QUESTION 1
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience.
Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.
Planned Initiatives
General
Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.
Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
- Use low-code development to create a single AI agent that has Dataverse as its core component.
- Ensure that sales managers can access unanswered correspondence from prospects and intervene as appropriate.
- Replace the previous proprietary software with Dynamics 365 Sales to track sales cycles and customer interactions.
- Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
- Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements
Infrastructure Migration
Fabrikam has identified the following infrastructure migration requirements:
- Azure must be used for all future infrastructure workloads.
- The company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud.
- Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

Sales Cycle Enablement
Fabrikam has identified the following requirements for sales cycle enablement:
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- A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.
- Detailed telemetry must be logged for the first created AI agent to help troubleshoot and optimize the agent during the initial AI agent adoption process.
- Unexpected AI agent actions must end in an escalation to a live representative. For example, a sales executive must be rerouted to a representative if the agent cannot answer a question after two failed attempts.
- The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
- The sales team must use Dynamics 365 Sales to correspond with prospects more quickly and efficiently than currently.
- Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Which framework should you use for the infrastructure migration?

A. Microsoft Cloud Adoption Framework for Azure
B. Success by Design
C. Microsoft Power Platform Center of Excellence (CoE)
D. Microsoft Power Platform Project Setup Wizard

Answer: A
Explanation:
For migrating a legacy on-premises infrastructure to Microsoft Dynamics 365 Sales with Dataverse as the Single Source of Truth (SSOT), the recommended framework is the Microsoft Cloud Adoption Framework for Azure (CAF), specifically utilized in conjunction with the Data Management Framework (DMF) for Dynamics 365.
This combined approach ensures a structured transition by focusing on both the strategic adoption of cloud technology and the technical, granular migration of data.
Recommended Framework: Microsoft Cloud Adoption Framework (CAF)
The CAF provides a holistic structure to ensure the migration is secure, compliant, and aligned with business goals.
Plan: Assess legacy data, prioritize workloads, and define the SSOT requirements.
Ready: Set up the Dataverse environment (landing zone) and configure security (Azure Active Directory/Microsoft Entra ID).
Adopt (Migrate): Perform the technical migration of data using ETL (Extract, Transform, Load) processes.
Scenario:
Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
Reference:
https://learn.microsoft.com/en-us/azure/cloud-adoption-framework/overview

QUESTION 2
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience.
Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.
Planned Initiatives
General
Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.
Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
- Use low-code development to create a single AI agent that has Dataverse as its core component.
- Ensure that sales managers can access unanswered correspondence from prospects and intervene as appropriate.
- Replace the previous proprietary software with Dynamics 365 Sales to track sales cycles and customer interactions.
- Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
- Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements
Infrastructure Migration
Fabrikam has identified the following infrastructure migration requirements:
- Azure must be used for all future infrastructure workloads.
- The company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud.
- Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

Sales Cycle Enablement
Fabrikam has identified the following requirements for sales cycle enablement:
- The final AI agent must follow Microsoft recommendations for a conversational user experience.
- A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.
- Detailed telemetry must be logged for the first created AI agent to help troubleshoot and optimize the agent during the initial AI agent adoption process.
- Unexpected AI agent actions must end in an escalation to a live representative. For example, a sales executive must be rerouted to a representative if the agent cannot

answer a question after two failed attempts.
- The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
- The sales team must use Dynamics 365 Sales to correspond with prospects more quickly and efficiently than currently.
- Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Which template should you use for the AI agent to meet the requirements for the sales executives?

A. IT Helpdesk in Microsoft Copilot Studio
B. AI agents in Microsoft Foundry
C. Voice in Microsoft Copilot Studio
D. AI chat in Microsoft Foundry

Answer: C
Explanation:
Scenario:
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
*-> Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.
To enable handsfree headset interaction with an AI agent for internal policies and customer data in Dynamics 365 Sales, you should use Microsoft Copilot Studio to create a custom agent template.

Here is the breakdown of the recommended approach and templates:
Recommended Template
Voice-enabled agent template (in Copilot Studio): This template provides the foundational, pre-configured setup for Interactive Voice Response (IVR) capabilities, allowing for natural language voice inputs and text-to-speech output.
Internal Data Knowledge Source: Within this agent, you will connect to Dataverse (for customer data) and configure Knowledge Sources (for internal policy documents).
Note:
To implement a hands-free AI agent for Dynamics 365 Sales using the Voice agent template in Microsoft Copilot Studio, follow these steps to enable voice-first interactions for internal policies and customer data.
1. Create a Voice-Enabled Agent
2. Configure Hands-Free Interaction
3. Connect to Internal Data
Reference:
https://learn.microsoft.com/en-us/dynamics365/contact-center/administer/bot-scenario-configure

QUESTION 3
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience.
Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost

savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.

Planned Initiatives

General

Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.

Infrastructure Migration

Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.

All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.

Sales Cycle Enablement

To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:

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- Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements

Infrastructure Migration

Fabrikam has identified the following infrastructure migration requirements:

- Azure must be used for all future infrastructure workloads.
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- Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Which tool should you use for the prospect communication requirements in Dynamics 365 Sales?

A. Azure AI Search
B. Copilot email assist
C. the Voice template Microsoft Copilot Studio
D. Deep Research in Microsoft Foundry Agent Service

Answer: B
Explanation:
Scenario:
Requirements
*-> The sales team must use Dynamics 365 Sales to correspond with prospects more quickly and efficiently than currently.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
Ensure that sales managers can access unanswered correspondence from prospects and intervene as appropriate.
Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.

In Dynamics 365 Sales, the Copilot email assist feature acts as a powerful accelerator for handling prospects by automating the most time-consuming parts of communication.
Here is how it helps you move faster and more efficiently:
Instant Drafting: You can generate professional-looking email drafts in seconds by choosing a predefined category (like "reply to an inquiry" or "follow up") or by entering your own custom prompt.
Context-Aware Personalization: The AI uses data directly from your CRM—such as past interactions, deal status, and customer notes—to ensure every message is tailored specifically to that prospect's needs.
Tone & Style Adjustments: You can quickly refine the length and tone (e.g., formal, friendly, or urgent) of a draft to better resonate with a particular recipient.
Summarization: When dealing with long email chains, Copilot provides a concise summary of the conversation history, allowing you to catch up instantly without reading through every old message.
Actionable Reminders: It monitors your inbox to identify pending action items or key customer requests you may have missed, ensuring no prospect falls through the cracks.
Seamless Integration: These tools are available directly within the Dynamics 365 Email Rich Text Editor and across Microsoft 365 apps like Outlook and Teams, keeping you in your flow of work.
Reference:
https://learn.microsoft.com/en-us/dynamics365/sales/copilot-overview

QUESTION 4
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience.
Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.
Planned Initiatives
General
Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.
Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
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Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
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- Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
- Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements
Infrastructure Migration
Fabrikam has identified the following infrastructure migration requirements:
- Azure must be used for all future infrastructure workloads.
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- The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
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- Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Which tool should you recommend to address the sensitive information concerns in the sales process?

A. the Analytics tab in Microsoft Copilot Studio
B. Model Context Protocol (MCP)
C. Application Insights
D. Microsoft Foundry Tracing UI
E. Monitoring in Microsoft Foundry

Answer: D
Explanation:
Scenario:
Fabrikam has identified the following requirements for sales cycle enablement:
Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.
In a Microsoft AI solution involving an agent where you must track sensitive information for auditing, you should use the Microsoft Foundry Tracing UI.
Tracking and Auditing with Microsoft Foundry Tracing
The Microsoft Foundry Tracing UI (part of Microsoft Foundry) provides end-to-end visibility into agent runs by capturing detailed telemetry through OpenTelemetry.
What is Captured: It automatically logs user inputs, model outputs, and tool arguments, which often contain sensitive information like names or IDs.

Auditing and Debugging: You can search, filter, and sort traces from the last 90 days to observe exactly how your agent responded during specific sessions.
Infrastructure: Traces are stored in Azure Application Insights, allowing you to apply standard enterprise access controls and retention policies.
Reference:
https://learn.microsoft.com/en-us/azure/ai-foundry/observability/concepts/trace-agent-concept

QUESTION 5
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
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Planned Initiatives
General
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Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
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Requirements
Infrastructure Migration
Fabrikam has identified the following infrastructure migration requirements:
- Azure must be used for all future infrastructure workloads.
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Sales Cycle Enablement
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- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Which tool should you recommend to help secure funding for future AI agent development?

