

PRACTICE QUESTIONS

Microsoft

AB-410

Intelligent Applications Builder Associate

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EDITION Free Set 1

QUESTIONS 10

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EXAM Microsoft AB-410, Intelligent Applications Builder Associate

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10 practice questions for the Microsoft AB-410 exam, Intelligent Applications Builder Associate, each followed by its answer and a short explanation. More free sets and the full practice exam: www.aiexamcerts.com/microsoft/ab-410. Spotted a mistake? Email support@aiexamcerts.com with the exam code AB-410 and the question number.

1. A builder wants the agent to answer questions from policy documents without writing each answer by hand. Which feature fits best?
 - A A manual topic that has one message node for each question
 - B Generative answers grounded in knowledge sources
 - C A global variable that stores each policy paragraph separately
 - D An entity that extracts dates from the customer's messages

Answer: B

Generative answers use the connected knowledge sources to compose a response, so the builder does not write each reply by hand. A manual topic per question is possible but does not scale to a large policy set. Variables and entities hold or extract data and do not produce answers from documents.

2. In a Copilot Studio topic, a node that sends a reply back to the user is commonly called a _____ node.

Answer: message

A message node is the building block that sends text or a card back to the user during a topic. Other node types, such as question and condition nodes, collect input or branch the logic. Builders test the reply path in the test pane to see each message in order.

3. Which is the best way to evaluate generative answers before launch?
 - A Test realistic questions and check each answer
 - B Ask one developer to try a single greeting message
 - C Count how many times the agent sent a reply in total
 - D Measure only the average length of the answers returned

Answer: A

A realistic question set checked against the sources shows whether answers are correct and grounded before customers see them. A single greeting, a reply count and answer length do not measure accuracy or grounding.

4. Generative answers can draw on public websites, uploaded files and connected sources, so the builder should control which sources are enabled.

- A True
- B False

Answer: A (True)

Each enabled source expands what the agent may answer from, so the builder decides which sources are trusted and relevant. Leaving a broad or unreviewed source enabled is a common cause of wrong or off-scope answers. Controlling sources is part of the agent's design, not an optional extra.

5. Which two items should be documented for each action so the agent team can maintain it? (Choose two.)

- A The inputs and outputs the action expects and returns
- B The browser the builder used to author the flow
- C The systems it changes and the owner who maintains it
- D The number of runs the flow completed on its first day
- E The order in which topics were created in the agent

Answer: A, C

Inputs, outputs and the systems changed are what a maintainer needs to debug or change an action safely, and an owner makes accountability clear. The authoring browser, first-day run counts and topic creation order do not help anyone maintain the action.

6. Which Power Platform component is commonly used to build automated flows that an agent can call?

- A Power BI Report Builder, used for paginated reports
- B Power Apps canvas gallery, used for building screen layouts
- C Power Automate, used for building cloud flows and automation
- D Power Pages theme editor, used for styling websites

Answer: C

Power Automate builds the automated flows that agents call as actions. Report Builder creates reports, canvas apps are screen-based applications, and the Pages theme editor styles websites, so each is a Power Platform tool with a different job.

7. A contact center wants VIP customers to reach senior agents first. Which routing concept fits best?
- A Priority or skill-based routing rules
 - B Random assignment to any available agent in the team
 - C Round-robin assignment across all agents regardless of skill
 - D Routing every conversation to the first agent who logs in

Answer: A

Priority and skill-based rules send conversations to the right people by business rules, which is how VIP and specialist routing is implemented. Random assignment ignores the business need, round-robin assignment ignores agent skill, and first-login routing is unfair and ignores capability.

8. A conversation waiting for an available agent sits in a _____.

Answer: queue

A queue holds conversations until a suitable agent is free, and its order and priority are set by the routing configuration. Monitoring queue length and wait time is how supervisors see whether the team needs more capacity or a different routing rule.

9. Which risk is most important to manage with AI-written replies for agents?

- A Replies that run slightly longer than the team average
- B Replies that vary a little in wording between agents
- C Replies that take a moment to appear in the editor
- D Replies that make unsupported statements to customers

Answer: D

The main risk is a confident but wrong statement that a customer acts on, so controls focus on accuracy and review. Reply length, wording variation and display delay are usability issues, not the core risk of generated content.

10. What is the main benefit of case summarization when a case moves to a second agent?

- A The second agent starts with context and does not ask the customer to repeat details
- B The customer receives a copy of the case to approve
- C The case is closed automatically at the moment of transfer
- D The original agent loses access to the case immediately

Answer: A

A good summary lets the receiving agent continue smoothly, which avoids repeated questions and improves satisfaction. Sending the case to the customer, closing it on transfer and removing the original agent's access are not benefits of summarization.