QUESTION 1
You have several pages in Microsoft 365 Copilot related to the research you are doing for a new product.
You need to simplify your ability to have many different Copilot conversations about the pages.
What should you do first?

A. Create a story.
B. Add the pages to a notebook.
C. Add the pages to a conversation.
D. Download the pages locally.

Answer: B
Explanation:
While Microsoft 365 Copilot does not have a single "merge" button for multiple chat histories, you can effectively consolidate different conversations into a single entity using these primary methods:
1. Use Copilot Pages for Dynamic Consolidation
Copilot Pages is the most robust way to build a single "source of truth" from multiple chats.
Add Responses: Below any Copilot response, click the pencil icon to create a new page or the drop-down arrow to add the response to an existing page.
Iterative Building: You can continue different chats and keep sending relevant outputs to the same page, effectively merging various threads into one organized document.
*-> 2. Leverage Copilot Notebooks
For projects requiring high-volume consolidation, Copilot Notebooks allow you to aggregate diverse sources.
Aggregate Sources: You can pull in OneDrive files, SharePoint documents, and even specific chat snippets.
Consolidated Output: Use a prompt like "Create an executive summary based on all references in this notebook" to generate one unified entity.
Reference:
https://techcommunity.microsoft.com/blog/microsoft_365blog/introducing-copilot-notebooks-a-whole-new-way-to-work-with-ai-in-onenote/4428626

QUESTION 2
You are creating a custom analytics agent in the Microsoft 365 Copilot app. The agent will use Microsoft Excel files that contain sales data as knowledge.
You need to ensure that the agent can create visualizations, perform mathematical operations, create aggregations, and analyze the data in the files.
What should you add to the agent?

A. a suggested prompt
B. code interpreter
C. image generator
D. a template

Answer: A
Explanation:
To get the most out of a custom analytics agent in Microsoft 365 Copilot for Excel sales data, use a structured prompt that defines the goal, context, and specific output format. For the best results, ensure your data is formatted as an Excel Table.
Suggested Comprehensive Prompt
"Analyze the sales data in this file to identify the top 5 performing products by total revenue and regional growth. Perform a mathematical operation to calculate a new column for 'Profit Margin' (Revenue minus Cost), then aggregate the total sales and average profit margin by 'Sales Representative' and 'Region.' Finally, create a professional dashboard on a new sheet featuring a bar chart for product revenue and a line graph showing monthly sales trends over the last 12 months."
Breakdown of Prompt Capabilities
Visualizations: Ask for specific chart types (e.g., "Visualize this as a bar chart" or "Create a line graph") to help spot trends.
Mathematical Operations: Request new columns based on existing data (e.g., "Create a column for the difference between 'Projected' and 'Actual' sales").
Aggregations: Use natural language to summarize data (e.g., "Calculate the total sales by region") or generate PivotTables for deeper grouping.
Reference:
https://support.microsoft.com/en-us/office/get-insights-about-numerical-data-with-copilot-in-excel-52d97339-86c0-431c-b46c-e7b07b2898dd

QUESTION 3
You create a prompt in Microsoft 365 Copilot to help you create a draft project report.
You need the prompt to be available in the Copilot Prompt Gallery.
What should you do first?

A. Create a notebook.
B. Add an agent.
C. Create a page.
D. Run the prompt.

Answer: D
Explanation:
To add a custom prompt to the Microsoft 365 Copilot prompt gallery, type your prompt in the chat, click the "Save prompt" (bookmark) icon that appears after the response, and title it for future use. Access the gallery via the "View Prompts" icon in the chat pane to manage or share your saved prompts.
Reference:
https://www.youtube.com/watch?v=BkjK2ZISS1A

QUESTION 4
You create a Microsoft 365 Copilot notebook and add a file named Process.docx from a local folder.
Yesterday, you updated Process.docx in the local folder.
What will occur when you chat in the notebook?

A. The chat will reference the most recent version of Process.docx.
B. The chat will reference both versions of Process.docx.
C. The chat will reference only the original version of Process.docx.

Answer: C
Explanation:
When you upload a local file to a Microsoft 365 Copilot notebook, Copilot typically creates a copy of that file in your OneDrive for cloud-based processing. Consequently, the chat in the notebook will reference the uploaded version of the file, not the updated local file, meaning changes made locally after the upload will not be reflected in the chat session.
Key details regarding this behavior include:
Version Reference: The notebook uses a "snapshot" or copy of the file at the moment of upload.
Storage Location: Uploaded local files are stored in your OneDrive, essentially creating two separate files—one local

and one in the cloud.
Actionable Advice: If you need Copilot to reference the most current version, you must re-upload the updated file.
Alternatives: Linking to files already in OneDrive (instead of uploading local files) allows Copilot to reference the latest version in real-time.
Reference:
https://support.microsoft.com/en-us/topic/get-started-with-microsoft-365-copilot-notebooks-0775e693-11c6-4d80-8aba-fcc81a737a06

QUESTION 5

You have several separate Microsoft 365 Copilot conversations.
You need to gather the conversations so that you can find them more easily, and the conversations can share the same reference material.
What is the best solution to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

A. a notebook
B. an agent
C. an app
D. a page

Answer: A
Explanation:
A Copilot Notebook should be used.
While Copilot Pages are excellent for capturing, refining, and sharing specific pieces of content or a single, finalized document, Copilot Notebooks are specifically designed to be an AI-powered project workspace, allowing you to gather, anchor, and iterate on multiple, complex, long-term tasks.
Why Choose a Copilot Notebook
Gather Multiple Conversations: You can add multiple Copilot chat sessions, along with supporting documentation, into one notebook to keep related work organized.
Shared Reference Material: Notebooks allow you to add up to 100 references (Word documents, PDFs, Excel sheets, etc.) and ground your AI conversations in that specific data.
Contextual Continuity: Unlike standalone chat, a notebook retains the context of all the files and chat history you have added, allowing you to ask questions across your gathered materials.
Iterative Work: You can work on a project, leave, and come back to the same notebook to continue building, rather than creating new chats.
Reference:
https://support.microsoft.com/en-us/topic/how-microsoft-365-copilot-notebooks-works-4071d73d-8bdd-478f-8968-8dc1d7c3d43e

QUESTION 6

You plan to use a notebook in Microsoft 365 Copilot. What is the purpose of a notebook?