A. Evaluations in Microsoft Foundry
B. the Azure Cost Optimization workbook
C. Azure Operator Insights
D. the Analytics tab in Microsoft Copilot Studio
E. Direct Preference Optimization (DPO)

Answer: D
Explanation:
Scenario
Requirements
Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.
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In a Microsoft AI migration, calculating the Return on Investment (ROI) for AI agents is essential for justifying costs and securing future funding. You can utilize the Analytics tab in Microsoft Copilot Studio to track these financial and performance metrics directly.
Calculating ROI with Copilot Studio Analytics
The Analytics tab provides a dedicated Savings tile (ROI) that allows you to quantify the impact of your agents:
Define Savings Parameters: You can input estimated time saved (in seconds, minutes, or hours) and money saved per successful agent run.
Real-Time Tracking: Total savings are calculated automatically for your selected period based on successful runs of resolved conversations.
Retroactive Application: If you update your savings estimates, the system can apply these changes to previous runs to provide an accurate historical view.
Granular Insights: Savings can be defined at the overall agent-run level or for specific tools used within a run.
Reference:
https://learn.microsoft.com/en-us/training/modules/forecast-agent-return-investment/

QUESTION 6
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
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customers. This affects the customer experience.
Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.

Planned Initiatives

General

Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.

Infrastructure Migration

Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
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Sales Cycle Enablement

To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:

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- Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
- Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements

Infrastructure Migration

Fabrikam has identified the following infrastructure migration requirements:

- Azure must be used for all future infrastructure workloads.
- The company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud.
- Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

Sales Cycle Enablement

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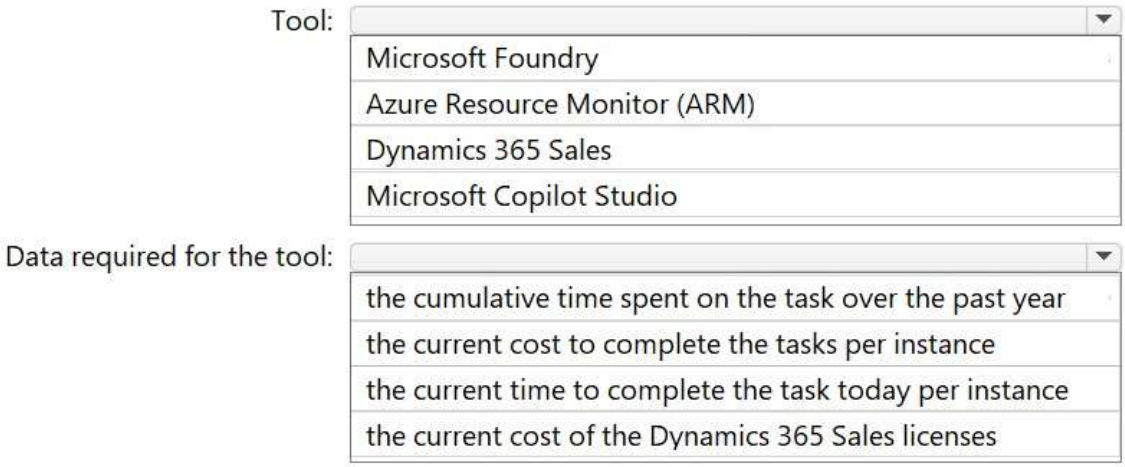
- Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Hotspot Question

Which existing tool and data should you use to gather the required metrics for stakeholder signoff for the AI agents? To answer, select the appropriate options in the answer area.

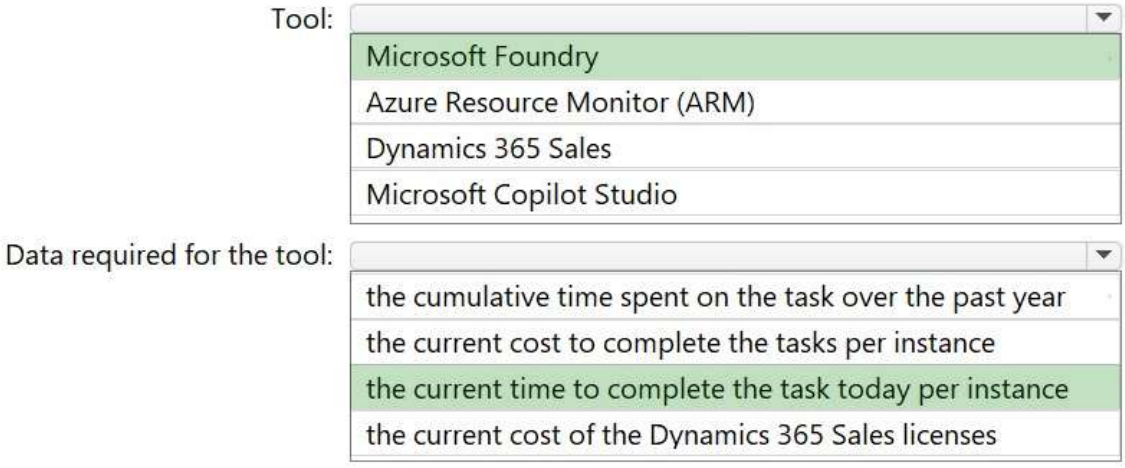
NOTE: Each correct selection is worth one point.

Answer Area



Answer:

Answer Area



Explanation:
Scenario:
The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
Box 1: Microsoft Foundry
Tool
To secure stakeholder sign-off for a Microsoft AI solution using AI agents and Dataverse, Azure AI Foundry (formerly Azure AI Studio) provides a structured framework to gather metrics across five key "ROI levers":
1. Identify Key ROI Metrics via Foundry
Use the Foundry ROI Framework to categorize and collect data that compares the current manual process to the future AI-driven state.
2. Gather Data using Foundry Tools
Foundry offers specific technical features to generate the evidence needed for your business case.
3. Calculate the ROI
Once metrics are gathered, apply the standard Microsoft-recommended formula for the business case.
Box 2: the current time to complete the task today per instance
Data required for the tool
In the Microsoft Foundry ROI framework, the metric for current time required to complete a task today is typically referred to as the Current Time per Instance or Task Duration (Baseline). This value serves as the primary "Before" benchmark to calculate the efficiency gains of the new AI agent solution.
Reference:
https://itnext.io/stop-wasting-tokens-how-to-design-high-roi-ai-apps-on-microsoft-foundry-616622ddead6
https://techcommunity.microsoft.com/blog/azure-ai-foundry-blog/a-framework-for-calculating-roi-for-agentic-ai-

apps/4369169

QUESTION 7
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience.
Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.
Planned Initiatives
General
Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.
Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
- Use low-code development to create a single AI agent that has Dataverse as its core component.
- Ensure that sales managers can access unanswered correspondence from prospects and intervene as appropriate.
- Replace the previous proprietary software with Dynamics 365 Sales to track sales cycles and customer interactions.
- Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
- Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements
Infrastructure Migration
Fabrikam has identified the following infrastructure migration requirements:
- Azure must be used for all future infrastructure workloads.
- The company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud.
- Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

Sales Cycle Enablement
Fabrikam has identified the following requirements for sales cycle enablement:
- The final AI agent must follow Microsoft recommendations for a conversational user experience.
- A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.
- Detailed telemetry must be logged for the first created AI agent to help troubleshoot and optimize the agent during the initial AI agent adoption process.
- Unexpected AI agent actions must end in an escalation to a live representative. For

example, a sales executive must be rerouted to a representative if the agent cannot answer a question after two failed attempts.
- The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
- The sales team must use Dynamics 365 Sales to correspond with prospects more quickly and efficiently than currently.
- Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Hotspot Question

Which framework should you use to meet the AI agent requirements for the sales cycle enablement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

For Microsoft Copilot Studio best practices:
- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- Success by Design

For conversational user experiences:
- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- Success by Design

Answer:

Answer Area

For Microsoft Copilot Studio best practices:
- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
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- Success by Design

For conversational user experiences:
- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- Success by Design

Explanation:

Box 1: the ALM Accelerator for Microsoft Power Platform

For Microsoft Copilot Studio best practices

Using the ALM Accelerator for Microsoft Power Platform is a recommended approach for managing the lifecycle of a low-code AI agent (Copilot Studio) that relies on Dataverse. It enables source control, versioning, and automated deployment of AI agents to ensure they follow Microsoft's best practices.

