

PRACTICE QUESTIONS

CertNexus

AGZ-110

AgenticAIBIZ

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EDITION	Free Set 1
QUESTIONS	10
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EXAM	CertNexus AGZ-110, AgenticAIBIZ

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10 practice questions for the CertNexus AGZ-110 exam, AgenticAIBIZ, each followed by its answer and a short explanation. More free sets and the full practice exam: www.aiexamcerts.com/certnexus/agz-110. Spotted a mistake? Email support@aiexamcerts.com with the exam code AGZ-110 and the question number.

1. A pilot succeeded in one team. What is the most sensible next step before scaling it across the company?
- A Turn the agent on for every user in every region on the same day to capture value
 - B Remove the human review step because the pilot showed only a few errors in total
 - C Document the operating model, set up monitoring and ownership, then expand in gated stages
 - D Stop measuring results so that the scaled version is not judged too harshly later

Answer: C

Scaling needs clear ownership, monitoring and staged expansion with gates that the pilot must still pass. A same-day global rollout raises risk without evidence. Removing human review or stopping measurement would make failures harder to see.

2. A metric that compares the value an agent produces with what it costs to run is called return on _____.

Answer: investment

Return on investment compares net benefit with the cost of the investment, and it is usually abbreviated ROI. Other financial terms are not the standard name for this measure.

3. Which description best matches an agent's loop of planning, acting and observing?
- A The model stores every past conversation and retrains itself after each new request
 - B The agent picks an action, runs it through a tool, reads the result and checks the goal
 - C The system compresses all input into one embedding and returns the nearest match from a fixed list of questions
 - D A database trigger runs a fixed SQL statement whenever a row changes

Answer: B

Agentic loops alternate between deciding, acting and reading the outcome. Retraining after each request is not part of standard agent operation and would be risky. Vector nearest-neighbor lookup and database triggers are useful tools but do not describe a planning loop.

4. An audit trail for an agent should record the actions it took and the tool results it relied on, not only its final answer.
- A True
 - B False

Answer: A (True)

Reviewers need the sequence of actions and evidence to reconstruct why a decision happened. A final answer alone hides which tools were called and what data they returned. Trails support investigations, compliance and continuous improvement.

5. Which two practices help redesign a workflow around an agent rather than simply bolting the agent onto the old process? (Choose two.)
- A Define exception paths for cases the agent cannot resolve confidently
 - B Map handoffs and decision points so that the agent's outputs have a defined consumer
 - C Let each team invent its own status labels for the same work items
 - D Keep every legacy approval step exactly as it was, even when it adds no value
 - E Stop collecting process data so that the new design is not constrained by past results

Answer: A, B

Good redesign defines who receives agent output and what happens when the agent cannot finish a case. Keeping every legacy step adds cost without value, and unique status labels make reporting impossible. Discarding process data removes the evidence needed to improve the design.

6. A finance team estimates an agent's ROI. Which cost is most often missed in early estimates?
- A Ongoing monitoring, policy upkeep and the time spent reviewing exceptions
 - B The vendor's list price per user in the first year of the contract
 - C The one-time cost of the pilot kickoff workshop and the launch event
 - D The salary of the project sponsor, which is already budgeted elsewhere in the company

Answer: A

Ongoing operating costs such as monitoring, maintenance and exception review are frequently left out of first estimates. License price and one-time workshop costs are usually counted from the start. Missing run costs makes the return look better than it is.

7. Which governance role is best placed to own the risk assessment for an agent that handles customer personal data?
- A The model vendor's sales representative who handles the account
 - B Whichever engineer built the prototype, working alone with no review of the controls or business impact
 - C A shared project mailbox with no named owner and no escalation process
 - D A named accountable business owner working with privacy, security and legal stakeholders

Answer: D

Accountability for risk should sit with a named business owner supported by specialist functions. A vendor's sales team has a commercial interest and no authority over your controls. A single engineer or an unmonitored mailbox leaves no clear accountable owner.

8. The path a case takes when the agent cannot resolve it confidently and hands it to a person is called an _____ path.

Answer: escalation (also accepted: exception, fallback)

A defined exception or escalation path routes uncertain or failing cases to a qualified person. Designing it up front is a core part of redesign.

9. Which factor most strongly affects whether a vendor's agent platform can be used for a regulated business process?
- A The number of stars the vendor holds on a software review website
 - B How polished the vendor's sales demonstration looks to the buying committee, and how fast it loads
 - C The vendor's data handling terms, audit logging and regional hosting options
 - D The number of languages the vendor's marketing website is translated into

Answer: C

Regulated processes depend on data residency, retention, audit logging and contractual terms. Review ratings and marketing extras do not show whether the platform meets compliance obligations. Due diligence should check the controls directly.

10. A procurement team wants to compare two agent platforms fairly. What is the best basis for the evaluation?
- A The platform that the largest number of colleagues have already heard of
 - B A scored test on the company's own representative tasks, with the same data and reviewers
 - C The platform whose sales team offers the largest discount in the first meeting
 - D The platform that was released most recently, regardless of how it performs

Answer: B

A fair comparison uses the same representative tasks, data and scoring for every option. Familiarity, discounts and novelty do not measure fit with the business need. Structured evaluation reduces bias in selection.