A. to create a transcript of a conversation that you can easily email to other users
B. to provide a private location that can be used to organize reference materials across related conversations
C. to generate a summary of all the interactions you had with Copilot during a specific conversation

Answer: B
Explanation:
In Microsoft 365 Copilot, a Notebook is a focused, AI-powered workspace designed to organize reference materials for specific projects or topics. It acts as a curated container where you can bring together various resources--such as Word documents, PDFs, PowerPoint decks, meeting notes, and even previous Copilot chats--into one location.
Reference:
https://support.microsoft.com/en-us/topic/how-microsoft-365-copilot-notebooks-works-4071d73d-8bdd-478f-8968-8dc1d7c3d43e

QUESTION 7

You have a Microsoft Excel workbook open that contains a table. The table contains sales data and the following columns:

- OrderDate
- OrderNumber
- Amount

You plan to use Microsoft Copilot in Excel to generate a monthly summary of the sales data in the table.
What should you include in the prompt to generate an effective summary? More than one answer choice may achieve the goal. Select the BEST answer.

A. the desired format of the response
B. a specific cell range from the worksheet
C. the file name of the workbook
D. the clear goal of the summary
E. a formula to calculate monthly totals

Answer: D
Explanation:
To generate an effective monthly sales summary using Microsoft Copilot in Excel, your prompt must include a clear goal that specifies exactly what you want to achieve.
Why the Goal Matters
A clear goal is the most critical part of a prompt. Without it, Copilot may provide generic insights that don't align with your business needs.
Elements of an Effective Prompt
While a goal is the only required element, adding these components can significantly improve results:
Goal: What you specifically want Copilot to do (e.g., "Summarize monthly sales").
Context: Why you need it or who the audience is (e.g., "for a leadership briefing").
Expectations: How you want the output to look (e.g., "in a bulleted list" or "as a PivotTable").
Source: Which specific data to use (e.g., "from the 'SalesTable'").
Example of an Effective Prompt
Instead of saying "Summarize this data," use a structured prompt like this:
"Summarize the monthly revenue from the 'SalesTable' [Goal/Source]. Identify the top-performing product category and any significant sales trends [Context]. Present the findings in a concise bulleted list for my manager [Expectations]."
Reference:
https://stringfestanalytics.com/how-to-write-effective-prompts-for-copilot-in-excel/

QUESTION 8
You are creating a prompt in Microsoft 365 Copilot to get information about a proposal.
You need to ensure that the response is grounded in the proposal's information.
What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

A. Add context about the intended audience.
B. Instruct Copilot to rely on its training data to infer proposal details.
C. Reference the proposal content in the prompt.
D. Add a specific goal that you want Copilot to accomplish.

Answer: C
Explanation:
To create an effective prompt grounded in a specific proposal, use Microsoft 365 Copilot's "slash command" feature to directly reference the file.
Creating the Grounded Prompt
A successful grounded prompt follows the Goal, Context, Expectations, Source framework.
Reference the Source: Start your prompt or include at the end a reference to the specific proposal by typing "/" followed by the filename (e.g., /[Proposal_Name].docx).
Define the Goal: State exactly what information you need (e.g., "Summarize the key deliverables").
Provide Context: Explain why you need it (e.g., "for an upcoming client kickoff meeting").
Set Expectations: Specify the format, tone, and length (e.g., "in a bulleted list of 5 items").
Example Prompt
"Based on /[Project_Proposal_v2.docx], summarize the primary project goals and list the three highest-risk items. Use a professional tone and format the response as a short executive summary for my leadership team."
Reference:

https://alistar.net/en/blog/prompting-in-microsoft-copilot

QUESTION 9
You need to improve prompt-grounding during a Microsoft 365 Copilot conversation. What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

A. Use shorter prompts.
B. Provide the desired output format.
C. Avoid technical jargon.
D. Reference specific files.

Answer: D
Explanation:
To significantly improve prompt-grounding and accuracy during a Microsoft 365 Copilot conversation, you should explicitly reference specific files, folders, or emails. While Copilot automatically attempts to ground responses in your Microsoft Graph data, guiding it to precise, authorized sources reduces the risk of generating "ungrounded" (hallucinated) content.
Here are the best practices for referencing files to ground your Copilot prompts:
Methods for Referencing Files
Use the Forward Slash (/): Typing a forward slash (/) followed by the file name in the Copilot chat box is the primary way to bring up a list of relevant, recently used files.
Use the Attachment Icon: Click the attachment icon to browse your OneDrive or SharePoint for specific documents, spreadsheets, or presentations.
Explicit Naming: Use clear, descriptive names. For example: "Summarize the findings in '/ProjectAlpha_Draft.docx'".
Copy/Paste Links: If a file does not appear in the suggestions, open the file in SharePoint or OneDrive, copy the link, and paste it directly into the prompt.
Reference:
https://www.datastudios.org/post/microsoft-copilot-prompting-techniques-structure-grounding-and-workflow-optimisation

QUESTION 10
You create a Microsoft 365 Copilot notebook and add a file named Process.docx from a Microsoft SharePoint site as a reference.
Yesterday, a user updated Process.docx in the SharePoint site.
What will occur when you chat in the notebook?

