

PRACTICE QUESTIONS

Microsoft

AB-250

Dynamics 365 Contact Center AI Engineer Associate

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EDITION Free Set 1

QUESTIONS 10

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EXAM Microsoft AB-250, Dynamics 365 Contact Center AI Engineer Associate

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10 practice questions for the Microsoft AB-250 exam, Dynamics 365 Contact Center AI Engineer Associate, each followed by its answer and a short explanation. More free sets and the full practice exam:

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1. Which practice helps protect customer privacy when analytics use conversation transcripts?

- A Limit access to transcripts by role and apply retention rules to the stored data
- B Keep transcripts indefinitely so that trends are never lost
- C Copy transcripts to local laptops so analysts can work offline
- D Give every employee full transcript access so that analysis is faster

Answer: A

Role-based access and retention rules limit exposure and keep stored transcripts within policy. Indefinite retention, local copies, and blanket access all increase privacy risk.

2. Power Platform _____ pipelines automate moving solutions from development to test and production environments.

Answer: deployment (also accepted: release)

Deployment pipelines in Power Platform automate moving solutions between environments in a controlled and repeatable way. The blank accepts deployment or release because both describe the same automation purpose. Manual exports are the less reliable alternative.

3. A contact center wants a bot to recognize what a customer is asking for, such as a billing change or a password reset. Which AI capability performs this task?

- A Intent recognition
- B Text-to-speech synthesis
- C Speaker diarization for call recordings
- D Image classification for scanned forms

Answer: A

Intent recognition maps a customer's message to the goal behind it, which lets the bot choose the right topic or route. Text-to-speech produces spoken output, diarization separates speakers in audio, and image classification handles pictures. Those are real AI tasks but they do not identify what the customer wants.

4. A queue with no available agents automatically stops accepting new work items.
- A True
 - B False

Answer: B (False)

Queues keep accepting work and hold it until an agent is available or an overflow rule applies. Work is not dropped merely because agents are busy. The statement is false, and the distinction between holding and rejecting work matters for routing design.

5. Which two are common goals of applying AI to customer service conversations? (Choose two.)
- A Reducing average handle time for routine requests
 - B Surfacing customers who show negative sentiment for supervisor attention
 - C Replacing every human agent with a bot on day one
 - D Increasing the number of transfers for simple requests
 - E Eliminating all consent and disclosure obligations for recorded calls

Answer: A, B

Automating routine requests shortens handle time, and sentiment signals help supervisors focus on at-risk conversations. Replacing all agents on day one, raising transfers for simple requests, and dropping consent duties are poor goals that conflict with responsible practice. The distractors describe failures rather than valid objectives.

6. Which Copilot Studio feature lets a maker check how a bot reasons through a message during a test session?
- A The test chat pane with trace or activity details
 - B The environment list in the Power Platform admin center
 - C The solution explorer's component dependency view
 - D The connector list on the channels page of the agent

Answer: A

The test pane and trace details show which topic matched and how variables and actions were used, which helps debugging. The environment list, the dependency view and the connector list show configuration, not how the bot reasoned through a message.

7. Which control keeps a bot from sending customer data to an unapproved connector?
- A Data loss prevention policies that classify each connector into a group
 - B A reminder post in a Teams channel asking makers to be careful with data
 - C An annual manual review of connector use carried out by the administrator
 - D A higher license tier for the makers who build the bot

Answer: A

DLP policies classify connectors into Business, Non-business and Blocked groups, which prevents data from flowing to unapproved services. A reminder post, an annual manual review and a higher license tier do not enforce the restriction.

8. A post-conversation survey that asks customers to rate their experience measures customer _____.

Answer: satisfaction (also accepted: CSAT)

Post-conversation surveys commonly measure satisfaction, often reported as CSAT. The blank accepts satisfaction or CSAT because both name the same metric. Survey results complement operational metrics such as handle time.

9. A bot escalates a conversation but no agent is available in the queue. What is the best design response?
- A Send the customer a link to the FAQ page and close the conversation
 - B Keep the customer in a loop of the same question with no alternative
 - C Tell the customer to try again tomorrow and end the chat
 - D Offer a callback or an estimated wait and keep the customer informed

Answer: D

Offering a callback or an estimated wait keeps the customer informed and preserves trust while capacity is limited. Closing the chat, looping, or deferring the customer all create poor outcomes.

10. Which app do customer service agents typically use to work conversations and cases in Dynamics 365 Customer Service?
- A The Power Platform admin center for environment settings
 - B The Microsoft Entra admin center for sign-in logs
 - C The Microsoft Purview portal for retention policy reports
 - D The Customer Service workspace

Answer: D

The Customer Service workspace is the agent-facing app where conversations, cases, and sessions are handled. The admin centers manage configuration and identity, and Purview manages compliance. Agents need the workspace for daily work.