

➤ **Vendor: Microsoft**

➤ **Exam Code: AI-102**

➤ **Exam Name: Microsoft Security Operations Analyst**

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QUESTION 107

Case Study 2 - Contoso, Ltd.

General Overview

Contoso, Ltd. is an international accounting company that has offices in France, Portugal, and the United Kingdom. Contoso has a professional services department that contains the roles shown in the following table.

Name	Position	Office
Accountant	Manager	United Kingdom, France, Portugal
Accountant	Consultant	United Kingdom, France, Portugal
Customer Service	Manager	United Kingdom
Customer Service	Agent	United Kingdom
Bookkeeper	Manager	United Kingdom, France, Portugal
Bookkeeper	Consultant	United Kingdom, France, Portugal

Infrastructure

Contoso has the following subscriptions:

- Azure
- Microsoft 365
- Microsoft Dynamics 365

Azure Active (Azure AD) Directory

Contoso has Azure Active Directory groups for securing role-based access. The company uses the following group naming conventions:

- ICountryJ-[Level]-[Role]
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Intellectual Property

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Planned Projects

Contoso plans to develop the following:

- A document processing workflow to extract information automatically from PDFs and images of financial documents
- A customer-support chatbot that will answer questions by using FAQs
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Technical Requirements

Contoso identifies the following technical requirements:

- All content must be approved before being published.
- All planned projects must support English, French, and Portuguese.
- All content must be secured by using role-based access control (RBAC).
- RBAC role assignments must use the principle of least privilege.
- RBAC roles must be assigned only to Azure Active Directory groups.
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- Provide customers with answers to the FAQs.
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- When the response confidence score is low.
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- Have a distinct standard for each office.
- The document processing solution must be able to extract tables and text from the financial documents.
- The document processing solution must be able to extract information from receipt images.
- Members of a group named Management-Bookkeeper must define how to extract tables from the financial documents.
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Knowledgebase Requirements

Contoso identifies the following requirements for the knowledgebase:

- Supports searches for equivalent terms
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You need to develop an extract solution for the receipt images. The solution must meet the document processing requirements and the technical requirements.

You upload the receipt images to the Form Recognizer API for analysis, and the API returns the following JSON.

```
"documentResults":[
  {
    "docType":"prebuilt:receipt",
    "pageRange":[
      1,
      1
    ],
    "fields":{
      "ReceiptType":{
        "type":"string",
        "valueString":"Itemized",
        "confidence":0.672
      },
      "MerchantName":{
        "type":"string",
        "valueString":"Tailwind",
        "text":"Tailwind",
        "boundingBox":[],
        "page":1,
        "confidence":0.913,
        "elements":[
          "#/readResults/0/lines/0/words/0"
        ]
      }
    }
  },
  ...
]
```

Which expression should you use to trigger a manual review of the extracted information by a member of the Consultant-Bookkeeper group?

- A. `documentResults.docType == "prebuilt:receipt"`
- B. `documentResults.fields.confidence < 0.7`
- C. `documentResults.fields.ReceiptType.confidence > 0.7`

D. documentResults.fields.MerchantName.confidence < 0.7

Answer: C

Explanation:

Need to specify the field name, and then use < 0.7 to handle trigger if confidence score is less than 70%.

Reference:

<https://docs.microsoft.com/en-us/azure/applied-ai-services/form-recognizer/api-v2-0/reference-sdk-api-v2-0>

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You are developing the chatbot.

You create the following components:

- A QnA Maker resource
- A chatbot by using the Azure Bot Framework SDK

You need to add an additional component to meet the technical requirements and the chatbot requirements. What should you add?

- A. Dispatch
- B. chatdown
- C. Language Understanding
- D. Microsoft Translator

Answer: A

Explanation:

Scenario: All planned projects must support English, French, and Portuguese.

If a bot uses multiple LUIS models and QnA Maker knowledge bases (knowledge bases), you can use the Dispatch tool to determine which LUIS model or QnA Maker knowledge base best matches the user input. The dispatch tool does this by creating a single LUIS app to route user input to the correct model.

Reference:

<https://docs.microsoft.com/en-us/azure/bot-service/bot-builder-tutorial-dispatch>

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You are developing the document processing workflow.

