**Question 1**

 As a Sales professional, how would you address the following concern from Contoso Bank’s HR Director: "Can Microsoft 365 Copilot securely generate team memos using Outlook and SharePoint content, without exposing sensitive information to unauthorized users?"  
Which one of the following is the best response to highlight how Microsoft 365 Copilot handles data access and permissions?

Choices:

-

Copilot only accesses content the user already has permission to view or edit

-

Copilot can override permissions if the data is relevant to the prompt

-

Copilot duplicates data into a shared repository for faster response

-

Copilot accesses all SharePoint content in the tenant by default

**Response**: Copilot only accesses content the user already has permission to view or edit

**Score**: 1 out of 1 Yes

**Question 2**

 Contoso Bank’s Financial Advisory team wants to deliver personalized investment summaries by connecting to real-time external financial data and enabling analysts to trigger custom workflows directly from Excel with minimal development effort.  
Which extensibility approach is best suited to meet these goals using Microsoft 365 Copilot and Agentic AI?

Choices:

-

Use Copilot Studio to build a declarative agent that integrates with financial systems and automates user workflows

-

Build a custom engine agent using Visual Studio Code and Teams Toolkit for bespoke interactions

-

Add a Microsoft Graph connector to pull Excel data into Microsoft Search

-

Create a plugin for SharePoint integration

**Response**: Use Copilot Studio to build a declarative agent that integrates with financial systems and automates user workflows

**Score**: 1 out of 1 Yes

**Question 3**

 Contoso Bank’s executive team is exploring how Microsoft Copilot agents can across departments like finance, marketing, and operations. You are tasked with positioning the most appropriate Copilot agent for each department to streamline their work and drive performance.

Items:

-

Finance

-

Marketing

-

Operations

-

Support Center

Choices:

-

Project Manager Agent

-

Customer Support Agent

-

Budget Management Agent

-

Lead Gen Agent

**Response**: Finance => Budget Management Agent

**Response**: Marketing => Lead Gen Agent

**Response**: Operations => Project Manager Agent

**Response**: Support Center => Customer Support Agent

**Score**: 1 out of 1 Yes

**Question 4**

 Which extensibility approach best supports Contoso Bank’s goal of secure and effective knowledge retrieval enabling advisors to quickly summarize insights from large volumes of internal financial reports, customer case histories, and compliance guidelines?

Choices:

-

Use pre-built Microsoft Graph connectors to index internal content and make it discoverable in Copilot

-

Build a custom engine agent using Visual Studio Code for automating financial workflows

-

Use Power Automate to notify managers of customer queries via email

**Response**: Use pre-built Microsoft Graph connectors to index internal content and make it discoverable in Copilot

**Score**: 1 out of 1 Yes

**Question 5**

 An operations director at Contoso bank wants to empower department leads to create their own AI solutions to optimize delivery tracking without needing to wait for the IT Development team.  
Which value of Microsoft’s agentic AI platform should you highlight?

Choices:

-

Agents require custom coding expertise and must be deployed by Microsoft consultants

-

Agents in Microsoft 365 can only retrieve information and do not support action-taking

-

Business users can build task or autonomous agents using low-code tools integrated into Microsoft 365

-

Copilot agents are limited to Word and Excel functionality only

**Response**: Business users can build task or autonomous agents using low-code tools integrated into Microsoft 365

**Score**: 1 out of 1 Yes

**Question 6**

 Contoso Bank’s frontline staff manually process loan status checks and account inquiries, delaying customer responses.  
Advisors compile investment proposals using fragmented Excel/PDF templates, while internal policies in SharePoint remain siloed.  
Which one of the following is the correct response to position Microsoft 365 Copilot to address the customer challenges while ensuring compliance and operational efficiency?

Choices:

-

Copilot replaces frontline staff with automated customer service bots to handle all inquiries

-

Copilot integrates with Microsoft 365 apps to automate tasks (e.g., drafting loan emails, generating proposals) using Contoso’s secure data

-

Copilot stores customer data in third-party systems to bypass compliance checks

-

Copilot creates reports but cannot access SharePoint policies or update Excel records

**Response**: Copilot integrates with Microsoft 365 apps to automate tasks (e.g., drafting loan emails, generating proposals) using Contoso’s secure data

**Score**: 1 out of 1 Yes

**Question 7**

 Contoso Bank’s IT manager complains that users waste time finding updated regulatory information. You propose AI-driven knowledge retrieval.  
What technology combination helps retrieve internal documentation quickly and contextually?

Choices:

-

SharePoint + Azure AI Foundry + Semantic Kernel

-

Power Automate + Excel

-

Dataverse + Forms

-

Bing Chat + OneNote

**Response**: SharePoint + Azure AI Foundry + Semantic Kernel

**Score**: 1 out of 1 Yes

**Question 8**

 Contoso bank’s IT Operations manager is asking if they can access Copilot Chat without a paid subscription. He also wants to understand when paid usage comes into play.  
Which statement best explains the licensing model for Copilot Chat and Agents?

