

PRACTICE QUESTIONS

Microsoft

AB-730

AI Business Professional

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EDITION Free Set 1

QUESTIONS 10

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EXAM Microsoft AB-730, AI Business Professional

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10 practice questions for the Microsoft AB-730 exam, AI Business Professional, each followed by its answer and a short explanation. More free sets and the full practice exam: www.aiexamcerts.com/microsoft/ab-730.
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1. Which Microsoft service is used to classify content with sensitivity labels and to apply data loss prevention policies across an organization?
- A Microsoft Excel, which provides spreadsheet calculations, charts and pivot tables for analyzing numerical data
 - B Microsoft Teams, which provides chat, meetings and channel collaboration spaces for project teams
 - C Microsoft Lists, which provides simple tracking tables for items, tasks and issues within a team site
 - D Microsoft Purview, which provides information protection, data loss prevention and compliance capabilities

Answer: D

Microsoft Purview provides sensitivity labels, data loss prevention and compliance tools across Microsoft 365. Excel, Teams and Lists are productivity applications and do not provide the governance function. Labels and policies come from Purview.

2. The practice of periodically checking who has access to sensitive information and removing access that is no longer needed is called access _____.

Answer: review

Access reviews confirm that permissions remain appropriate over time, which supports least privilege. The accepted answers are review or reviews. Microsoft Entra ID provides access review capabilities for this purpose.

3. What is the most useful first step when an organization begins to adopt Copilot across departments?
- A Enable every license for every employee on the same day so that all departments can start experimenting immediately
 - B Define a small set of approved use cases, a support model and success measures, then expand as early results are reviewed
 - C Wait until every employee has completed a multi-year certification in artificial intelligence before any license is assigned
 - D Turn off all reporting on usage so that no one feels pressured to demonstrate value during the first few months

Answer: B

A staged adoption with defined use cases, support and measures lets the organization learn and adjust. Enabling everyone at once with no plan and waiting for multi-year certification both delay or weaken adoption. Removing usage reporting prevents the organization from seeing whether the tool is delivering value.

4. Copilot responses improve when the user provides relevant source documents and a clear description of the expected output format.
- A True
 - B False

Answer: A (True)

Grounding in specific sources and a stated format gives the model the context it needs to produce relevant results. Users still review the output. The statement is true.

5. Which two outcomes are the most credible measures of value from an AI assistant in a service team? (Choose two.)
- A Number of prompts entered by agents per shift, with no reference to outcomes or quality
 - B Reduction in average handling time for customer inquiries, measured against the previous period
 - C Number of new features available in the assistant's settings menu after the latest update
 - D Improvement in first-contact resolution rate, tracked alongside customer satisfaction survey results
 - E Number of employees who attended the launch webinar, regardless of whether they used the tool afterwards

Answer: B, D

Handling time and first-contact resolution, paired with customer satisfaction, connect the assistant to service outcomes. Prompt counts, settings menu items and webinar attendance measure activity or availability rather than value. The valid measures link to customer results.

6. Which approach is most effective for helping employees adopt a new AI assistant in their daily work?
- A Short role-based training with realistic examples, followed by champions and peer sharing of effective prompts
 - B A single long slide deck emailed to all staff with no examples, no follow-up and no way to ask questions afterwards
 - C A requirement that every employee attend a full-day lecture about the history of artificial intelligence research
 - D A policy that says the assistant may only be used after the employee has memorized the full product documentation

Answer: A

Role-based training with realistic examples, champions and peer sharing builds practical habits that persist. A single unsupported slide deck, a lecture on history and memorization requirements do not translate into daily use. Adoption depends on applied practice and support.

7. Why should a business identify AI champions in each department during an adoption program?
- A Champions replace the central support team so that no help desk is needed for the tool
 - B Champions decide which employees keep a license and cancel it for people who use the tool too little
 - C Champions are the only people permitted to write prompts, and everyone else submits requests through them
 - D Champions model good practice, answer peers' questions and feed real problems back to the program team quickly

Answer: D

Champions provide peer support, share effective examples and surface issues for the central team. Replacing the support team, controlling licenses and gatekeeping prompts are not sound roles. The champion model is about support and feedback.

8. The principle that AI systems should perform consistently and safely, including under unexpected conditions, is called reliability and _____.

Answer: safety

Microsoft's reliability and safety principle covers consistent performance and safe behavior under expected and unexpected conditions. The accepted answer is safety. Testing and monitoring support this principle.

9. What is a Copilot agent in Microsoft Copilot Studio designed to do?
- A Manage licenses and billing for Microsoft 365 subscriptions across all departments of the organization
 - B Monitor network traffic for the whole organization and block suspicious sign-in attempts automatically
 - C Carry out a defined task or workflow for users, using instructions, knowledge sources and actions connected to business systems
 - D Host the organization's intranet pages and keep their navigation menus up to date automatically

Answer: C

Copilot Studio is used to build agents that combine instructions, knowledge and actions to complete tasks. License management, network monitoring and intranet hosting are administrative functions, not the purpose of an agent. Agents should be governed like other business applications.

10. Before publishing a Copilot Studio agent that can update customer records, which control is most important?
- A Giving the agent full administrator rights on every system so that it never fails when a task needs an unusual permission
 - B Testing the actions with realistic scenarios and limiting the agent to the permissions and connections it needs for the task
 - C Publishing the agent immediately so that users can report problems, and fixing any problems that appear afterwards
 - D Removing the requirement for a named owner so that the agent is not associated with any team that might be blamed later

Answer: B

Testing and least privilege reduce the risk of incorrect or unauthorized updates to customer data. Full administrator rights, publishing before testing and removing an owner all increase risk and weaken accountability. The agent should have only the access its task needs.