, be the first to comment!

You need to recommend a Microsoft Power Platform business solution that consolidates data from multiple internal and external data sources.

The solution must meet the following requirements:

Provide the data as a centralized source for multiple AI systems, including Microsoft Copilot Studio agents, Dynamics 365 applications, and external AI models.

Support built-in data classification and protection policies.

Provide data for grounding and analytics.

What should you include in the recommendation?

- A. Microsoft Dataverse
- B. Azure Data Lake Storage
- C. a Microsoft Power BI semantic model
- D. Azure Cosmos DB

**Suggested Answer:** A

Currently there are no comments in this discussion, be the first to comment!

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?

- 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.

**Suggested Answer:** *D*

Currently there are no comments in this discussion, be the first to comment!

### Case study -

This is a case study. Case studies are not timed separately from other exam sections. You can use as much exam time as you would like to complete each case study. However, there might be additional case studies or other exam sections. Manage your time to ensure that you can complete all the exam sections in the time provided. Pay attention to the Exam Progress at the top of the screen so you have sufficient time to complete any exam sections that follow this case study.

To answer the case study questions, you will need to reference information that is provided in the case. Case studies and associated questions might contain exhibits or other resources that provide more information about the scenario described in the case. Information provided in an individual question does not apply to the other questions in the case study.

A Review Screen will appear at the end of this case study. From the Review Screen, you can review and change your answers before you move to the next exam section. After you leave this case study, you will NOT be able to return to it.

### 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 template should you use for the AI agent to meet the requirements for the sales executives?

- A. IT Helpdesk in Microsoft Copilot Studio
- B. AI agents in Microsoft Foundry
- C. Voice in Microsoft Copilot Studio
- D. AI chat in Microsoft Foundry

**Suggested Answer:** C

Currently there are no comments in this discussion, be the first to comment!

### Case study -

This is a case study. Case studies are not timed separately from other exam sections. You can use as much exam time as you would like to complete each case study. However, there might be additional case studies or other exam sections. Manage your time to ensure that you can complete all the exam sections in the time provided. Pay attention to the Exam Progress at the top of the screen so you have sufficient time to complete any exam sections that follow this case study.

To answer the case study questions, you will need to reference information that is provided in the case. Case studies and associated questions might contain exhibits or other resources that provide more information about the scenario described in the case. Information provided in an individual question does not apply to the other questions in the case study.

A Review Screen will appear at the end of this case study. From the Review Screen, you can review and change your answers before you move to the next exam section. After you leave this case study, you will NOT be able to return to it.

### 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 tool should you use for the prospect communication requirements in Dynamics 365 Sales?

- A. Azure AI Search
- B. Copilot email assist
- C. the Voice template Microsoft Copilot Studio
- D. Deep Research in Microsoft Foundry Agent Service

**Suggested Answer:** *B*

Currently there are no comments in this discussion, be the first to comment!

## HOTSPOT -

### Case study -

This is a case study. Case studies are not timed separately from other exam sections. You can use as much exam time as you would like to complete each case study. However, there might be additional case studies or other exam sections. Manage your time to ensure that you can complete all the exam sections in the time provided. Pay attention to the Exam Progress at the top of the screen so you have sufficient time to complete any exam sections that follow this case study.

To answer the case study questions, you will need to reference information that is provided in the case. Case studies and associated questions might contain exhibits or other resources that provide more information about the scenario described in the case. Information provided in an individual question does not apply to the other questions in the case study.

A Review Screen will appear at the end of this case study. From the Review Screen, you can review and change your answers before you move to the next exam section. After you leave this case study, you will NOT be able to return to it.

### 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 components should you use to meet the sales cycle enablement requirements? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

For AI agent creation:

- Microsoft Foundry
- Dynamics 365 Sales
- Microsoft Copilot Studio
- the Power Platform admin center

For unexpected AI agent actions:

- a custom connector
- an event trigger
- a Fallback topic
- a REST API

**Answer Area**

Suggested Answer:

For AI agent creation:

- Microsoft Foundry
- Dynamics 365 Sales
- Microsoft Copilot Studio
- the Power Platform admin center

For unexpected AI agent actions:

- a custom connector
- an event trigger
- a Fallback topic
- a REST API

Currently there are no comments in this discussion, be the first to comment!