Box 2: Microsoft Power Platform Well-Architected framework

For conversational user experience

Utilizing the Microsoft Power Platform Well-Architected framework for a low-code AI agent (built in Copilot Studio) with Dataverse as the core data component ensures the solution is secure, reliable, and provides a high-quality conversational user experience (CUX). The framework helps align the agent with Microsoft's best practices for responsible AI, efficiency, and user satisfaction.

Scenario:

Sales Cycle Enablement

Fabrikam has identified the following requirements for sales cycle enablement:
*-> The final AI agent must follow Microsoft recommendations for a conversational user experience.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle
*-> Use low-code development to create a single AI agent that has Dataverse as its core component.
Reference:
https://learn.microsoft.com/en-us/power-platform/guidance/alm-accelerator/overview
https://learn.microsoft.com/en-us/training/modules/adopt-ai-agent-best-practice

QUESTION 8
Case Study 1 - Fabrikam, Inc
Background
Fabrikam, Inc., is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
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Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience.
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General
Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.
Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
- Use low-code development to create a single AI agent that has Dataverse as its core component.
- Ensure that sales managers can access unanswered correspondence from prospects and intervene as appropriate.
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Requirements
Infrastructure Migration
Fabrikam has identified the following infrastructure migration requirements:
- Azure must be used for all future infrastructure workloads.
- The company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud.
- Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

Sales Cycle Enablement

Fabrikam has identified the following requirements for sales cycle enablement:

- The final AI agent must follow Microsoft recommendations for a conversational user experience.
- A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.
- Detailed telemetry must be logged for the first created AI agent to help troubleshoot and optimize the agent during the initial AI agent adoption process.
- Unexpected AI agent actions must end in an escalation to a live representative. For example, a sales executive must be rerouted to a representative if the agent cannot answer a question after two failed attempts.
- The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
- The sales team must use Dynamics 365 Sales to correspond with prospects more quickly and efficiently than currently.
- Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
- Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Hotspot Question

Which components should you use to meet the sales cycle enablement requirements? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

For AI agent creation:

- Microsoft Foundry
- Dynamics 365 Sales
- Microsoft Copilot Studio
- the Power Platform admin center

For unexpected AI agent actions:

- a custom connector
- an event trigger
- a Fallback topic
- a REST API

Answer:

Answer Area

Explanation:
Scenario:
Use low-code development to create a single AI agent that has Dataverse as its core component.
Box 1: Microsoft Copilot Studio
For AI agent creation
Scenario:
A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.
The Microsoft tool that should be used to create the AI agent is Microsoft Copilot Studio.
It is a low-code platform specifically designed for building and managing intelligent agents that integrate with Microsoft Dataverse as a core component for storing data and providing business context. To ensure the agent follows Microsoft's deployment recommendations, users should consult the implementation checklist provided within the Microsoft Copilot Studio documentation.
Key Features of Microsoft Copilot Studio:
Low-Code Interface: Uses a graphical builder or natural language to design agent behaviors and conversation flows.
Dataverse Integration: Leverages Dataverse as the enterprise data platform to ground agents in organizational knowledge and store shared context.
Governance and Compliance: Includes built-in responsible AI features and aligns with enterprise security standards.
Multi-Channel Deployment: Allows publishing agents across Microsoft Teams, websites, and mobile apps.
Box 2: a Fallback topic
For unexpected AI agent actions.
Scenario:
Unexpected AI agent actions must end in an escalation to a live representative. For example, a sales executive must be rerouted to a representative if the agent cannot answer a question after two failed attempts.
In a low-code environment using Microsoft Copilot Studio with Dataverse, you can ensure unexpected AI actions lead to a live representative by configuring specific system topics.
1. Configure the System Fallback Topic
The Fallback system topic triggers when the AI agent cannot match a user's intent to any existing topic or knowledge source with sufficient confidence.
Enable Fallback: In Copilot Studio, navigate to Settings > General Settings > System fallback and click Add.
Action: Edit the Fallback topic to include a Go to topic node that redirects to the Escalate system topic.
2. Implement the Escalate System Topic
The Escalate topic is the primary mechanism for handoffs.
3. Handle Errors and Infinite Loops
Reference:
https://learn.microsoft.com/en-us/power-apps/maker/data-platform/low-code-plugins-copilot-studio

QUESTION 9
A company plans to deploy a Microsoft Copilot Studio agent that will analyze historical business data to predict customer behavior.

The data is currently stored in an Azure SQL database, flat files, APIs, and logs.
You need to organize the data into a format that can be used as a knowledge source in Copilot Studio.
What should you include in the solution?

A. Azure AI Search
B. Azure Data Lake Storage
C. Azure Cosmos DB
D. Azure Translator in Foundry Tools

Answer: A
Explanation:
Microsoft Copilot Studio agents can analyze customer behavior by leveraging business data from Azure SQL, files, and APIs by using Azure AI Search as a knowledge source. By importing and vectorizing this structured and unstructured data into an Azure AI Search index, the agent can perform semantic, meaning-based searches to retrieve context-relevant information.
Reference:
https://learn.microsoft.com/en-us/microsoft-copilot-studio/knowledge-azure-ai-search

QUESTION 10
A retail company plans to deploy Microsoft Copilot Studio agents to support:
- Microsoft Dynamics 365 Commerce scenarios.
- A Microsoft Power Apps inventory management solution.
You need to recommend a solution to organize product catalog data as a consistent source for multiple AI systems.
What should you recommend?

A. Let each agent scrape product details from Microsoft SharePoint Online libraries.
B. Store the product catalog data in a separate custom table for each agent.
C. Configure prompts to pull product details from the PDFs of external vendors.
D. Centralize the product catalog data in Microsoft Dataverse and expose the data to both agents.

Answer: D
Explanation:
In the scenario described, centralizing product catalog data in Microsoft Dataverse is the recommended architectural approach to ensure consistency across multiple AI systems. Dataverse acts as a unified "knowledge network" that allows different agents to share a single source of truth for both structured and unstructured data.
Key Benefits of Centralizing in Dataverse
Cross-App Consistency: By storing the catalog in Dataverse, both the Dynamics 365 Commerce agent and the Power Apps inventory management agent access the exact same records. This prevents data silos where inventory levels or product descriptions might drift apart between systems.
Native Copilot Studio Integration: You can directly add Dataverse tables as knowledge sources in Microsoft Copilot Studio. This allows agents to use Retrieval-Augmented Generation (RAG) to answer queries grounded in your live product data.
Security & Governance: Dataverse enforces Role-Based Access Control (RBAC), ensuring that agents only interact with data they are authorized to see, based on the user's existing permissions.
Automated Updates: You can use Power Platform Dataflows to ingest and synchronize catalog data from external sources into Dataverse, keeping the information fresh for all connected AI agents.
Reference:
https://www.microsoft.com/en-us/power-platform/blog/2025/06/16/data-agent-architecture-powered-by-microsoft-dataverse

QUESTION 11
Hotspot Question
A company uses Microsoft Dynamics 365 Supply Chain Management.
You are designing an AI supply chain process that meets the following requirements:
- Provides managers with AI-driven insights that surface key information from customer orders
- Helps planners use AI to anticipate future product needs more accurately
You need to recommend which Microsoft Copilot features to include in the design.
What should you recommend for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Provide AI-driven insights from customer orders:
- AI Summaries with Copilot
- Generative insights for Demand planning
- The Customer credit and collections workspace
- Workload insights with Copilot

Anticipate future product needs:
- Generative insights for Demand planning
- Microsoft Power BI
- Product information management
- The Supplier Communications Agent

Answer:

Answer Area

Provide AI-driven insights from customer orders:
- AI Summaries with Copilot
- Generative insights for Demand planning
- The Customer credit and collections workspace
- Workload insights with Copilot

Anticipate future product needs:
- Generative insights for Demand planning
- Microsoft Power BI
- Product information management
- The Supplier Communications Agent