A. The chat will reference only the original version of Process.docx.
B. The chat will reference the most recent version of Process.docx.
C. The chat will reference both versions of Process.docx.

Answer: B
Explanation:
When a file from a Microsoft SharePoint site is added as a reference in a Microsoft 365 Copilot notebook, Copilot links to the document rather than copying it. Consequently, when the prompt runs again, Copilot automatically reads the most recent version of the file, ensuring updates are reflected.
Reference:
https://support.microsoft.com/en-us/topic/how-microsoft-365-copilot-notebooks-works-4071d73d-8bdd-478f-8968-8dc1d7c3d43e

QUESTION 11
You use Microsoft 365 Copilot.
You discover that you had a conversation that used a knowledge source that contains confidential information.
You need to delete the conversation data without requiring administrative approval. You must retain your other conversations, if possible.
What should you use?

A. the Microsoft 365 admin center
B. the My Account portal in Microsoft 365 Copilot
C. the Microsoft Purview compliance portal

D. the Microsoft 365 Copilot app

Answer: B
Explanation:
Without administrator permissions, you can delete Microsoft 365 Copilot chat data containing confidential information through the My Account portal (myaccount.microsoft.com).
Steps to delete the data:
1. Sign in to the My Account portal with your work or school account.
2. Navigate to Settings & Privacy > Privacy > Data options.
3. Open the Copilot activity history section.
4. Select Delete history, check the box for Microsoft 365 Copilot, and click Delete.
Reference:
https://support.microsoft.com/en-us/office/delete-your-microsoft-365-copilot-activity-history-76de8afa-5eaf-43b0-bda8-0076d6e0390f

QUESTION 12
You have an open Microsoft 365 Copilot conversation.
You need to chat with an agent named Agent1 during the conversation.
What should you enter to call Agent1?

A. [Agent1]
B. #Agent1
C. /Agent1
D. @Agent1

Answer: D
Explanation:
In a Microsoft 365 Copilot conversation, you can use the @ symbol to mention and add a specific agent to your chat.
However, the command is typically @ followed by the actual name of the agent (e.g., @Salesforce or @CRM agent).
Reference:
https://support.microsoft.com/en-us/office/find-and-add-copilot-agents-to-group-chats-in-microsoft-teams-4a837195-3d75-438f-a336-840c16a74432

QUESTION 13
You use Microsoft 365 Copilot.
You regularly upload the same five files to Copilot chats.
You need to simplify referencing the files in the chats.
What are two ways to achieve the goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create an agent that has a knowledge source.
B. Send a prompt that includes the files, and then save the prompt.
C. Create a notebook that references the files.
D. Ask the data engineers to create a fine-tuned model.
E. Zip the documents and upload the ZIP file to the chats.

Answer: BC
Explanation:
[B]
You can streamline your workflow in Microsoft 365 Copilot by saving complex prompts that reference a specific set of files, allowing for easy reuse without re-uploading or re-linking them each time.
Here is how to save and reuse prompts with referenced files:
How to Save a Prompt with Files
1. Start a Chat: Open Microsoft 365 Chat (in Teams, browser, or M365 app).
2. Reference Files: Use the "Reference a file" button or type "/" followed by the file names to attach your documents (up to 5 items in chat, or up to 20 in Notebooks).
3. Create and Run Prompt: Type your detailed prompt (e.g., "Summarize the key points in /ProjectPlan and /BudgetDoc and create a risk log").
4. Save the Prompt: After Copilot responds, hover over your prompt text and click the Bookmark (Save prompt) icon.

5. Name and Save: Give the prompt a recognizable title (e.g., "Weekly Project Status") in the prompt gallery.
[C]
Use Copilot Notebooks for Project Collections
For ongoing work, Copilot Notebooks act as a persistent workspace where your references stay attached across sessions.
Setup: Create a notebook and add your set of files once via the References tab.
Benefit: You can reference up to 100 files for grounding, though only the first 100 are used for active reasoning.
Reference:
https://support.microsoft.com/en-us/topic/how-to-save-prompts-55373730-2627-46a5-b0d8-772abe22dba4

QUESTION 14
You have a Microsoft 365 subscription.
You do NOT have a Microsoft 365 Copilot license.
When you send a prompt in Microsoft 365 Copilot Chat, which three sources does Copilot Chat use to respond? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. chat data in Microsoft Teams
B. your organization's databases
C. the prompt context
D. organizational data in Microsoft 365
E. internet search data
F. the conversation history

Answer: CEF
Explanation:
With a Microsoft 365 subscription but no Copilot license, Microsoft 365 Copilot Chat utilizes internet search data and the prompt context/current conversation to generate answers. It does not automatically access your organization's data [Not B], such as Microsoft Teams chats, emails, or OneDrive files. You can only use company data if you explicitly upload files into the chat, while retaining enterprise-grade security.
Here is a breakdown of capabilities without a Copilot license:
[E] Internet Search Data: Yes. Copilot uses Bing to fetch up-to-date information.
[Not A] Chat Data in Microsoft Teams: No. It cannot access your Teams chats, emails, or files in SharePoint/OneDrive by default.
[C] Prompt Context: Yes. It uses the immediate context of your prompt to generate a response.
[F] Conversation History: Yes. Your current session's prompts and responses are used, and with enterprise data protection, these conversations are protected.
Reference:
https://teaching.utoronto.ca/tool-guides/microsoft-copilot/

QUESTION 15
You are a project coordinator for a small consulting firm.
You are responsible for tracking client communications, managing project timelines, and preparing weekly status updates for internal stakeholders.
You have a Microsoft 365 Copilot license.
You create an agent to help you monitor project milestones, follow up on client emails, and generate weekly summary reports.
With whom can you share the agent?

