

PRACTICE QUESTIONS

Microsoft

AB-250

Dynamics 365 Contact Center AI Engineer Associate

SHARED BY [u/placid_panda_22](#) on aiexamcerts

EDITION	Free Set 2
QUESTIONS	10
SHARED	October 15, 2026
EXAM	Microsoft AB-250, Dynamics 365 Contact Center AI Engineer Associate

Shared by [u/placid_panda_22](#) on aiexamcerts

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:

www.aiexamcerts.com/microsoft/ab-250. Spotted a mistake? Email support@aiexamcerts.com with the exam code AB-250 and the question number.

1. Which control limits what an agent can see inside a Dynamics 365 Contact Center record?

- A Record access through security roles, business units, and teams
- B The agent's presence status in the workspace and the channel it is shown on
- C The trigger phrases configured for the bot's topics
- D The capacity profile assigned to the agent

Answer: A

Security roles, business units and teams determine which records an agent can access, which is the core of data access control. Presence status, trigger phrases and capacity profiles affect availability, topic matching and workload, not record visibility.

2. The Customer Service admin center exists as a separate app for administrators to configure omnichannel and service settings.

- A True
- B False

Answer: A (True)

The Customer Service admin center is the administrative app where service and omnichannel settings are configured. It is separate from the agent workspace, which is used for daily conversations. The statement is true because administrators and agents use different apps.

3. Which handoff design best prevents a customer from waiting in a queue with no context?

- A Route all work to one agent and let them ask the customer to start over
- B Pass the collected details and topic summary into the work item before routing
- C Remove the summary so the agent reads the entire history alone
- D Route the customer to the general queue without any details attached

Answer: B

Including collected details and a summary in the work item gives the receiving agent context before the conversation starts. Routing everything to one agent, removing summaries, or dropping details all slow resolution.

4. In Copilot Studio, a named conversation path that starts when the customer's message matches its trigger phrases is called a _____.

Answer: topic

A topic is a conversation path in Copilot Studio that starts when a message matches its trigger phrases and can include questions, conditions and actions. Knowledge sources supply content for generative answers but do not define a conversation path.

5. Which two metrics help evaluate whether a bot is delivering value? (Choose two.)

- A The number of agents who changed their presence status today
- B The number of security roles defined in the environment
- C The number of Teams channels the bot is published to
- D Containment rate, meaning conversations resolved without a human transfer
- E Customer satisfaction scores for bot-handled conversations

Answer: D, E

Containment and satisfaction for bot conversations show both efficiency and quality of automation. Presence changes, security role counts and publication channel counts do not measure bot value.

6. Which admin setting controls how many conversations an agent can accept from a specific channel?

- A The distribution mode configured on the workstream
- B The priority assigned to the queue for that channel
- C The skill proficiency level assigned to the agent
- D Capacity profile settings for that channel

Answer: D

Capacity profiles define per-channel concurrency limits so agents are not overloaded. Workstream distribution mode, queue priority and skill proficiency affect how and to whom work is routed, but they do not cap how many conversations an agent holds.

7. A bot needs to answer product questions from a set of PDF manuals. Which Copilot Studio feature supports this without writing a topic per fact?

- A Generative answers using knowledge sources
- B A hard-coded topic for every product fact in the manuals
- C A Power Automate flow that emails each manual to the customer
- D One topic per manual that lists its table of contents

Answer: A

Generative answers grounded in knowledge sources let the bot respond from the manuals without a separate topic per fact. Hard-coding every fact is slow to maintain, and a flow that emails manuals or a table-of-contents topic does not answer product questions.

8. Speech-to-text transcription allows a contact center to run sentiment analysis on phone calls after the transcript is created.

- A True
- B False

Answer: A (True)

Once calls are transcribed to text, text-based analytics such as sentiment scoring and topic detection can be applied to the transcript. Transcription is the step that makes the speech analyzable as text. The statement is true because the analysis operates on the transcript.

9. What should happen when a customer asks to stop being recorded during a voice call?

- A The agent or bot follows the consent process and the recording behavior is adjusted as required
- B The bot continues recording and says nothing to the customer
- C The agent explains that recording cannot be stopped once a call starts
- D The bot transfers the customer to billing and keeps recording

Answer: A

Consent and recording preferences must be honored according to the applicable policy and process. Continuing to record silently, refusing to stop, or moving the customer elsewhere all violate expected practice.

10. Which Omnichannel object holds work that is waiting to be assigned to an agent?

- A A capacity profile
- B A queue
- C A presence status
- D A knowledge article

Answer: B

A queue holds work items until they are assigned to a qualified agent or group. A capacity profile sets how much work an agent can take, presence status shows availability, and a knowledge article provides content. Queues are the holding point in routing.