Explanation:
Box 1: AI summaries with Copilot
Provides managers with AI-driven insights that surface key information from customer orders
To provide managers with AI-driven insights from customer orders in Dynamics 365 Supply Chain Management, use the AI summaries with Copilot feature, specifically leveraging the embedded Customer Summary capabilities. This tool provides instant, personalized overviews of critical data, such as backordered items, credit limits, and risk indicators, directly within the workspace.
Box 2: Generative insights for Demand planning
Helps planners use AI to anticipate future product needs more accurately
The Copilot Generative insights for Demand planning feature in Microsoft Dynamics 365 Supply Chain Management enables demand planners to move from reactive, manual forecasting to proactive, AI-driven demand anticipation. By analyzing, clustering, and interpreting vast datasets, Copilot helps identify patterns such as seasonality and signal correlations to improve accuracy.
Reference:
https://www.randgroup.com/insights/tip-of-the-month/finance-operations-totm/dynamics-365-finance-operations-tip-of-the-month-work-smarter-with-copilot-in-d365-finance-supply-chain-management/
https://learn.microsoft.com/en-us/dynamics365/release-plan/2025wave2/enterprise-resource-planning/dynamics365-supply-chain-management/analyze-demand-enhanced-generative-insights-demand-planning

QUESTION 12
Hotspot Question
A company has a Microsoft 365 E5 subscription and uses Microsoft Copilot Studio.
The company has a Microsoft SharePoint Online library that contains 10,000 policy PDFs from various departments.
The library contains a populated column named Department for each PDF.
You need to design a Copilot Studio agent that will use the SharePoint library as a knowledge source. The solution must meet the following requirements:

- Enable the agent to answer user questions about company policies.
- Ensure that the agent can identify which departments and policies are connected.

What should you include in the design for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Enable the agent to answer questions about company policies:
- Build a custom model in Microsoft Foundry.
- From Copilot Studio, add SharePoint as a knowledge source.
- Import the PDFs into Microsoft Dataverse.
- Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:
- Apply Microsoft Purview sensitivity labels.
- Create a Microsoft Dataverse table for the departments.
- From Copilot Studio, configure the SharePoint tool.
- Upgrade to SharePoint Premium.

Answer:

Answer Area

Enable the agent to answer questions about company policies:
- Build a custom model in Microsoft Foundry.
- **From Copilot Studio, add SharePoint as a knowledge source.**
- Import the PDFs into Microsoft Dataverse.
- Use AI Builder to process and feed SharePoint content.

Identify which departments and policies are connected:
- Apply Microsoft Purview sensitivity labels.
- Create a Microsoft Dataverse table for the departments.
- **From Copilot Studio, configure the SharePoint tool.**
- Upgrade to SharePoint Premium.

Explanation:

Box 1: From Copilot Studio, add SharePoint as a knowledge source

Enable the agent to answer user questions about company policies.

To enable a Microsoft Copilot Studio agent to answer questions from a large SharePoint Online library using the Department column as a filter, you must configure Generative Answers with specific metadata filtering.

*-> 1. Configure SharePoint as a Knowledge Source

Add the Source: In Copilot Studio, go to the Knowledge tab and select Add knowledge. Choose SharePoint and provide the URL of your site or specific document library.

Authentication: Ensure Manual Authentication with Microsoft Entra ID is configured. The agent requires the Sites.Read.All and Files.Read.All scopes to access documents on behalf of the user.

Indexing: Note that indexing tens of thousands of files can take significant time (days or weeks).

2. Enable Metadata Filtering (Department Column)

To ensure the agent only searches policies relevant to a user's department, you must use Advanced Settings to filter the search results based on your custom column.

Box 2: From Copilot Studio, configure the SharePoint tool.

Ensure that the agent can identify which departments and policies are connected.

The SharePoint tool can be configured directly from Microsoft Copilot Studio to act as a knowledge source, allowing your AI agent to read files, documents, and lists from SharePoint to provide answers.

Note:

To ensure your Copilot Studio agent effectively identifies and connects your "Department" metadata with specific policies across tens of thousands of documents, you must address both search indexing and agent instructions.

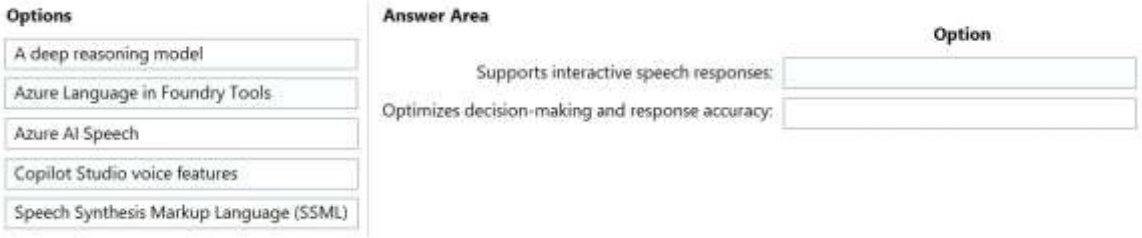
To ensure that your Microsoft Copilot Studio agent can identify and filter documents based on the Department column from your SharePoint library, you should configure the Advanced settings of your SharePoint knowledge source to use KQL (Keyword Query Language) filters.

Reference:

https://learn.microsoft.com/en-us/microsoft-copilot-studio/knowledge-add-sharepoint

QUESTION 13

Drag and Drop Question
You need to design a Microsoft Copilot Studio agent that meets the following requirements:
- Supports interactive speech responses
- Optimizes decision-making and the accuracy of responses
What should you include in the design for each requirement? To answer, drag the appropriate options to the correct requirements. Each option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.



Answer:

Explanation:
Box 1: Copilot Studio voice features
Supports interactive speech responses
To support interactive speech responses in a Microsoft Copilot Studio agent, you must incorporate specialized voice features and capabilities. These features enable the agent to move beyond chat-based interactions to handle voice-based input (speech-to-text) and output (text-to-speech).
Box 2: A deep reasoning model
Optimizes decision-making and the accuracy of responses
Integrating a deep reasoning model (specifically Azure OpenAI o3) into Microsoft Copilot Studio optimizes decision-making and accuracy by enabling multi-step analysis, logical deduction, and the handling of complex, multi-turn conversations. This capability, enabled via the "reason" keyword in instructions, allows agents to analyze large datasets and provide context-aware, transparent answers, ideal for scenarios like financial analysis or compliance.
Reference:
https://learn.microsoft.com/en-us/microsoft-copilot-studio/voice-overview
https://learn.microsoft.com/en-us/microsoft-copilot-studio/faqs-reasoning

QUESTION 14
You are designing a low-code AI business solution by using Microsoft Copilot Studio.
The solution must include an agent that automates tasks by simulating user interactions across third-party apps and websites, such as clicking buttons, entering text, and extracting information from screens.
You need to recommend what to include in the agent.
What should you recommend?

A. Model Context Protocol (MCP)
B. a natural language understanding + (NLU+) model in Copilot Studio
C. Computer Use in Copilot Studio
D. Copilot skills

Answer: C
Explanation:
In Microsoft Copilot Studio, you can use the computer use tool (currently in preview) to build low-code agents that automate tasks by simulating human interactions on a Windows computer.

Key Capabilities of Computer Use
UI Interaction: Agents can interact with any system featuring a graphical user interface (GUI), including third-party

websites and desktop applications.
*-> Human-like Actions: The tool enables the agent to click buttons, select menus, enter text into fields, and scroll, mimicking a human user.
No API Required: It is particularly useful for automating legacy systems or applications that lack direct API connectors.
Vision-Based Reasoning: Powered by Computer-Using Agents (CUA), the tool uses AI to "see" the screen, allowing it to adapt in real time if button positions or layouts change.
*-> Low-Code Setup: You define what the agent should do using natural language instructions rather than complex coding.
Reference:
https://learn.microsoft.com/en-us/microsoft-copilot-studio/computer-use

QUESTION 15
You need to recommend a solution to integrate a Microsoft Copilot agent with a Microsoft Dynamics 365 Contact Center chat channel.
The agent must respond to customer questions and hand off the conversation to a live customer service representative when the customer requests an escalation.
What should you recommend?

A. Build an agent flow.
B. Configure the Conversation Start topic.
C. Configure a skill.
D. Call a Microsoft Power Automate connector.
E. Configure the Escalate topic.