A. only the people in your organization
B. the people in your organization and people that have personal Microsoft accounts
C. only Microsoft Teams channel members
D. any person who has a valid email address

Answer: A
Explanation:
When you create a custom agent using a Microsoft 365 Copilot license (typically through the Agent Builder), you can share it with the following people within your organization:
Specific Users: You can share the agent directly with up to 98 named individuals by entering their name or email

address.
Security Groups: You can share with specific Entra ID Security Groups to grant access to a predefined team.
Everyone in Your Organization: You can make the agent available to anyone in your tenant via a sharing link.
Incorrect:
[not C]
You are not limited to only sharing agents with Microsoft Teams channel members. While agents can be created for specific Teams channels, you can also share them directly with specific users or groups within your organization, or publish them for wider organizational access.
Reference:
https://learn.microsoft.com/en-us/microsoft-365-copilot/extensibility/agent-builder-share-manage-agents

QUESTION 16
Hotspot Question
Select the answer that correctly completes the sentence.

Answer Area

You are using Microsoft 365 Copilot during a Microsoft Teams meeting. After the meeting, you can only

| ▼ | if the meeting was transcribed. |

| schedule a follow-up meeting |
| create a summary of the meeting chat |
| identify content that was attached to the meeting |
| generate a recap of what was discussed during the meeting |

Answer:

Answer Area

You are using Microsoft 365 Copilot during a Microsoft Teams meeting. After the meeting, you can only

| ▼ | if the meeting was transcribed. |

| schedule a follow-up meeting |
| create a summary of the meeting chat |
| identify content that was attached to the meeting |
| **generate a recap of what was discussed during the meeting** |

Explanation:
Box: generate a recap of what was discussed during the meeting
You are using Microsoft 365 Copilot during a Microsoft Teams meeting. After the meeting, you can only
_____ if the meeting was transcribed.
In Microsoft Teams, Microsoft 365 Copilot requires a meeting transcript to generate a post-meeting recap.
If you use Copilot without enabling transcription (the "Only during the meeting" mode), it provides real-time insights based on a temporary speech-to-text stream that is deleted as soon as the meeting ends.
Key Requirements for Post-Meeting Recaps
Transcription is Essential: To see a summary, action items, or ask Copilot questions in the Recap tab after the meeting, live transcription must have been turned on during the session.
"During and After" Setting: The meeting organizer must set the "Allow Copilot" option to During and after to ensure the necessary data is saved for later use.
Persistence: If transcription was only enabled for a portion of the meeting, Copilot can only recap the transcribed segment.

QUESTION 17
Hotspot Question
Select the answer that correctly completes the sentence.

Answer Area

You generate a report by using the Researcher agent in Microsoft 365 Copilot. You can use [_____▼] to save and edit the response.

| an agent |
| a conversation |
| a notebook |
| a page |

Answer:

Answer Area

You generate a report by using the Researcher agent in Microsoft 365 Copilot. You can use [_____▼] to save and edit the response.

| an agent |
| a conversation |
| a notebook |
| **a page** |

Explanation:
Box: a page
You generate a report by using the Researcher agent in Microsoft 365 Copilot. You can use _____ to save and edit the response.
To save and edit a report generated by the Researcher agent in Microsoft 365 Copilot, you should primarily use Microsoft 365 Pages (part of Loop) or Microsoft Word.
Key Tools for Saving and Editing
*-> Microsoft 365 Pages: This is the most integrated way to handle Researcher output. After the report is generated, you can select "Edit in Pages" directly below the response. This creates a collaborative page side-by-side with your chat, allowing you to refine the content with your team.
Microsoft Word: You can export the report directly to Word to apply professional formatting and perform detailed editing. This is often the recommended step after initial collaboration in Pages.
Microsoft PowerPoint: For presentations, you can use the PowerPoint Copilot feature to generate slides directly from your saved Word document or export the report as a presentation if that option is available in your interface.
New Export Formats: Depending on your current rollout version, you may also see options to export the report as a PDF, Infographic, or even an Audio Overview

QUESTION 18
You are using Microsoft 365 Copilot to enhance your productivity in Microsoft Excel.
Which two tasks can you achieve by using Copilot in Excel? Each correct answer presents a complete the solution.
NOTE: Each correct selection is worth one point.

A. Customize the conditional formatting rules for your data.
B. Insert a custom chart that has specific formatting.
C. Generate a summary of key insights from your data.
D. Build a pivot table based on your data.

Answer: CD
Explanation:
Microsoft 365 Copilot in Excel enhances productivity by enabling users to analyze, format, and visualize data instantly using natural language prompts. It automates complex tasks like formula generation, trend identification, and data cleaning, significantly reducing manual effort and speeding up decision-making. Key capabilities include generating pivot tables, creating charts, and summarizing data effortlessly.
Key Productivity Enhancements in Excel with Copilot:
[C] Data Analysis and Insights: Copilot can analyze complex datasets, identify trends, and generate insights without requiring manual setup, helping users make data-driven decisions faster.