You need to identify which API endpoints to use to extract text from the financial documents.

The solution must meet the document processing requirements.

Which two API endpoints should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. /vision/v3.2/read/analyzeResults
- B. /formrecognizer/v2.0/prebuilt/receipt/analyze
- C. /vision/v3.2/read/analyze
- D. /vision/v3.2/describe
- E. /formrecognizer/v2.0/custom/models{modelId}/analyze

Answer: BC

Explanation:

Scenario: Contoso plans to develop a document processing workflow to extract information automatically from PDFs and images of financial documents. The document processing solution must be able to process standardized financial documents that have the following characteristics:

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- The document processing solution must be able to extract tables and text from the financial documents.
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Reference:

<https://westus2.dev.cognitive.microsoft.com/docs/services/form-recognizer-api-v2-preview/operations/GetAnalyzeReceiptResult>

<https://docs.microsoft.com/en-us/rest/api/computervision/3.1/read/read>

QUESTION 110**Case Study 2 - Contoso, Ltd.****General Overview**

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You create the following components:

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You need to integrate the components to meet the chatbot requirements.

Which property should you use?

- A. QnADialogResponseOptions.CardNoMatchText
- B. Qna MakerOptions-ScoreThreshold
- C. Qna Maker Op t ions StrickFilters
- D. QnaMakerOptions.RankerType

Answer: D

Explanation:

Scenario: When the response confidence score is low, ensure that the chatbot can provide other response options to the customers.

When no good match is found by the ranker, the confidence score of 0.0 or "None" is returned and the default response is "No good match found in the KB". You can override this default response in the bot or application code calling the endpoint. Alternately, you can also set the override response in Azure and this changes the default for all knowledge bases deployed in a particular QnA Maker service.

Choosing Ranker type: By default, QnA Maker searches through questions and answers. If you want to search through questions only, to generate an answer, use the RankerType=QuestionOnly in the POST body of the GenerateAnswer request.

Reference:

<https://docs.microsoft.com/en-us/azure/cognitive-services/qnamaker/concepts/best-practices>

QUESTION 111

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You are developing the knowledgebase.

You use Azure Video Analyzer for Media (previously Video indexer) to obtain transcripts of webinars.

You need to ensure that the solution meets the knowledgebase requirements.

What should you do?

- A. Create a custom language model
- B. Configure audio indexing for videos only
- C. Enable multi-language detection for videos
- D. Build a custom Person model for webinar presenters

Answer: B

Explanation:

Can search content in different formats, including video

Audio and video insights (multi-channels). When indexing by one channel, partial result for those models will be available.

Keywords extraction: Extracts keywords from speech and visual text. Named entities extraction: Extracts brands, locations, and people from speech and visual text via natural language processing (NLP).

Topic inference: Makes inference of main topics from transcripts. The 2nd-level IPTC taxonomy is included.

Artifacts: Extracts rich set of "next level of details" artifacts for each of the models. Sentiment analysis: Identifies positive, negative, and neutral sentiments from speech and visual text.

Reference:

<https://docs.microsoft.com/en-us/azure/azure-video-analyzer/video-analyzer-for-media-docs/video-indexer-overview>

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You are developing the knowledgebase by using Azure Cognitive Search.

You need to process wiki content to meet the technical requirements.

What should you include in the solution?

- A. an indexer for Azure Blob storage attached to a skillset that contains the language detection skill and the text translation skill
- B. an indexer for Azure Blob storage attached to a skillset that contains the language detection skill
- C. an indexer for Azure Cosmos DB attached to a skillset that contains the document extraction skill and the text translation skill
- D. an indexer for Azure Cosmos DB attached to a skillset that contains the language detection skill and the text translation skill

Answer: C

Explanation:

The wiki contains text in English, French and Portuguese. Scenario: All planned projects must support English, French, and Portuguese.

The Document Extraction skill extracts content from a file within the enrichment pipeline. This allows you to take advantage of the document extraction step that normally happens before the skillset execution with files that may be generated by other skills.

Note: The Translator Text API will be used to determine the from language. The Language detection skill is not required.