Answer:
Explanation:
To hand off a conversation from a Microsoft Copilot agent to a live representative in Dynamics 365 Contact Center, you must configure the Escalate system topic to include a Transfer conversation node. This ensures that when a customer requests an escalation, the agent seamlessly passes the full chat history and context to the live agent.
Steps to Configure the Escalate Topic
Open the Escalate Topic: In Microsoft Copilot Studio, navigate to Topics, select the System tab, and open the Escalate topic.
Add a Transfer Node:
Delete any default "no one available" messages if they do not fit your workflow.
Select the Add node icon (+), go to Topic Management, and select Transfer conversation.
Include Context (Optional): You can add a Private message to agent within the node. This message is only visible to the live representative and helps them quickly understand the customer's needs.
Save and Publish: Save your changes and publish the agent to apply the new escalation logic.
Reference:
https://learn.microsoft.com/en-us/microsoft-copilot-studio/advanced-hand-off

QUESTION 16
A company has a customer order system that creates sales orders manually.
You need to design an AI solution to automate the following tasks as part of the system:
- Save the order details to a database.
- Update the order status in the database.
- Extract the order details from an order file.
- Prepare and send a confirmation email to customers.
The solution must minimize development effort and support intelligent automation and solution integration.
What should you include in the design?

A. a workflow in Azure Logic Apps
B. a multi-agent solution that uses the Semantic Kernel SDK
C. a multi-agent solution that uses Microsoft Foundry Agent Service
D. a Microsoft Copilot Studio agent that uses Microsoft Power Automate workflows

Answer: D
Explanation:
To create this system, you'll need to integrate Microsoft Copilot Studio with Power Automate and AI Builder. This

combination allows your agent to not only "talk" but also "act" by executing complex backend workflows.
Solution Architecture
Front-end: A Copilot Studio agent serves as the interface, receiving order requests or files from customers.
Brain (Logic): Power Automate cloud flows act as the "skills" for your agent, handling all database and email operations.
Data Extraction: AI Builder (Document Processing) extracts specific fields (like Item ID, Quantity, or Customer Name) from uploaded order files.
Storage: Microsoft Dataverse or SQL Server functions as the database to save and update order records.
Reference:
https://medium.com/@sushmita.sg/build-an-ai-powered-customer-support-system-in-2-hours-no-code-using-microsoft-copilot-2e3275dbbee5

QUESTION 17
Hotspot Question
You are designing an AI strategy for Microsoft Dynamics 365 finance and operations apps. You are evaluating the use of Microsoft Copilot Studio to provide in-app help and guidance based on generative AI general knowledge.
You need to recommend which knowledge sources to include in the generative help and guidance agent. The solution must minimize the risk of generating inaccurate responses.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Custom knowledge sources:
- Must be uploaded to the agent
- Must be excluded from the agent
- Are not supported

AI general knowledge:
- Must be enabled for the agent
- Must be disabled for the agent
- Is not supported

Answer:

Answer Area

Custom knowledge sources:
- Must be uploaded to the agent
- Must be excluded from the agent
- Are not supported

AI general knowledge:
- Must be enabled for the agent
- Must be disabled for the agent
- Is not supported

Explanation:
Box 1: Must be uploaded to the agent
Custom knowledge sources
Box 2: Must be enabled for the agent
AI general knowledge

To implement a generative AI agent for in-app help in Dynamics 365 Finance and Operations while minimizing inaccuracies, you must configure the agent in Microsoft Copilot Studio by uploading specific knowledge sources and enabling general AI knowledge.
1. Upload Custom Knowledge Sources
To ensure the agent provides accurate, organization-specific guidance, upload your internal documentation directly to the agent
2. Enable General AI Knowledge
To allow the agent to use its own broad generative AI knowledge for general inquiries:
Open Microsoft Copilot Studio and select the Dataverse environment linked to your Finance and Operations apps.
Navigate to Agents and open the specific agent named Copilot for finance and operations apps.
On the Overview tab, find the Knowledge section and set Allow the AI to use its own general knowledge to Enabled.
Publish the changes to make this capability available in the D365 F&O sidecar.
Reference:
https://arpideas.com/en/articles/knowledge-hub/building-smart-ai-agents-with-microsoft-copilot-studio

QUESTION 18
A company has Microsoft Foundry agents that generate responses by using Azure OpenAI resources. The agents are deployed to both the United States and Europe.
A company mandate states that the agents and their grounding data must adhere to data residency and movement regulations.
You need to recommend a governance solution for the agents.
What should you include in the recommendation?

A. Microsoft Defender for Cloud
B. Azure Policy
C. Azure Monitor
D. Microsoft Purview

Answer: D
Explanation:
In this scenario, Microsoft Foundry agents and Azure OpenAI resources generate responses by using the Responses API. To ensure these agents adhere to data residency and movement regulations across the United States and Europe, Microsoft Purview should be included to provide the following governance and security controls:
Unified Data Discovery & Classification: Purview's discovery REST API allows orchestrator agents to identify relevant data assets (e.g., in Fabric or Databricks) across the organization's entire data landscape.
Sensitivity Label Enforcement: It ensures that AI-generated responses respect existing access controls by checking document label metadata at query time. This prevents oversharing of sensitive data and restricts users to authorized content.
Data Loss Prevention (DLP): By integrating Purview DLP policies, organizations can monitor, block, or warn when sensitive data is used in AI prompts or responses in real-time.
Data Residency Compliance: For strict European residency (e.g., GDPR), Azure OpenAI resources should be deployed using Data Zone (DZ) SKUs (such as in Sweden Central or Germany West Central), which contractually guarantee that both data storage and processing remain within the specified geography.
Embedded Governance: Admins can enable a native integration within Microsoft AI Foundry at the subscription level. This automatically sends prompt and response data to Purview for auditing and compliance without requiring additional developer code.
Reference:
https://www.georgeollis.com/consuming-a-microsoft-foundry-agent-programmatically

QUESTION 19
A company has a Microsoft Copilot Studio agent that uses custom connectors to interact with enterprise APIs.
You need to recommend an application lifecycle management (ALM) process to ensure that the connectors are deployed consistently across development, test, and production environments and meet governance and traceability requirements.
What should you recommend?

A. Deploy the APIs as Azure Functions.
B. Manage the connectors as solution components and deploy the components by using ALM pipelines.

C. Maintain connector definitions in environment variables.
D. Export and import the connectors between the environments as unmanaged solutions.

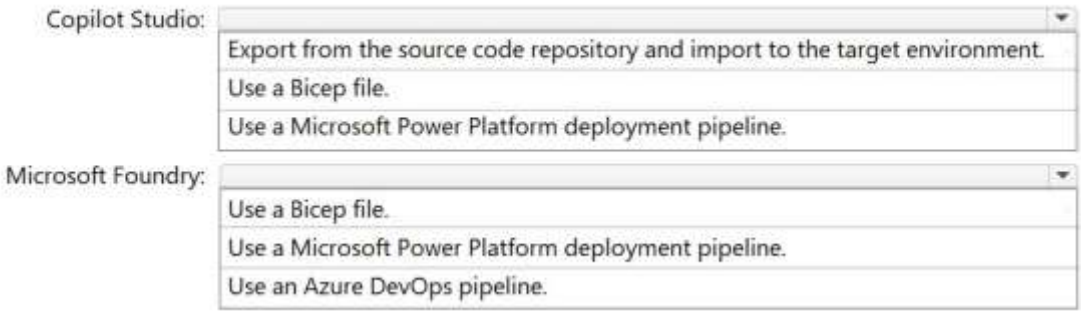
Answer: C
Explanation:
To implement a robust Application Lifecycle Management (ALM) process for Microsoft Copilot Studio agents using custom connectors, you must leverage Solutions and Environment Variables to ensure consistency and governance.

1. Solution-Based Management
Always develop your custom connectors and Copilot Studio agents within a Power Platform Solution. This allows you to package all related components (connectors, environment variables, and agents) as a single unit for deployment across your ALM pipeline (Dev → Test → Prod).