Formula Generation and Manipulation: It suggests and creates complex formulas, functions, and data manipulation techniques, which speeds up calculations and analysis.
Data Cleaning and Formatting: Copilot automates the cleaning of inconsistent entries, such as removing duplicates or handling missing values, and enhances table formatting for easier interpretation.
[D] Visualization and Chart Creation: It can instantly generate charts and pivot tables based on conversational prompts, turning raw data into visual insights.
Workflow Automation: By acting as an AI assistant, it automates routine, time
Reference:
https://business.canon.com.au/insights/features-of-microsoft-copilo

QUESTION 19
You are using Microsoft 365 Copilot to enhance your productivity in Microsoft Word.
Which two tasks can you achieve by using Copilot in Word? Each correct answer presents a complete the solution.
NOTE: Each correct selection is worth one point.

A. Insert a table of contents based on the headings in your document.
B. Customize the page margins to match your company's document standards.
C. Generate a summary of the key points in your document.
D. Insert a custom watermark that has specific text and formatting.

Answer: CD
Explanation:
Microsoft 365 Copilot in Word transforms the document creation process from a manual task into an AI-assisted partnership, potentially reducing drafting time by up to 50%. It helps break through writer's block, refines existing content, and automates formatting.
Here is what can be done in Word to enhance productivity, categorized by function:
1. Generate and Draft Content
2. Edit, Rewrite, and Refine
*-> 3. Summarize and Analyze
[C] Summarize Documents: Instantly summarize long documents (up to 1.5 million words) into concise, key bullet points, making it easy to review lengthy reports.
Chat with the Document: Ask specific questions about the content, such as "What are the main risks mentioned?" or "Find the section about the budget," and receive answers with citations.
Create To-Do Lists: Extract action items and tasks from meeting notes or project plans.
*-> 4. Transform and Format
Convert Text to Table: Highlight a list of text and ask Copilot to "Visualize as a Table" to create a structured table instantly.
[D] Add Formatting/Visuals: Ask Copilot to add images or apply consistent styles and layout changes throughout a document.
Incorrect:
[Not A] Insert a table of contents based on the headings in your document.
This is standard in Word since long before AI.
Reference:
https://nboldapp.com/how-microsoft-copilot-boosts-productivity-in-word-excel-and-outlook

QUESTION 20
You are using Microsoft 365 Copilot to enhance your productivity in Microsoft Outlook.
Which two tasks can you achieve by using Copilot in Outlook? Each correct answer presents a complete the solution.
NOTE: Each correct selection is worth one point.

A. Insert a custom HTML signature that has specific formatting.
B. Generate a draft response to an email based on the context of the conversation.
C. Create a summary of unread emails in your inbox.
D. Customize the folder structure to organize your emails.

Answer: BC
Explanation:
[B]
Microsoft 365 Copilot in Outlook generates tailored email drafts based on conversation context, allowing users to

quickly create, summarize, or adjust replies for tone and length. By clicking the Copilot icon, users can generate responses, customize them, and utilize features like Coaching Tips to improve communication.

Key Features of Copilot in Outlook for Email Drafting:

Draft with Copilot: Accessible in the ribbon, this allows for generating a new email or a reply from scratch based on a prompt.

Context-Aware Responses: Copilot analyzes previous emails in a thread to ensure the response is relevant.

Tone & Length Adjustment: Users can refine the draft to be more concise, confident, formal, or casual.

"Reply with Copilot": Specifically in Outlook for Mac and web, this option provides fast, pre-generated, or custom replies.

Coaching Tips: Provides suggestions to improve the clarity, tone, and sentiment of the email before sending.

[C]

Microsoft 365 Copilot in Outlook allows you to summarize unread emails and lengthy conversation threads to help you catch up quickly.

How to Summarize in Outlook

Summarize a Thread: Open a long email conversation and select Summary by Copilot (or Summarize) at the top of the email thread. Copilot will scan the key points and provide a concise summary with numbered citations that link back to specific emails.

*-> Summarize Unread/Missed Emails: You can use the Copilot Chat pane (located in the navigation bar) to ask for broader summaries across your inbox.

Prompt Example: "Summarize my unread emails from today" or "What did I miss from my manager last week?".

Voice Catch-up (Mobile): On the Outlook mobile app, you can tap "voice catch-up" to have Copilot summarize your unread emails and guide you through actions hands-free.

Reference:

https://support.microsoft.com/en-us/office/summarize-an-email-thread-with-copilot-in-outlook-a79873f2-396b-46dc-b852-7fe5947ab640

QUESTION 21

You have a Microsoft 365 Copilot license.

You are preparing a business presentation by using Copilot in PowerPoint.

Which two tasks can you achieve by using Copilot in PowerPoint? Each correct answer presents a complete the solution.

NOTE: Each correct selection is worth one point.

A. Insert a custom animation for a specific object on a slide.
B. Create a slide layout based on the content of your presentation.
C. Customize the design theme of your presentation to match your company's branding.
D. Produce a summary slide based on the key points in your presentation.

Answer: BD

Explanation:

[B]

With a Microsoft 365 Copilot license, users can leverage AI in PowerPoint to automatically create, restructure, and design slide layouts based on prompt-driven content or existing documents. Copilot generates tailored, visually appealing slides, adds images, creates outlines, and maintains consistent, professional formatting.

Key capabilities of Copilot in PowerPoint include:

Content Creation: Generate full presentations or individual slides from text prompts, or by summarizing Word documents and PDFs.

*-> Layout and Design: Automatically suggest and apply, appropriate layouts, themes, and visual elements, such as SmartArt or images.

Editing and Refinement: Rewrite, restructure, and reformat existing slides to improve narrative flow.

File Transformation: Convert, for example, a project proposal document directly into a structured slide deck.

