

PRACTICE QUESTIONS

Microsoft

AB-410

Intelligent Applications Builder Associate

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EDITION Free Set 2

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:

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1. What is the main purpose of an entity in a Copilot Studio topic?

- A To publish the agent to a channel such as a website
- B To store the agent's authentication secrets securely
- C To extract specific details from user input
- D To count how many sessions the agent handled each day

Answer: C

An entity recognizes details such as dates, locations or product names in what the user typed and makes them available to the topic. Publishing is a channel task, secrets belong in connections, and session counts come from analytics. The closest distractor is the secret store, which is a separate control.

2. Copilot Studio agents can be shared with every user in a tenant by default, so no sharing or access controls are needed.

- A True
- B False

Answer: B (False)

Access to an agent and to the data it uses has to be deliberately managed, and sharing is not a free default. Builders should decide who can edit the agent and who can use it. Assuming open access by default is the misconception this statement tests.

3. What is a grounding source in generative answers?

- A The model's training corpus that the vendor manages privately
- B The content the model is allowed to base its answer on
- C The customer's chat history stored in a Dataverse table
- D The browser cache kept on the customer's own device

Answer: B

A grounding source is the approved content the answer must be based on, which keeps responses tied to real material. The vendor's training corpus is not a source the builder controls, chat history is a different kind of data, and a browser cache is not part of the agent's knowledge.

4. Content from knowledge sources must be indexed before generative answers can _____ it.

Answer: retrieve (also accepted: search, use)

Indexing makes the content searchable so the agent can retrieve the relevant passages when a question arrives. Content that is added but not yet indexed will not appear in answers, which is a common reason a newly uploaded document seems to be ignored.

5. Which two capabilities help a contact center measure service quality? (Choose two.)

- A Reports on resolution and handle times by queue and agent
- B Reports on knowledge articles created each month
- C Counts of licenses assigned to agents by department
- D Service level and wait-time metrics for each queue
- E Lists of channels connected to the workspace

Answer: A, D

Wait times and service levels show how quickly customers reach help, and resolution and handle times show how well they are served. Article counts, license counts and channel counts describe configuration rather than service quality.

6. Why should a builder use a connection with the least privilege needed for an action?

- A It makes the action run faster on every network
- B It removes the need to test the action before release
- C It lets the agent use any connector in the tenant
- D It limits damage if the connection is misused

Answer: D

A connection with narrow permissions limits the damage if it is misused or if the action has a bug. Speed, skipping tests and access to every connector are not benefits of least privilege, and the last one is the opposite of what the principle requires.

7. A flow sent a customer an email with an error. Which control prevents a repeat next time?

- A Add a review or test step before the send action
- B Allow the flow to send unlimited emails to any address
- C Move the flow to another environment without testing it
- D Send a second email to the customer with the same error

Answer: A

A review step or a test before sending stops a faulty message before it reaches a customer. Unlimited sends increase the harm, moving the flow without testing adds risk, and sending the error again repeats the harm.

8. Routing rules can use customer or case attributes, such as product or language, to choose the best agent for a conversation.
- A True
 - B False

Answer: A (True)

Attributes such as product, language and region let routing rules match a conversation to an agent with the right skills. Using these attributes is a standard way to improve first-contact resolution and reduce transfers. The statement describes an ordinary capability of skill-based routing.

9. Which type of knowledge improves AI suggestions for agents the most?
- A Drafts from several years ago that were never published
 - B Current, approved articles that match the products customers ask about
 - C Personal bookmarks saved in each agent's browser
 - D Marketing slogans that are not tied to any product

Answer: B

Suggestions are only as good as the knowledge behind them, so current, approved articles for the right products produce the most useful and accurate output. Old drafts, bookmarks and slogans are unreliable or irrelevant sources.

10. An agent receives an AI suggestion that conflicts with a published policy. What is the best action?
- A Follow the suggestion because the AI is newer than the policy
 - B Send both versions and let the customer choose between them
 - C Follow the policy and report the suggestion so the knowledge can be corrected
 - D Delete the policy article so it matches the suggestion instead

Answer: C

Published policy governs the answer, and reporting the conflict helps the team correct the knowledge that produced it. Trusting the suggestion because it is newer, letting the customer choose and deleting the policy each put the business at risk.