2. Implementing Environment Variables
To maintain consistent definitions and meet governance requirements, externalize environment-specific values using Environment Variables:
Host and Base URL: Use environment variables for the API endpoint (e.g., api.dev.enterprise.com vs. api.prod.enterprise.com) to avoid manual edits during deployment.
Security Credentials: For OAuth settings like Client ID and Client Secret, use environment variables with the Secret data type.
Azure Key Vault Integration: For high-security enterprise APIs, store secrets in Azure Key Vault and reference them via secret environment variables to ensure traceability and governance.
Reference:
https://learn.microsoft.com/en-us/copilot/finance/get-started/custom%20connectors/custom-connectors-solutions

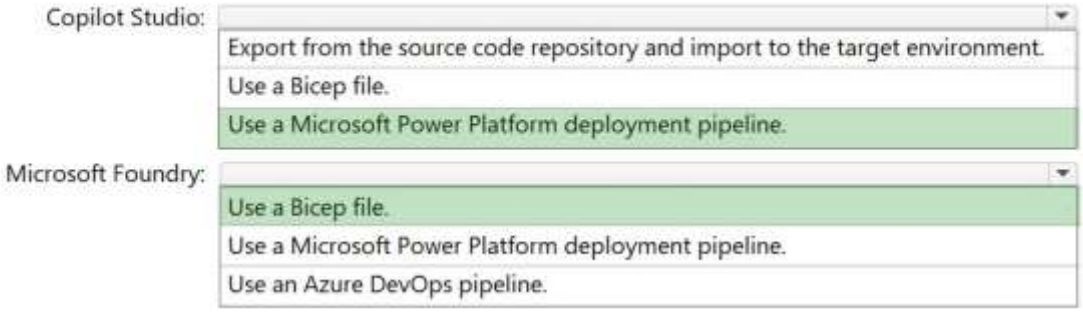
QUESTION 20
Hotspot Question
A company plans to implement an AI solution that will contain a Microsoft Copilot Studio agent and a Microsoft Foundry agent. The solution will be stored in a source code repository.
You need to recommend a deployment method for each agent. The solution must meet the following requirements:
- A test environment must be used before a deployment to production.
- Production must be isolated from development and testing.
- The deployment must be repeatable and fully automated.
- The solution must NOT require manual intervention.
Which deployment method should you recommend for each agent? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area



Answer:

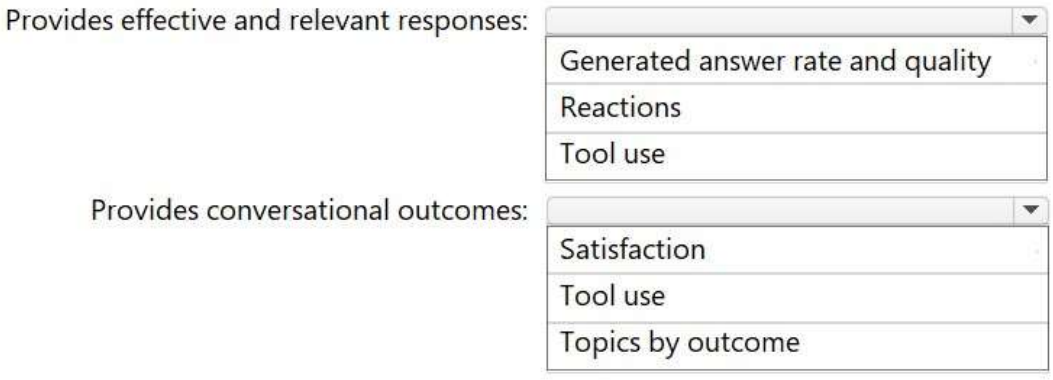
Answer Area



Explanation:
Box 1: Use a Microsoft Power Platform deployment pipeline
Copilot Studio agent
The preferred deployment method is to use a Microsoft Power Platform deployment pipeline.
Microsoft Power Platform pipelines are specifically designed to meet your requirements for a secure, automated, and repeatable application lifecycle management (ALM) process for Copilot Studio agents:
Box 2: Use a Bicep file
Microsoft Foundry agent
In the scenario described for a Microsoft Foundry agent, the preferred deployment method is to use a Bicep file.
This approach is best suited for your requirements because:
Infrastructure as Code (IaC): Azure Bicep allows you to define your entire environment—including the Foundry hub, projects, and model deployments—as code stored in your source repository.
Automation & Repeatability: Bicep files integrate directly with GitHub Actions or Azure Pipelines, enabling fully automated, repeatable deployments without manual intervention.
Environment Isolation: You can use Bicep to provision distinct, isolated resources for development, testing, and production by parameterizing the deployment for each environment.
Suitability: While Power Platform pipelines are used for Copilot Studio agents, Foundry-based agents are Azure resources where Bicep is the native and more powerful automation tool for managing the underlying infrastructure and model endpoints.
Reference:
https://learn.microsoft.com/en-us/power-platform/release-plan/2024wave2/microsoft-copilot-studio/solution-management-copilot-studio
https://techcommunity.microsoft.com/blog/azureinfrastructureblog/automating-azure-ai-foundry-deployment-with-iac-leveraging-bicep-and-github-work/4412155

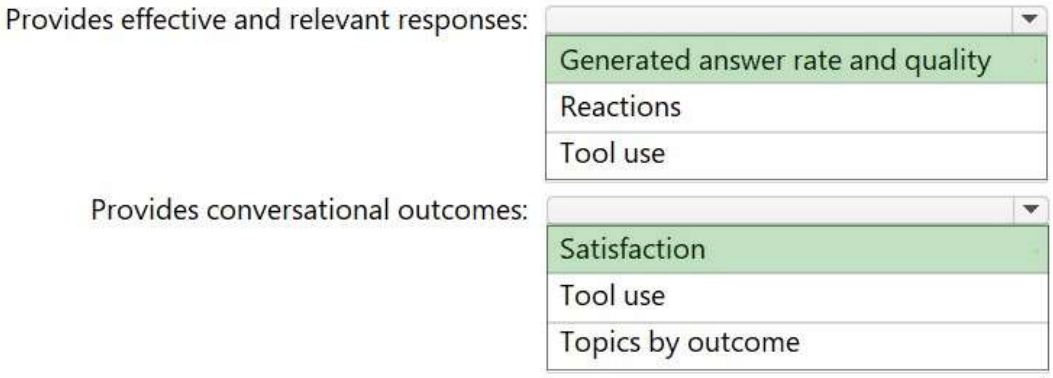
QUESTION 21
Hotspot Question
A company has a Microsoft Copilot Studio prompt-and-response agent.
You need to ensure that the agent meets the following requirements:
- Provides effective and relevant responses
- Provides conversational outcomes
Which metric should you use for each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area



Answer:

Answer Area



Explanation:
Box 1: Generated answers rate and quality
Provides effective and relevant responses:
To ensure your Microsoft Copilot Studio agent provides effective and relevant responses, you should focus on the Generated Answer Rate and Quality metrics found in the Analytics dashboard. These metrics help you identify where the agent is succeeding and where knowledge gaps exist.
Key Quality Metrics
Generated Answer Rate: Measures the frequency with which the agent successfully triggers a generative response from its knowledge sources.
Response Quality (Good vs. Poor): Copilot Studio automatically labels a sample of responses as "Good" or "Poor" quality based on AI assessment of relevance, completeness, and grounding.
Poor Quality Reasons: If a response is labeled "Poor," the system provides specific reasons, such as being incomplete, irrelevant, or not fully grounded.
Unanswered Questions: Tracks queries the agent could not answer, helping you identify missing documentation or topics.
Box 2: Satisfaction
Provides conversational outcomes
To ensure your Microsoft Copilot Studio prompt-and-response agent provides optimal conversational outcomes, you should use the Customer Satisfaction (CSAT) metric.
Reference:
https://learn.microsoft.com/en-us/microsoft-copilot-studio/analytics-improve-agent-effectiveness
https://learn.microsoft.com/en-au/microsoft-copilot-studio/guidance/analytics

QUESTION 22
A company extends Copilot in Microsoft Dynamics 365 Customer Service.
You need to recommend an automated application lifecycle management (ALM) process so that the Copilot components can be safely developed, tested, and promoted to production.
Which two actions should you include in the ALM process? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Use an unmanaged solution in production.
B. Rebuild the agents in each environment.
C. Use Microsoft Power Platform pipelines.
D. Include the components in a solution.
E. Store the agent transcripts in source control.