Efficiency Features: Summarize presentations, generate speaker notes, and translate content while preserving formatting.

[D] Microsoft 365 Copilot in PowerPoint (requires a license) can instantly generate a summary slide, action items, or a high-level overview by analyzing up to 40,000 words in your presentation. By selecting the Copilot button on the Home tab and prompting it, users can instantly distill, reorganize, or summarize long, complex, or newly created decks.

Key Capabilities of Copilot in PowerPoint for Summarization:

*-> Generate Summary Slide: Use prompts like "Summarize this presentation" or "Summarize this presentation as a high-level overview" in the Copilot pane to create a summary slide based on key points.

Identify Action Items: Copilot can pinpoint key takeaways and necessary actions from the deck.

Tailor for Audience: Ask Copilot to customize the summary for specific audiences, such as executives.
Contextual Analysis: Copilot reviews all slides, notes, and content to provide a concise, structured overview.
Source Citations: Copilot provides references to indicate where it pulled information from in the presentation.
Easy Copy/Paste: Summaries can be easily copied to the clipboard for use in emails or other documents.
Incorrect:
[Not C]
While Microsoft 365 Copilot is incredibly powerful for generating content and layouts, its ability to "create" or "customize" a brand-new design theme from scratch is currently limited.
Here is the breakdown of how Copilot interacts with company branding:
1. It Uses Your Existing Templates
Copilot cannot invent your brand colors or logos out of thin air. Instead, it works best when you start with a branded template.
2. It Doesn't "Design" the Theme
You cannot currently give Copilot a command like "Change the theme to match our company's blue and orange hex codes" if those aren't already in the slide master. You still need a human (or a designer) to set up the Slide Master first.
Reference:
https://www.mauriziolacava.com/en/microsoft-copilot-powerpoint-guide/
https://support.microsoft.com/en-us/office/summarize-your-presentation-with-copilot-in-powerpoint-499e604c-4ab9-4f6a-9dbe-691cc87f2f69

QUESTION 22
You are using Microsoft 365 Copilot to enhance your productivity in Microsoft Teams.
Which two tasks can you achieve by using Copilot in Teams? Each correct answer presents a complete the solution.
NOTE: Each correct selection is worth one point.

A. Mute and unmute participants in a meeting based on their location.
B. Create a custom background and add the background to your video calls.
C. Create a meeting summary, including key decisions and action items.
D. Draft a response to a channel message based on the context of the conversation.

Answer: CD
Explanation:
[C]
Microsoft 365 Copilot in Teams enhances productivity by automatically generating real-time and post-meeting summaries, highlighting key discussion points, decisions, and action items. By leveraging transcription, it allows users to ask specific questions about the meeting, such as missed information or task assignments, directly within the Teams interface.
[D]
In Microsoft Teams, Microsoft 365 Copilot can indeed draft a response to a channel message by leveraging the context of the conversation. This capability is available within the immersive channel post view, where you can expand a thread to see all replies and then use Copilot to generate content based on that specific discussion.
Reference:
https://support.microsoft.com/en-us/office/use-copilot-in-microsoft-teams-meetings-0bf9dd3c-96f7-44e2-8bb8-790bedf066b1
https://support.microsoft.com/en-us/office/use-copilot-in-microsoft-teams-chat-and-channels-cccccca2-9dc8-49a9-ab76-b1a8ee21486c

QUESTION 23
A colleague from another company shares a link to a prompt.
When you select the link, you receive the following response: "Prompt not found. Sorry, it looks like the prompt is no longer available."
What is a possible cause of the response?

A. The prompt is outdated.
B. The prompt is outside of your organization.
C. The prompt contains a reference to a file that you do NOT have access to.
D. The prompt is a scheduled prompt.
E. The prompt contains a file that has a sensitivity label applied.

Answer: C
Explanation:
The "Prompt not found" error when accessing a shared Microsoft 365 Copilot link from an external source typically stems from organizational security boundaries and licensing requirements.
Key Reasons for the Error
Cross-Tenant Restrictions: Microsoft 365 Copilot prompts are generally restricted to the organization (tenant) where they were created to maintain Enterprise Data Protection (EDP). Links shared from an external company often cannot be validated across different tenant boundaries.
Licensing Requirements: To view or use a shared prompt, you must have an active Microsoft 365 Copilot license. If you are not signed in with a qualifying account, the prompt will appear unavailable.
Prompt Privacy Settings: By default, new prompts are often private to the creator or their specific environment. If the sender hasn't correctly shared it with "Anyone" or if your organization blocks external content, the link will fail.
Browser & Cookie Issues: Copilot requires third-party cookies to be enabled to validate your license and identity. If these are blocked, it may fail to find the prompt associated with your session.
Reference:
https://learn.microsoft.com/en-us/microsoft-365-copilot/extensibility/known-issues

QUESTION 24
You run a saved prompt and receive the following response: "You asked for a summary of File.docx. However, the file appears to be either empty, corrupted, or in a format that I cannot process." What is a possible cause of the response?

A. You did NOT schedule the prompt to run.
B. You ran the prompt from a web app instead of a desktop app.
C. You used the wrong agent to run the prompt.
D. You do NOT have access to the file.