Reference:

<https://docs.microsoft.com/en-us/azure/search/cognitive-search-skill-document-extraction>

<https://docs.microsoft.com/en-us/azure/search/cognitive-search-skill-text-translation>

QUESTION 113**Case Study 2 - Contoso, Ltd.****General Overview**

Contoso, Ltd. is an international accounting company that has offices in France, Portugal, and the United Kingdom. Contoso has a professional services department that contains the roles shown in the following table.

Name	Position	Office
Accountant	Manager	United Kingdom, France, Portugal
Accountant	Consultant	United Kingdom, France, Portugal
Customer Service	Manager	United Kingdom
Customer Service	Agent	United Kingdom
Bookkeeper	Manager	United Kingdom, France, Portugal
Bookkeeper	Consultant	United Kingdom, France, Portugal

Infrastructure

Contoso has the following subscriptions:

- Azure
- Microsoft 365
- Microsoft Dynamics 365

Azure Active (Azure AD) Directory

Contoso has Azure Active Directory groups for securing role-based access. The company uses the following group naming conventions:

- ICountryJ-[Level]-[Role]
- [Level]-[Role]

Intellectual Property

Contoso has the intellectual property shown in the following table.

Content	Format	Language	Content store	Domain
Weekly webinars	Video	English	Azure Blob storage	Vid.contoso.com
Blogs	Text	English, French, Portuguese	WordPress	Pt-blog.contoso.com Blog.contoso.com Fr-blog.contoso.com
Wikis	Text	English, French, Portuguese	Azure Cosmos DB	Internal.contoso.com/wiki
Monthly conference recordings	Video	English	SharePoint Online	Contoso.sharepoint.com
Frequently asked questions (FAQs)	Text	English	SharePoint Online	Contoso.sharepoint.com

Text-based content is provided only in one language and is not translated.

Planned Projects

Contoso plans to develop the following:

- A document processing workflow to extract information automatically from PDFs and images of financial documents
- A customer-support chatbot that will answer questions by using FAQs
- A searchable knowledgebase of all the intellectual property

Technical Requirements

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Contoso identifies the following technical requirements:

- All content must be approved before being published.
- All planned projects must support English, French, and Portuguese.
- All content must be secured by using role-based access control (RBAC).
- RBAC role assignments must use the principle of least privilege.
- RBAC roles must be assigned only to Azure Active Directory groups.
- AI solution responses must have a confidence score that is equal to or greater than 70 percent.
- When the response confidence score of an AI response is lower than 70 percent, the response must be improved by human input.

Chatbot Requirements

Contoso identifies the following requirements for the chatbot:

- Provide customers with answers to the FAQs.
- Ensure that the customers can chat to a customer service agent.
- Ensure that the members of a group named Management-Accountants can approve the FAQs.
- Ensure that the members of a group named Consultant-Accountants can create and amend the FAQs.
- Ensure that the members of a group named the Agent-CustomerServices can browse the FAQs.
- Ensure that access to the customer service agents is managed by using Omnichannel for Customer Service.
- When the response confidence score is low.
- Ensure that the chatbot can provide other response options to the customers.

Document Processing Requirements

Contoso identifies the following requirements for document processing:

- The document processing solution must be able to process standardized financial documents that have the following characteristics:
 - Contain fewer than 20 pages.
 - Be formatted as PDF or JPEG files.
 - Have a distinct standard for each office.
- The document processing solution must be able to extract tables and text from the financial documents.
- The document processing solution must be able to extract information from receipt images.
- Members of a group named Management-Bookkeeper must define how to extract tables from the financial documents.
- Members of a group named Consultant-Bookkeeper must be able to process the financial documents.

Knowledgebase Requirements

Contoso identifies the following requirements for the knowledgebase:

- Supports searches for equivalent terms
- Can transcribe jargon with high accuracy
- Can search content in different formats, including video
- Provides relevant links to external resources for further research

You are developing the knowledgebase by using Azure Cognitive Search.

You need to meet the knowledgebase requirements for searching equivalent terms.

What should you include in the solution?

- A. synonym map
- B. a suggester
- C. a custom analyzer
- D. a built-in key phrase extraction skill

Answer: A

Explanation:

Within a search service, synonym maps are a global resource that associate equivalent terms, expanding the scope of a query without the user having to actually provide the term. For example, assuming "dog", "canine", and "puppy" are mapped synonyms, a query on "canine" will match on a document containing "dog".

