

PRACTICE QUESTIONS

Microsoft

AB-100

Agentic AI Business Solutions Architect Expert

SHARED BY [u/Mighty-Turtle-3572](#) on aiexamcerts

EDITION	Free Set 2
QUESTIONS	10
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EXAM	Microsoft AB-100, Agentic AI Business Solutions Architect Expert

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10 practice questions for the Microsoft AB-100 exam, Agentic AI Business Solutions Architect Expert, each followed by its answer and a short explanation. More free sets and the full practice exam:

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1. In Power Platform, which concept separates development, test and production so that changes are promoted deliberately?

- A Shared mailboxes
- B Environments
- C Security groups in Microsoft Teams
- D Dashboards in Power BI

Answer: B

Power Platform environments provide separate spaces for development, test and production, each with its own data, security roles and connectors. Shared mailboxes and dashboards are tempting as organizational containers, but they do not isolate agents or data. Teams security groups control membership but do not separate Power Platform resources.

2. A Copilot Studio agent can be published to Microsoft Teams and to other supported channels, so the same agent can serve several channels.

- A True
- B False

Answer: A (True)

An agent is built once and published to channels such as Microsoft Teams and other supported channels, so the design must account for how each channel displays responses and handles authentication. Assuming an agent is tied to a single channel is a common misconception. The statement is true.

3. An agent answers questions from a SharePoint library that changes daily. What is the most appropriate design for keeping answers current?
- A Copy the library content into a topic once and never update it
 - B Ask users to upload the latest version of the file at the start of every chat session they open with the agent
 - C Hardcode today's answers into the agent's greeting message
 - D Connect the library as a knowledge source so the agent retrieves current content when it answers

Answer: D

Connecting the library as a knowledge source lets the agent retrieve current content at answer time, which keeps responses aligned with the source. Copying content once is tempting because it is simple, but it goes stale as the library changes. Uploading files each session and hardcoding answers both put maintenance on users or freeze content in place.

4. Data loss prevention policies in Power Platform sort connectors into groups such as Business, Non-business and _____.

Answer: Blocked

DLP policies assign connectors to Business, Non-business or Blocked groups, and a flow or app cannot combine business and non-business connectors, which stops data moving to unapproved services. Confidential is tempting as a data classification word, but it is not a connector group in these policies. Restricted sounds plausible yet is not the group name.

5. Which two practices help limit an agent's access to data? (Choose two.)
- A Giving the agent an identity with only the permissions its tasks need
 - B Granting the agent access to every SharePoint site in the tenant for convenience
 - C Scoping knowledge sources to the content the agent is allowed to use
 - D Sharing one user's personal password with the agent
 - E Using one shared account for every agent in the organization

Answer: A, C

A least-privilege identity and scoped knowledge sources restrict what the agent can read and act on, which contains exposure if it is misused. Tenant-wide access is tempting because it avoids permission errors, but it exposes unrelated data. Sharing personal passwords and using a shared account both remove accountability and make access hard to audit.

6. A customer asks an agent to change a delivery address after an order has shipped. Which design choice best prevents an incorrect change?
- A Verify identity and order status with a tool before any change, and escalate if the order has shipped
 - B Let the agent change any address the customer names
 - C Skip verification to reduce handoff time
 - D Ask the customer to email the new address and wait a week

Answer: A

Verifying identity and order status before acting ties the change to authorized data, and escalating when the order has shipped avoids an action the agent cannot complete. Accepting any named address is tempting because it satisfies the customer quickly, but it creates fraud and error risk. Skipping verification and making the customer wait a week are both poor choices for different reasons.

7. A process team wants an agent to approve refunds up to a limit. Which requirement is most important to capture before building?
- A The avatar image, the opening animation and the closing message style used for the refund agent
 - B The font used in the response cards
 - C The number of words in the greeting
 - D The approval limit, the criteria for exceptions and who reviews cases above the limit

Answer: D

Approval limits, exception criteria and review ownership define what the agent may decide, which determines its tools, permissions and escalation path. Avatars and fonts are presentation choices that do not change the decision. Greeting length is a style concern rather than a business rule.

8. A pilot is unnecessary if the agent has passed all of its unit tests in the development environment.
- A True
 - B False

Answer: B (False)

Unit tests in development do not capture real user behavior, data variety or operational load, so a limited pilot still provides evidence that testing cannot. Treating passing tests as proof of readiness is a common mistake. The statement is false.

9. Which metric most directly shows whether an agent's answers are grounded in its approved knowledge sources?
- A Average session length
 - B Number of users who clicked the logo on the welcome card during the first week of launch
 - C Share of evaluated answers that cite approved sources and match them
 - D Total messages per day

Answer: C

Evaluating whether answers cite and match approved sources measures grounding directly, rather than engagement. Session length is tempting as an engagement signal, but a long conversation can be unhelpful or ungrounded. Logo clicks and message totals describe activity, not answer accuracy.

10. Which requirement should a builder confirm before an agent is allowed to send messages to customers on the organization's behalf?
- A The slide template and presenter notes used in the training deck for new support staff
 - B The number of emoji allowed in each message
 - C The total length of the agent's name
 - D Approved message content, the channel rules and a review or opt-out path for customers

Answer: D

Approved content, channel rules and a review or opt-out path define what the agent may say and to whom, which are governance requirements. Emoji rules are tempting as a style concern, but they do not control consent or accuracy. Name length and slide design are cosmetic.