Answer: D
Explanation:
This error typically occurs when Microsoft 365 Copilot cannot correctly access or parse the referenced file's content. The most likely problems include:
File Location and Sync Issues: Copilot primarily summarizes files stored in OneDrive for Business or SharePoint Online. If the file is only on your local drive and not synced, or if there is a sync delay, Copilot may see a "placeholder" that it cannot read.
Permissions and Authentication: You may lack the necessary Read permissions for the specific file or its parent folder. Additionally, if your session has timed out, Copilot may fail to validate your access.
Unsupported Content or Corruption: While the extension is .docx, the file might contain complex elements like embedded videos, macros, or certain encrypted formats that Copilot cannot process. In some cases, the file's metadata may be corrupted, making it appear "unreadable" to the AI.
Sensitivity Labels: If the document has a Sensitivity Label (e.g., "Confidential") that restricts programmatic access or data extraction, Copilot will be blocked from reading it.
Reference:
https://learn.microsoft.com/en-ca/answers/questions/5488436/issue-with-m365-copilot-agent-accessing-documents

QUESTION 25
You receive several images from a colleague.
You suspect that the images were generated by using Microsoft 365 Copilot.
What can you use to verify whether the images were AI-generated?

A. file names
B. watermarks
C. content credentials
D. file descriptions

Answer: C
Explanation:
You can determine if an image was created by Microsoft 365 Copilot by checking for embedded content credentials (metadata), looking for a visual watermark, using the Copilot Library in your Microsoft 365 account, or identifying telltale AI-generation artifacts. Microsoft utilizes the C2PA standard to add invisible watermarks to images created via DALL-E 3, which can be verified using specialized tools.

Here are the specific methods to identify images created by Microsoft 365 Copilot:
*-> 1. Check for Content Credentials (C2PA)
Invisible Metadata: Copilot attaches cryptographically signed metadata to images it generates. This metadata includes information about the time, date, and tools used to create the image.
Verification: You can use content credential verification sites to check if an image has been signed by Microsoft.
Upcoming Features: Microsoft is adding the option to enable a visible watermark on all images generated or altered by AI within Microsoft 365 apps like Word and PowerPoint.
2. Use the "Copilot Library"
3. Check for Visual Watermarks
Bing/Designer Branding: Historically, images created through Bing Image Creator (which powers much of Copilot) have included a small "b" or Microsoft Designer logo in the bottom corner, though this is not always present.
Etc.
Reference:
https://www.microsoft.com/en-us/microsoft-365-life-hacks/everyday-ai/ai-image-generation/how-to-tell-if-images-are-ai-generated

QUESTION 26
You are a merchandiser who is planning for the upcoming season.
You prompt Microsoft 365 Copilot to suggest which products to stock based on historical sales data. Without reviewing the suggestions or checking current market trends, you place a large order based solely on the output of Copilot.
What is this an example of?

A. verification
B. overreliance
C. fabrication
D. prompt injection

Answer: B
Explanation:
Relying solely on Microsoft 365 Copilot for high-stakes inventory decisions constitutes overreliance, a known risk where users trust AI outputs without sufficient critical evaluation or human oversight.
Key Risks of Overreliance in Inventory Management
Context Blindness: Copilot excels at structured historical data but cannot account for "real-world" nuances like sudden geopolitical shifts, local weather events, or unrecorded competitor activity.
Data Integrity Issues: AI recommendations are only as good as the input data. If historical sales data is inconsistent, incomplete, or contains "garbage" entries, Copilot will generate inaccurate forecasts.
Algorithmic Bias: If previous manual stocking decisions were biased—for example, favoring certain regions or suppliers—the AI may reinforce these patterns, leading to skewed results.
Hallucinations: Like all Large Language Models (LLMs), Copilot can "hallucinate" or provide plausible-sounding but factually incorrect data points, which can be catastrophic for large financial orders.
How to Maintain Proper Human Oversight
To mitigate these risks, organizations should treat Copilot as an assistive tool rather than a primary decision-maker.
Reference:
https://precoro.com/blog/ai-in-procurement

QUESTION 27
You are comparing the difference between Microsoft 365 Copilot and Microsoft 365 Copilot Chat. What is available in both versions?

A. the Researcher agent
B. Copilot Pages
C. Copilot Notebooks

Answer: B
Explanation:
A key feature available in both Microsoft 365 Copilot and Microsoft 365 Copilot Chat is Enterprise Data Protection (EDP), which ensures that user data and prompts are not used to train the underlying AI models.
Both versions also support key productivity features when signed in with a work or school account, including:
Web-grounded chat: Both can generate answers based on public web data and the latest Large Language Models

(LLMs).
File Uploads: Both allow users to upload files to summarize or analyze.
Image Generation: Both can create images directly in the chat interface.
*-> Copilot Pages: Both allow users to turn AI-generated responses into editable, shareable documents.
Contextual Awareness: Both can understand the context of an open file (Word, Excel, PowerPoint) or email (Outlook) in the side pane.
Reference:
https://support.microsoft.com/en-us/topic/how-copilot-chat-works-with-and-without-a-microsoft-365-copilot-license-5810b659-fbe0-48ee-9fe6-d731fe86cdeb

QUESTION 28

You are discussing Microsoft 365 Copilot with a colleague. The colleague asks which data Copilot uses to answer questions when using the Work scope. What should you tell your colleague?

A. Copilot provides responses based only on data that the user can access and the general knowledge that Copilot was trained on.
B. Copilot provides responses based on all the data in your organization's Microsoft 365 environment and the general knowledge that Copilot was trained on.
C. Copilot provides responses based only on data that the user can access.
D. Copilot provides responses based only on the general knowledge that Copilot was trained on.