Answer: CD
Explanation:
To implement an automated Application Lifecycle Management (ALM) process for extending Microsoft Dynamics 365 Customer Service with Copilot, you should leverage Power Platform solutions and pipelines. This approach ensures that custom agents, knowledge sources, and connector actions are developed and promoted safely across environments.
Tools used include:

Power Platform Pipelines: Automates the deployment process across environments.
To automate the application lifecycle management (ALM) for Copilot components within Microsoft Dynamics 365 Customer Service, follow this structured process using Power Platform pipelines and solutions:
1. Solution-Centric Development
All Copilot components (agents, topics, custom actions, and connector plugins) must be developed within a Power Platform solution.

Create or Select a Solution: In Copilot Studio or the Power Apps maker portal, ensure you are working within an unmanaged solution in your Development environment.
Add Components: When you create new agents or actions in Microsoft Copilot Studio, they are automatically associated with the preferred solution you have set, ensuring they are portable.
2. Pipeline Configuration
Power Platform pipelines democratize ALM by providing a built-in CI/CD experience directly within the maker portal.
Reference:
https://intelequia.com/en/blog/post/maximize-the-value-of-power-platform-with-effective-alm-and-the-power-of-ai
https://learn.microsoft.com/en-us/power-platform/release-plan/2024wave2/microsoft-copilot-studio/solution-management-copilot-studio

QUESTION 23
Hotspot Question
You are designing a testing solution for a Microsoft Copilot Studio agent that integrates with Microsoft Dynamics 365 Customer Service and Dynamics 365 Sales.
You need to design end-to-end scenarios to test the agent's ability to perform the following actions:
- Coordinate tasks and data interactions across both Dynamics 365 apps.
- Interpret user input and provide contextually relevant outputs.
Which test scenario and metric should you include in the design? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Test scenario:
- In each app, test isolated tasks without using workflows.
- Run task-based scenarios that involve both apps.
- Test visual consistency across both apps.

Metric:
- Measure the initial prompt response time for each app.
- Track the average click rate across both apps.
- Track the successful completion of cross-app tasks.

Answer:

Answer Area

Test scenario:
- In each app, test isolated tasks without using workflows.
- Run task-based scenarios that involve both apps. ✓
- Test visual consistency across both apps.

Metric:
- Measure the initial prompt response time for each app.
- Track the average click rate across both apps.
- Track the successful completion of cross-app tasks. ✓

Explanation:
Box 1: Run task-based scenarios that involve both apps
Test scenario
Task-Based Testing Scenarios
Run these end-to-end scenarios to verify the agent's ability to interpret context and coordinate data:
Scenario 1: Cross-Sell Opportunity Discovery
Task: While resolving a support case in Customer Service, ask the agent: "Are there any active sales opportunities for this account?".
Success Criteria: The agent retrieves the relevant Opportunity from Sales, summarizes it, and suggests a follow-up action for the sales team.
Scenario 2: Integrated Case/Lead Creation
Task: A user mentions a new product interest during a support chat. Command the agent: "Create a lead in Sales based on this support conversation".
Success Criteria: The agent parses the conversation history and creates a Lead record in Sales with the correct customer context.
Scenario 3: Proactive Account Health Check
Task: Before a sales meeting, ask: "Summarize recent support issues for this account".
Success Criteria: The agent identifies open tickets in Customer Service and provides a summary to the Sales professional to prevent walking into a "blind" meeting.
Box 2: Track the successful completion of cross-app tasks
Metric
Key Metrics for Success
Track these specific metrics in the Copilot Studio Analytics tab or the Power Platform Admin Center:
*-> Resolution Rate (Cross-App): The percentage of sessions where the agent successfully completed a task requiring data from both apps without manual intervention.
Deflection Rate: Reduction in human handoffs for tasks that previously required an agent to switch manually between Sales and Service hubs.
Task Success Threshold: Define a minimum quality score for LLM-based responses to ensure the context provided from the "other" app is accurate.
Agent Assisted Hours Gained: Measure the time saved by the agent performing these cross-app queries versus a human doing so manually.
Reference:
https://walkingtree.tech/dynamics-365-agents-with-microsoft-copilot-studio
https://learn.microsoft.com/en-us/power-platform/admin/monitoring/monitor-copilot-studio

QUESTION 24
A company has multiple AI models that support generation of sales transactions.
Each release of the models must be reviewed by a security and compliance team before being deployed to the production environment. The security and compliance team must have access to prior versions to properly determine potential exposures introduced.
You need to recommend a solution to evaluate the impact of each deployment to production. The solution must enhance business continuity.
What should you recommend?

A. Create a central model registry that uses version history.
B. Establish a promotion process by using a quality gate.
C. Implement version control for all the AI system components.
D. Track model retirement schedules to prevent service disruptions.

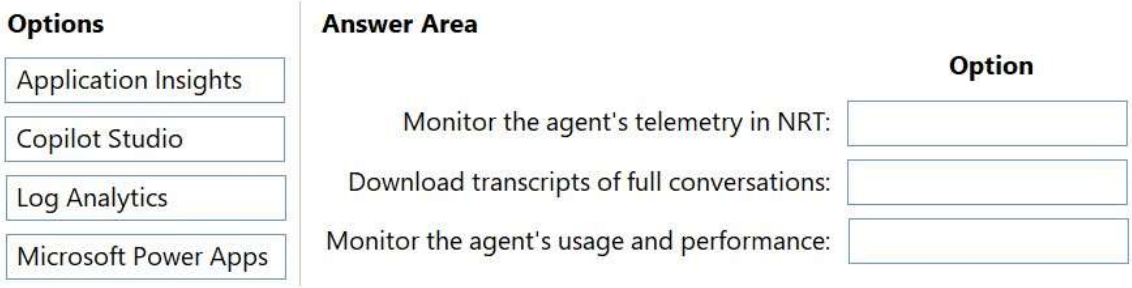
Answer: C
Explanation:
To ensure business continuity and minimize risks in AI-driven sales transaction systems, implementing comprehensive version control across all system components is a critical requirement. This provides reviewers with a stable baseline to evaluate new releases against older versions, helping identify potential exposures or regressions before they reach production.

Strategic Implementation for AI Version Control
Version All Components: Do not limit version control to application code. You must track:
*-> Models: Managed iterations including weights and architecture.
Etc.

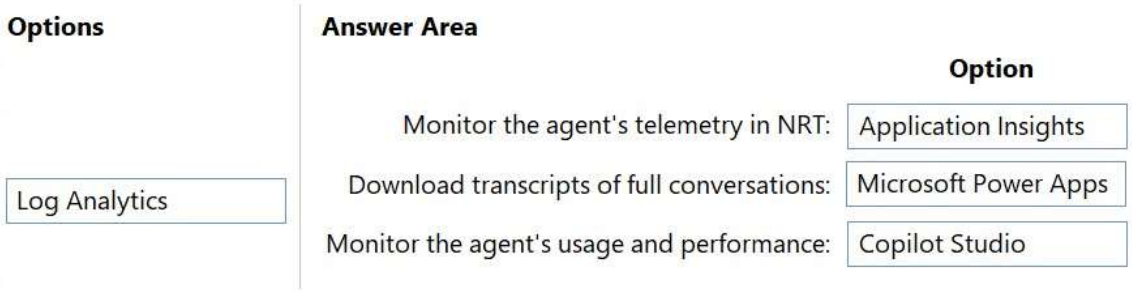
Benefits for Business Continuity
Predictability: Standardized versioning makes AI behavior more auditable and scalable.
Disaster Recovery: Allows teams to quickly reproduce or restore any previous environment state during a failure.
Regulatory Compliance: Provides the necessary evidence of "what the AI was instructed to do" at any given point, which is mandatory for regulated financial environments.
Reference:
https://www.kore.ai/blog/why-prompt-version-control-matters-in-agent-development

QUESTION 25
Drag and Drop Question
A company has an AI solution that uses a Microsoft Copilot Studio agent.
You need to monitor the agent's performance. The solution must meet the following requirements:
- Monitor the agent's telemetry in near-real-time (NRT).
- Download transcripts of full conversations.
- Monitor the agent's usage and performance.

What should you use for each requirement? To answer, drag the appropriate options to the correct requirements. Each option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.



Answer:



Explanation:
Box 1: Application Insights
Monitor the agent's telemetry in near-real-time (NRT).
To monitor Microsoft Copilot Studio agent performance and telemetry in near-real-time (NRT), the best tool to use is Azure Application Insights.