Choices:

-

Copilot Chat is only available for $30/user/month.

-

Copilot Chat is free with a Microsoft 365 account, while agents are paid on a consumption basis.

-

Agents are free and bundled with every Microsoft 365 license.

-

Copilot Chat and agents are both part of the commercial Copilot plan only.

**Response**: Copilot Chat is free with a Microsoft 365 account, while agents are paid on a consumption basis.

**Score**: 1 out of 1 Yes

**Question 9**

 Contoso’s legal team is concerned about data privacy when adopting AI tools. Here is what they are asking, “If we use Microsoft 365 Copilot, will it train on or share our tenant’s sensitive data with others?”  
What’s the best way to address their concern?

Choices:

-

Microsoft 365 Copilot collects tenant data to improve the foundation model over time

-

Microsoft 365 Copilot does not train on tenant data and ensures grounding occurs only within the customer’s environment

-

Microsoft 365 Copilot anonymizes tenant data before using it for training

-

Microsoft 365 Copilot stores chat history and system prompts in Microsoft’s public dataset

**Response**: Microsoft 365 Copilot does not train on tenant data and ensures grounding occurs only within the customer’s environment

**Score**: 1 out of 1 Yes

**Question 10**

 Contoso Bank is evaluating Microsoft’s Copilot and Agentic AI capabilities to understand how these technologies can address their concerns.  
Your task is to position the relevant Copilot/Agentic AI platform feature that will address each of their business concerns.

Items:

-

We need AI to handle simple repetitive tasks

-

We want AI to adapt to new business challenges.

-

Our AI tools must follow strict compliance rules.

-

We want to build solutions tailored to our industry.

Choices:

-

Autonomous Agents

-

Task Agents

-

Low-code or Pro-code Agent Creation Tools

-

Enterprise-grade Security & Governance

**Response**: We need AI to handle simple repetitive tasks => Task Agents

**Response**: We want AI to adapt to new business challenges. => Low-code or Pro-code Agent Creation Tools

**Response**: Our AI tools must follow strict compliance rules. => Enterprise-grade Security & Governance

**Response**: We want to build solutions tailored to our industry. => Autonomous Agents

**Score**: 0.5 out of 1

**Question 11**

 A Director of Financial Advisory Services at Contoso Bank asked if Microsoft 365 Copilot can summarize financial data, propose context-aware actions, and seamlessly work across Microsoft 365 apps—all while adhering to banking compliance policies.  
Which one of the following is the best positioning statement to address Adrian’s priorities?

Choices:

-

Emphasize that Copilot replaces manual analysis but works in isolation from other Microsoft apps

-

Highlight that Copilot operates securely across Microsoft 365, surfaces insights based on existing permissions, and streamlines actions across apps like Outlook and Excel

-

Suggest using Copilot primarily as a chatbot, with custom plugins for Microsoft 365 integration

-

Recommend third-party AI tools integrated into Microsoft Teams to meet data summarization needs

**Response**: Highlight that Copilot operates securely across Microsoft 365, surfaces insights based on existing permissions, and streamlines actions across apps like Outlook and Excel

**Score**: 1 out of 1 Yes

**Question 12**

 Contoso Bank’s leadership team is exploring how Microsoft 365 Copilot with integrated Purview and semantic capabilities can help streamline internal operations and improve customer service.  
Match each of their operational challenges with Microsoft 365 solution feature that best addresses it.

Items:

-

Our teams struggle to locate the most recent or relevant documents

-

Employees are overwhelmed by irrelevant search results.

-

We need to ensure sensitive data isn’t accidentally shared .

-

We want to regularly clean up or retire outdated content.

Choices:

-

Item Insights

-

Purview Information Protection

-

Vector index for semantic similarity search

-

Purview Data Lifecycle Management

**Response**: Our teams struggle to locate the most recent or relevant documents => Vector index for semantic similarity search

**Response**: Employees are overwhelmed by irrelevant search results. => Item Insights

**Response**: We need to ensure sensitive data isn’t accidentally shared . => Purview Information Protection

**Response**: We want to regularly clean up or retire outdated content. => Purview Data Lifecycle Management

**Score**: 1 out of 1 Yes

**Question 13**

 Contoso Bank’s leadership is exploring ways to modernize customer service and is evaluating AI chatbot solutions. They are particularly interested in how Microsoft 365 Copilot Chat with agentic capabilities compares to traditional AI chatbots.  
Which of the following best describes the unique value proposition of Microsoft 365 Copilot Chat with agentic capabilities for customer service teams?

Choices:

-

It uses customer data to train AI models for more accuracy

-

It integrates agents directly into the chat experience with enterprise-grade security controls.

-

It operates without enterprise-grade security controls

-

It is only accessible via desktop applications

**Response**: It integrates agents directly into the chat experience with enterprise-grade security controls.

**Score**: 1 out of 1 Yes

**Question 14**

 You're working with Contoso Bank’s support team struggling with increased ticket volumes. The director asks how Microsoft 365 Copilot can alleviate the pressure on human agents.  
What solution best addresses high inquiry volumes and delayed response times?