Create synonyms: A synonym map is an asset that can be created once and used by many indexes.

Reference:

<https://docs.microsoft.com/en-us/azure/search/search-synonyms>

QUESTION 114

Case Study 2 - Contoso, Ltd.

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Frequently asked questions (FAQs)	Text	English	SharePoint Online	Contoso.sharepoint.com

Text-based content is provided only in one language and is not translated.

Planned Projects

Contoso plans to develop the following:

- A document processing workflow to extract information automatically from PDFs and images of financial documents

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- A customer-support chatbot that will answer questions by using FAQs
- A searchable knowledgebase of all the intellectual property

Technical Requirements

Contoso identifies the following technical requirements:

- All content must be approved before being published.
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- RBAC roles must be assigned only to Azure Active Directory groups.
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- Ensure that the members of a group named Management-Accountants can approve the FAQs.
- Ensure that the members of a group named Consultant-Accountants can create and amend the FAQs.
- Ensure that the members of a group named the Agent-CustomerServices can browse the FAQs.
- Ensure that access to the customer service agents is managed by using Omnichannel for Customer Service.
- When the response confidence score is low.
- Ensure that the chatbot can provide other response options to the customers.

Document Processing Requirements

Contoso identifies the following requirements for document processing:

- The document processing solution must be able to process standardized financial documents that have the following characteristics:
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 - Be formatted as PDF or JPEG files.
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- The document processing solution must be able to extract tables and text from the financial documents.
- The document processing solution must be able to extract information from receipt images.
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- Members of a group named Consultant-Bookkeeper must be able to process the financial documents.

Knowledgebase Requirements

Contoso identifies the following requirements for the knowledgebase:

- Supports searches for equivalent terms
- Can transcribe jargon with high accuracy
- Can search content in different formats, including video
- Provides relevant links to external resources for further research

Hotspot Question

You are developing the knowledgebase by using Azure Cognitive Search.

You need to build a skill that will be used by indexers.

How should you complete the code? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

```
{
  "@odata.type": "#Microsoft.Skills.Text.EntityRecognitionSkill",
  "categories": [],
  "categories": [ "Email", "Persons", "Organizations"],
  "categories": [ "Locations", "Persons", "Organizations"],
  "defaultLanguageCode": "en",
  "includeTypelessEntities": true,
  "minimumPrecision": 0.7,
  "inputs": [
    { "name": "text",
      "source": "/document/content" }
  ],
  "outputs": [
    { "name": "persons", "targetName": "people"},
    { "name": "locations", "targetName": "locations"},
    { "name": "organizations", "targetName": "organizations"},
    { "name": "entities" },
    { "name": "categories" },
    { "name": "namedEntities" }
  ]
}
```

Answer:

Answer Area

```
{
  "@odata.type": "#Microsoft.Skills.Text.EntityRecognitionSkill",
  "categories": [],
  "categories": [ "Email", "Persons", "Organizations"],
  "categories": [ "Locations", "Persons", "Organizations"],
  "defaultLanguageCode": "en",
  "includeTypelessEntities": true,
  "minimumPrecision": 0.7,
  "inputs": [
    { "name": "text",
      "source": "/document/content"
    }
  ],
  "outputs": [
    { "name": "persons", "targetName": "people"},
    { "name": "locations", "targetName": "locations"},
    { "name": "organizations", "targetName": "organizations"},
    { "name": "entities" },
    { "name": "categories" },
    { "name": "namedEntities" }
  ]
}
```

Explanation:

Box 1: "categories": ["Locations", "Persons", "Organizations"], Locations, Persons, Organizations are in the outputs.

Scenario: Contoso plans to develop a searchable knowledgebase of all the intellectual property

Note: The categories parameter is an array of categories that should be extracted. Possible category types: "Person", "Location", "Organization", "Quantity", "Datetime", "URL", "Email". If no category is provided, all types are returned.

Box 2: {"name": " entities"}

The include wikis, so should include entities in the outputs.

