

NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

```
version": "1.3",
"body": [
  {
    "type": "TextBlock",
    "size": "Medium",
    "weight": "Bolder",
    "text": "${
      if(language == 'en', 'en', name)
      name
      name.en
      name[language]
    },
    {
      "type": "TextBlock",
      "$when": "${stockLevel != 'OK'}"
      "$when": "${stockLevel == 'OK'}"
      "$when": "${stockLevel.OK}"
      color : Attention
    },
    {
      "type": "Image",
      "url": "${image.uri}",
      "size": "Medium",
      "altText": "${
        image.altText.en
        image.altText.language
        image.altText["language"]
        image.altText[language]
      }
```

Introductory Info

Case study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Overview -

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

Existing environment -

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:

[Country]-[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.

Requirements -

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 -

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

Question

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 integrate the components to meet the chatbot requirements.

Which property should you use?

- A. QnAMakerOptions.StrictFilters
- B. QnADialogResponseOptions.CardNoMatchText
- C. QnAMakerOptions.RankerType

D. QnAMakerOptions.ScoreThreshold **Most Voted**

Correct Answer: D

Community vote distribution

D (90%)

10%

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You need to add an additional component to meet the technical requirements and the chatbot requirements.

What should you add?

- A. Microsoft Translator
- B. Language Understanding
- C. Orchestrator **Most Voted**
- D. chatdown

Correct Answer: C

Community vote distribution

C (43%)

A (38%)

B (20%)