Answer: A
Explanation:
Microsoft 365 Copilot uses a combination of its general training data (the underlying Large Language Model) and your organization's data when operating in the "Work" scope. However, it is designed to prioritize your organizational data first, a process known as "grounding".
Here is how Microsoft 365 Copilot uses knowledge in the Work scope:
1. Grounding in Your Data (Primary Source)
When you ask a question in the work scope (e.g., in Teams, Outlook, or via the M365 app), Copilot uses Retrieval Augmented Generation (RAG) to "ground" its answer in your organization's data via Microsoft Graph.
What it accesses: Files, emails, chats, calendars, and contacts that you have permission to view.
Purpose: To provide accurate, personalized, and context-specific answers rather than generic ones.
2. General Knowledge (Fallback Source)
If Copilot cannot find relevant information within your organizational data to answer your prompt, it may use its underlying training data to provide a response.
This is typically used for broader, conceptual, or general knowledge questions that are not specific to your company's documents or communications.
Reference:
https://support.microsoft.com/en-us/topic/what-information-does-copilot-use-to-answer-my-prompt-934f537d-ff7d-4059-9fec-a751e4651307

QUESTION 29

Hotspot Question
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Microsoft 365 Copilot can surface data from Microsoft Teams chats.	○	○
Microsoft 365 Copilot can schedule, draft, and send emails based on certain conditions.	○	○
Microsoft 365 Copilot can summarize, draft, and answer questions about content from Microsoft Teams meetings.	○	○

Answer:

Answer Area

Statements	Yes	No
Microsoft 365 Copilot can surface data from Microsoft Teams chats.	◉	○
Microsoft 365 Copilot can schedule, draft, and send emails based on certain conditions.	○	◉
Microsoft 365 Copilot can summarize, draft, and answer questions about content from Microsoft Teams meetings.	◉	○

Explanation:
Box 1: Yes
Yes - Microsoft 365 Copilot can surface data from Microsoft Teams chats.
Microsoft 365 Copilot can surface, summarize, and analyze data from Microsoft Teams chats, including 1:1, group chats, and channel conversations. It uses Microsoft Graph to access this information to help users catch up on missed conversations, identify key points, and find shared links or files.
Box 2: No
No - Microsoft 365 Copilot can schedule, draft, and send emails based on certain conditions.
Microsoft 365 Copilot in Outlook can draft, summarize, and assist with scheduling emails based on context and specific user-defined criteria, acting as an AI assistant to manage inboxes. However, Copilot does not send emails automatically; it requires user approval for all generated drafts to ensure accuracy and prevent premature or incorrect communication.
Box 3: Yes
Yes - Microsoft 365 Copilot can summarize, draft, and answer questions about content from Microsoft Teams meetings.
Microsoft 365 Copilot in Teams summarizes, drafts, and analyzes meeting content, allowing users to track decisions, identify action items, and query specific discussions in real-time or after, provided the meeting is transcribed. It works with Microsoft Teams Premium or Microsoft 365 Copilot licenses to generate recaps, including chat history, and supports in-meeting queries like "where do we disagree?".

QUESTION 30
Hotspot Question
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
Microsoft 365 Copilot is trained on your organization's business data.	○	○
Microsoft 365 Copilot can summarize emails in mailboxes that were shared with you.	○	○
Microsoft 365 Copilot leverages the security framework defined in Microsoft 365 to provide you with access to emails, documents, and other enterprise data.	○	○

Answer:

Answer Area

Statements	Yes	No
Microsoft 365 Copilot is trained on your organization's business data.	○	◉
Microsoft 365 Copilot can summarize emails in mailboxes that were shared with you.	◉	○
Microsoft 365 Copilot leverages the security framework defined in Microsoft 365 to provide you with access to emails, documents, and other enterprise data.	◉	○

Explanation:
Box 1: No
No - Microsoft 365 Copilot is trained on your organization's business data.
Microsoft 365 Copilot is designed to use your organization's business data, but it is crucial to understand that it is not "trained" on it in the traditional sense of modifying its foundation AI models. Instead, Copilot uses a process called grounding, which connects Large Language Models (LLMs) to your company's data (emails, chats, documents, etc.) in real-time to provide contextually relevant answers.
Here is a breakdown of how Microsoft 365 Copilot uses and protects your data:

How Copilot Uses Organizational Data

Real-Time Access via Microsoft Graph: Copilot uses Microsoft Graph to access data that an individual user already has permission to view, including emails, chats, meetings, and documents, to generate answers.

Contextual Understanding: It uses this information to help with tasks like summarizing a meeting, drafting emails based on previous communication, or searching for information across documents.

Scope of Access: Copilot is restricted to the data within your organization's Microsoft 365 tenant boundary.

Data Security and Privacy Protections

*-> No Training on Data: Prompts, responses, and data accessed through Microsoft Graph are not used to train the base foundation models that power Copilot.

Data Stays Within Boundary: Customer data remains within the Microsoft 365 service boundary.

Permissions Are Respected: Copilot adheres to the same access controls and security policies (e.g., sensitivity labels) that your organization has already put in place.

No Data Sharing with Third Parties: Customer data processed by Copilot is not shared with third-party models or used for advertising.

Box 2: Yes

Yes - Microsoft 365 Copilot can summarize emails in mailboxes that were shared with you.

Microsoft 365 Copilot can summarize emails and analyze content in shared or delegated mailboxes, provided the user has at least read access. Users can utilize prompts in the Copilot chat to summarize recent messages, identify key topics, or extract actions from shared accounts.

Box 3: Yes

Yes - Microsoft 365 Copilot leverages the security framework defined in Microsoft 365 to provide you with access to emails, documents, and other enterprise data.

Microsoft 365 Copilot leverages the existing security, privacy, and compliance framework of Microsoft 365 to ensure that it only accesses data a user is already authorized to view. By operating within the Microsoft 365 service boundary, Copilot respects established permissions, ensuring that sensitive information is not exposed to unauthorized users.