Note: entities is an array of complex types that contains rich information about the entities extracted from text, with the following fields

name (the actual entity name. This represents a "normalized" form) wikipediaId

wikipediaLanguage

wikipediaUrl (a link to Wikipedia page for the entity) etc.

Reference:

<https://docs.microsoft.com/en-us/azure/search/cognitive-search-skill-entity-recognition>

QUESTION 115

Case Study 2 - Contoso, Ltd.

General Overview

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Customer Service	Agent	United Kingdom
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Infrastructure

Contoso has the following subscriptions:

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Planned Projects

Contoso plans to develop the following:

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- A customer-support chatbot that will answer questions by using FAQs
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Technical Requirements

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Contoso identifies the following technical requirements:

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Contoso identifies the following requirements for the knowledgebase:

- Supports searches for equivalent terms
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- Can search content in different formats, including video
- Provides relevant links to external resources for further research

Hotspot Question

You build a QnA Maker resource to meet the chatbot requirements.

Which RBAC role should you assign to each group? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Management-Accountants

	▼
Owner	
Contributor	
Cognitive Services User	
Cognitive Services QnA Maker Read	
Cognitive Services QnA Maker Editor	

Consultant-Accountants

	▼
Owner	
Contributor	
Cognitive Services User	
Cognitive Services QnA Maker Read	
Cognitive Services QnA Maker Editor	

Agent-CustomerServices

	▼
Owner	
Contributor	
Cognitive Services User	
Cognitive Services QnA Maker Read	
Cognitive Services QnA Maker Editor	

Answer:

Answer Area

Management-Accountants

	▼
Owner	
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Cognitive Services User	
Cognitive Services QnA Maker Read	
Cognitive Services QnA Maker Editor	

Consultant-Accountants

	▼
Owner	
Contributor	
Cognitive Services User	
Cognitive Services QnA Maker Read	
Cognitive Services QnA Maker Editor	

Agent-CustomerServices

	▼
Owner	
Contributor	
Cognitive Services User	
Cognitive Services QnA Maker Read	
Cognitive Services QnA Maker Editor	

Explanation:

Box 1: Cognitive Service User

Ensure that the members of a group named Management-Accountants can approve the FAQs.

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Approve=publish.

Cognitive Service User (read/write/publish): API permissions: All access to Cognitive Services resource except for ability to:

1. Add new members to roles.
2. Create new resources.

Box 2: Cognitive Services QnA Maker Editor

Ensure that the members of a group named Consultant-Accountants can create and amend the FAQs.

QnA Maker Editor: API permissions:

1. Create KB API
2. Update KB API
3. Replace KB API
4. Replace Alterations
5. "Train API" [in new service model v5]

Box 3: Cognitive Services QnA Maker Read

Ensure that the members of a group named the Agent-CustomerServices can browse the FAQs.

QnA Maker Read: API Permissions:

1. Download KB API
2. List KBs for user API
3. Get Knowledge base details
4. Download Alterations

Generate Answer

Reference:

<https://docs.microsoft.com/en-us/azure/cognitive-services/qnamaker/concepts/role-based-access-control>

QUESTION 116

Case Study 2 - Contoso, Ltd.

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Drag and Drop Question

You are developing a solution for the Management-Bookkeepers group to meet the document processing requirements. The solution must contain the following components:

- A Form Recognizer resource
- An Azure web app that hosts the Form Recognizer sample labeling tool

The Management-Bookkeepers group needs to create a custom table extractor by using the sample labeling tool. Which three actions should the Management-Bookkeepers group perform in sequence? To answer, move the appropriate cmdlets from the list of cmdlets to the answer area and arrange them in the correct order.

Actions		Answer Area
Train a custom model		
Label the sample documents	>	
Create a new project and load sample documents	<	
Create a composite model		

Answer:

Actions		Answer Area
		Create a new project and load sample documents
	>	Label the sample documents
	<	Train a custom model
Create a composite model		

Explanation:

Step 1: Create a new project and load sample documents. Create a new project. Projects store your configurations and settings.

Step 2: Label the sample documents

When you create or open a project, the main tag editor window opens.

Step 3: Train a custom model.

Finally, train a custom model.

Reference:

<https://docs.microsoft.com/en-us/azure/applied-ai-services/form-recognizer/label-tool>