By connecting your Copilot Studio agent to an Azure Application Insights instance, you can capture detailed runtime data, including user messages, topics triggered, and custom events as they happen.
Box 2: Microsoft Power Apps
Download transcripts of full conversations.
To monitor Microsoft Copilot Studio agent performance, you can download full conversation transcripts for the last 29 days using the Power Apps portal to analyze user interactions. Access Dataverse via Power Apps, navigate to tables, select ConversationTranscript, and export the data as a CSV file to identify engagement, resolution, and escalation patterns.
Steps to Download Transcripts via Power Apps:
1. Sign in to make.powerapps.com.
2. Select the correct environment in the top right corner.
3. In the side menu, select Tables (or Data > Entities in older views).
4. Search for and select the ConversationTranscript table.
5. Select Export data from the top menu.

6. Once compiled, select Download exported data to save the file.
Box 3: Copilot Studio
Monitor the agent's usage and performance.
To monitor a Microsoft Copilot Studio agent's usage and performance, you can use the built-in Analytics page in Copilot Studio, which provides comprehensive data on key metrics, conversation outcomes, and user satisfaction.
Reference:
https://reshmeeauckloo.com/posts/copilot-connecting-application-insights
https://learn.microsoft.com/en-us/microsoft-copilot-studio/analytics-overview
https://learn.microsoft.com/en-us/microsoft-copilot-studio/analytics-overview

QUESTION 26
Hotspot Question
A company deploys a Microsoft Copilot Studio agent that integrates with a Microsoft Power Automate desktop flow.
You need to recommend a testing solution that meets the following requirements:
- Test cases must validate the most recent changes to the agent before the agent is released.
- The flow must be validated as part of the agent's orchestration.
What should you recommend for each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Validate the most recent changes to the agent before release:
- Publish the agent to a channel and test the agent on live users.
- Run tests against the latest unpublished version of the agent.
- Run tests against the production version of the agent.

Validate the flow as part of the agent's orchestration:
- Add the flow to the agent as a tool.
- Add the flow to a canvas app.
- Use the Power Automate for desktop console.

Answer:

Answer Area

Validate the most recent changes to the agent before release:
- Publish the agent to a channel and test the agent on live users.
- **Run tests against the latest unpublished version of the agent.**
- Run tests against the production version of the agent.

Validate the flow as part of the agent's orchestration:
- Add the flow to the agent as a tool.
- Add the flow to a canvas app.
- **Use the Power Automate for desktop console.**

Explanation:
Box 1: Run test against the latest unpublished version of the agent
Test cases must validate the most recent changes to the agent before the agent is released.
To validate the most recent changes to a Microsoft Copilot Studio agent integrated with a Power Automate desktop flow before release, use the Copilot Studio Kit.

This specialized toolkit allows you to create and automate test cases that run against the test version of your agent rather than the published one.
Key Components for Validation
Copilot Studio Kit: Use this to build test sets (sets of questions and expected answers) and run them through a graphical interface.
Power Platform Pipelines: Integrate your tests into a deployment pipeline. The pipeline can be configured to automatically trigger these test runs whenever a deployment request is made, acting as a quality gate that pauses the release if tests fail.
*-> Agent Configuration: In the kit, specify the development environment as the source so that the tests interact with your latest unpublished changes.
Desktop Flow Verification: Since your agent uses desktop flows, use the Response match and Plan validation test types within the kit to ensure the agent correctly triggers the integrated flow tools as part of its execution plan.
Box 2: Use the Power Automate for desktop console

The flow must be validated as part of the agent's orchestration.
To ensure your Microsoft Power Automate desktop flow is correctly validated for orchestration within a Microsoft Copilot Studio agent, follow these steps using the Power Automate for desktop console and the Copilot Studio designer:
1. Validate via Power Automate for Desktop Console
Run a Local Test: Open the Power Automate for desktop console, select your flow, and click the Start button to run it as a "local attended" flow. This confirms that the logic and UI selectors work correctly in your environment.
Check Variables: Ensure that any Input and Output variables are properly defined. These are critical for passing data between the cloud-based agent and the desktop machine.
Monitor Connectivity: Use the Troubleshooter within the console (under Help > Troubleshooter) to diagnose any connectivity issues with the cloud runtime, ensuring the agent can trigger the desktop flow.

2. Validate the Integration in Copilot Studio
Reference:
https://learn.microsoft.com/en-us/microsoft-copilot-studio/guidance/kit-automate-test-deploy
https://learn.microsoft.com/en-us/power-automate/desktop-flows/test-desktop-flows

QUESTION 27
A company has a Microsoft Copilot Studio agent that provides answers based on a knowledge base for customer support.
Users report that, occasionally, the agent provides inaccurate answers.
You need to use metrics from the Analytics tab in Copilot Studio to identify the cause of the inaccuracies.
Which two options should you use? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. survey results
B. session information and session outcomes
C. topic usage and topics with low resolution
D. engagement, resolution, and escalation rates
E. quality of generated answers

Answer: CD
Explanation:
[C]
You can use the Analytics dashboard to identify and fix inaccurate responses by focusing on specific performance signals:
*-> Topics with Low Resolution: This metric identifies individual topics where sessions frequently end without a successful outcome. A low resolution rate often indicates that the topic's logic is flawed, the content is outdated, or it fails to address the user's specific intent.
*-> Topic Usage: High usage of certain topics combined with low resolution or high escalation rates points to critical knowledge gaps. Use this to prioritize which parts of your knowledge base need immediate refinement.
Unrecognized Utterances: Review these to find user phrases that didn't trigger any custom topic, indicating missing content or the need for new trigger phrases.
Analyze User Questions by Theme: Copilot Studio uses AI to group generative responses into themes. You can review these clusters to see which themes have poor response quality and need better grounding or data hygiene.
User Feedback (Thumbs Up/Down): Review specific messages with negative feedback in the Analytics tab to understand exactly where the AI is hallucinating or providing incomplete data.
[D]
In Microsoft Copilot Studio, you can use analytics to pinpoint why your agent is providing inaccurate answers by following a structured improvement checklist.
Using Metrics to Locate Problems
*-> Engagement Rate: A low engagement rate often indicates that your triggers are misconfigured or too broad, causing the agent to initiate the wrong topic or fail to recognize user intent entirely.
*-> Resolution Rate: Identify specific topics with low resolution. If a topic has a high volume of sessions but fails to reach a "Resolved" state, it usually means the knowledge source is outdated, mismatched, or the generative answers are not grounded properly.
*-> Escalation Rate: High escalation rates for particular topics are "red flag" drivers. Use the Escalation Rate Drivers chart to see which topics most frequently force a hand-off to a human agent, indicating where the AI's knowledge or logic is insufficient.
Reference:

https://learn.microsoft.com/en-au/microsoft-copilot-studio/guidance/analytics
https://support.accelevents.com/en/articles/5456691-session-analytics

QUESTION 28
A company uses a fine-tuned Microsoft Foundry model that requires frequent updates as new customer feedback becomes available.
You need to design an application lifecycle management (ALM) process that meets the following requirements:
- Data changes must be tracked and versioned.
- The model must be retrained consistently by using approved training data.
Which two actions should you include in the design? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Associate the storage location to the fine-tuning job.
B. Create a content filter.
C. Store the training data in Azure Files.
D. Upload the training data to Microsoft Foundry data files
E. Store the training data in Azure Blob Storage that has version control enabled.

Answer: DE
Explanation:
To implement a new Application Lifecycle Management (ALM) process for your fine-tuned Microsoft Foundry model, you can leverage Azure Blob Storage for raw data versioning and Azure AI Foundry (formerly Azure AI Studio) for managed data assets and model retraining.
1. Data Tracking and Versioning in Azure Blob Storage
Enable blob versioning to automatically maintain a history of your training data.
Enable Versioning: In the Azure portal, navigate to your storage account under Data management > Data protection and select Enable versioning for blobs.
Immutable Tracking: This ensures that every update to a training file creates a new version, allowing you to restore or reference specific historical states of your dataset for auditability.

2. Uploading and Managing Data in Microsoft Foundry
Integrate your versioned blob storage with Microsoft Foundry to create "Data assets" that the model can use for retraining.
Reference:
https://learn.microsoft.com/en-us/azure/storage/blobs/versioning-enable
https://learn.microsoft.com/en-us/azure/ai-foundry/how-to/data-add?view=foundry-classic