You need to design a Microsoft 365 Copilot solution to optimize employee productivity. The solution must meet the following requirements:  
Ensure that the employees can query content stored in a subset of Microsoft SharePoint Online sites and in Teams by using natural language-based prompt actions.

Ensure that employees receive contextually relevant responses in Microsoft 365 Copilot.

What should you include in the design?

- A. Build a Microsoft Power Automate desktop flow to read the SharePoint content and post the responses to Teams.
- B. Modify SharePoint settings.
- C. Create a custom REST API that crawls the SharePoint content.
- D. Configure Microsoft Graph access.

**Suggested Answer:** *D*

Currently there are no comments in this discussion, be the first to comment!

A company uses Microsoft Dynamics 365 Finance to manage accounts payable.

You are designing an AI invoice processing solution.

You need to recommend the prerequisites to configure a prebuilt copilot for accounts payable.

What should you recommend?

- A. From Microsoft Copilot Studio, create an accounts payable agent.
- B. Extend Microsoft 365 Copilot for Sales to an accounts payable agent.
- C. Build an AI tool in Microsoft Foundry.
- D. From the Power Platform admin center, assign the Finance and Operations AI security role to users.

**Suggested Answer:** *D*

Currently there are no comments in this discussion, be the first to comment!

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.

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

**Suggested Answer:** *BE*

Currently there are no comments in this discussion, be the first to comment!

## HOTSPOT -

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 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

**Suggested Answer:**

Anticipate future product needs:

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

Currently there are no comments in this discussion, be the first to comment!

HOTSPOT -

A company has a Microsoft 365 E5 subscription and uses Microsoft Copilot Studio.

The company has a Microsoft SharePoint Online library that contains 10,000 policy PDFs from various departments. The library contains a populated column named Department for each PDF.

You need to design a Copilot Studio agent that will use the SharePoint library as a knowledge source. The solution must meet the following requirements:

Enable the agent to answer user questions about company policies.

Ensure that the agent can identify which departments and policies are connected.

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

NOTE: Each correct selection is worth one point.

**Answer Area**

Enable the agent to answer questions about company policies:

- Build a custom model in Microsoft Foundry.
- From Copilot Studio, add SharePoint as a knowledge source.
- Import the PDFs into Microsoft Dataverse.
- Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:

- Apply Microsoft Purview sensitivity labels.
- Create a Microsoft Dataverse table for the departments.
- From Copilot Studio, configure the SharePoint tool.
- Upgrade to SharePoint Premium.

**Suggested Answer:**

**Answer Area**

Enable the agent to answer questions about company policies:

- Build a custom model in Microsoft Foundry.
- From Copilot Studio, add SharePoint as a knowledge source.
- Import the PDFs into Microsoft Dataverse.
- Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:

- Apply Microsoft Purview sensitivity labels.
- Create a Microsoft Dataverse table for the departments.
- From Copilot Studio, configure the SharePoint tool.
- Upgrade to SharePoint Premium.

Currently there are no comments in this discussion, be the first to comment!

## DRAG DROP -

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**Supports interactive speech responses: Optimizes decision-making and response accuracy: **Suggested Answer:****Answer Area****Option**

Supports interactive speech responses:

Optimizes decision-making and response accuracy:

Currently there are no comments in this discussion, be the first to comment!

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

**Suggested Answer:** C

Currently there are no comments in this discussion, be the first to comment!

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.

**Suggested Answer:** *E*

Currently there are no comments in this discussion, be the first to comment!

A company has a customer order system that creates sales orders manually.

You need to design an AI solution to automate the following tasks as part of the system:

Save the order details to a database.

Update the order status in the database.

Extract the order details from an order file.

Prepare and send a confirmation email to customers.

The solution must minimize development effort and support intelligent automation and solution integration.

What should you include in the design?

- A. a workflow in Azure Logic Apps
- B. a multi-agent solution that uses the Semantic Kernel SDK
- C. a multi-agent solution that uses Microsoft Foundry Agent Service
- D. a Microsoft Copilot Studio agent that uses Microsoft Power Automate workflows

**Suggested Answer:** *D*

Currently there are no comments in this discussion, be the first to comment!