Choices:

-

Deploy Power BI dashboards

-

Build a custom app using Power Apps

-

Integrate Microsoft 365 Copilot into Teams & Outlook

**Response**: Integrate Microsoft 365 Copilot into Teams & Outlook

**Score**: 1 out of 1 Yes

**Question 15**

 Contoso Bank’s compliance officer is hesitant about AI suggesting financial advice. They want assurance of human control. How does Microsoft ensure accountability for Copilot-generated insights in financial services?

Choices:

-

Insights are enforced with no human review

-

Advisors validate all recommendations with transparent AI reasoning

-

Recommendations are encrypted and unviewable

-

Copilot automatically submits final advisory reports to clients

**Response**: Advisors validate all recommendations with transparent AI reasoning

**Score**: 1 out of 1 Yes

**Question 16**

 Contoso Bank wants to launch a virtual assistant to help customers navigate loan options, understand eligibility for financial products, and access personalized savings guidance—without needing a large development team.  
Which of the following would you suggest enabling Contoso to move forward quickly and effectively with Microsoft’s AI capabilities?

Choices:

-

Use Teams Toolkit to develop a fully custom-coded chatbot from scratch

-

Deploy prebuilt agents in Copilot Studio and tailor them for banking scenarios

-

Wait for upcoming features to handle customer workflows

-

Focus on prompt engineering before deciding on platform tooling

**Response**: Deploy prebuilt agents in Copilot Studio and tailor them for banking scenarios

**Score**: 1 out of 1 Yes

**Question 17**

 Contoso Bank wants to reduce the time advisors spend preparing documents and gathering data. They're exploring AI use cases for advisory workflows.  
What features of the Financial Advisory Agent help improve advisor productivity? (Select all that apply)

Choices:

-

Automatically generates personalized documentation

-

Conducts real-time compliance checks

-

Finalizes investment decisions on behalf of the advisor

-

Surfaces insights through Dynamics 365 integration

**Response**: Automatically generates personalized documentation

**Response**: Conducts real-time compliance checks

**Response**: Surfaces insights through Dynamics 365 integration

**Score**: 1 out of 1 Yes

**Question 18**

 Contoso Bank’s financial advisors often waste time searching through SharePoint Online and Teams folders for relevant case files. Leadership wants to streamline this process without compromising data security or access controls.  
As a sales consultant, how would you position Microsoft 365 Copilot meeting the needs?

Choices:

-

Highlight how Microsoft 365 Copilot surfaces the most relevant content without requiring any changes to existing data access controls.

-

Emphasize Copilot’s ability to unlock all organizational content regardless of user permissions to maximize discoverability.

-

Recommend third-party AI tools for unrestricted file access across Microsoft 365.

-

Recommend minimizing Copilot’s personalization features to avoid user confusion and streamline file access.

**Response**: Highlight how Microsoft 365 Copilot surfaces the most relevant content without requiring any changes to existing data access controls.

**Score**: 1 out of 1 Yes

**Question 19**

 Contoso Bank’s IT team is using Entra ID wants to pilot Copilot Chat. They're unsure if they need to purchase licenses for their first experience.  
Can users with a Microsoft 365 subscription and Entra ID access Copilot Chat for free?

Choices:

-

Yes

-

No

**Response**: No

**Score**: 0 out of 1 No

**Question 20**

 Contoso’s Retail banking head wants to improve how their agents find KYC documentation and client records while ensuring they don’t access unauthorized content.  
Which combination of features would best meet their needs?

Choices:

-

Enable semantic index and disable real-time access control

-

Use semantic index with Purview Information Protection and Data Loss Prevention

-

Use traditional keyword search with unrestricted access

-

Rely on Teams-only search to limit document exposure

**Response**: Use semantic index with Purview Information Protection and Data Loss Prevention

**Score**: 1 out of 1

Here are your latest answers:

**Question 1**

 Your solution requires different agentic AI components to work together. Match each agent functionality to the most suitable Azure technology.

Items:

-

Semantic understanding and context-aware responses

-

Customer conversational interaction

-

Content indexing and retrieval

-

Multi-agent orchestration

Choices:

-

Azure Bot Service

-

Azure Cognitive Search

-

Semantic Kernel

-

AutoGen Framework & Azure AI Foundry

**Response**: Semantic understanding and context-aware responses => Semantic Kernel

**Response**: Customer conversational interaction => Azure Bot Service

**Response**: Content indexing and retrieval => Azure Cognitive Search

**Response**: Multi-agent orchestration => AutoGen Framework & Azure AI Foundry

**Score**: 1 out of 1 Yes

**Question 2**

 Your AI architecture must adhere to strict data governance policies, including auditability and compliance with regional data residency. Which Azure services help enforce these policies? (Select all that apply)

Choices:

-

Azure Policy

-

Azure Purview

-

Azure Monitor (Log Analytics)

-

Azure Container Registry

-

Azure Data Lake Analytics

**Response**: Azure Policy

**Response**: Azure Purview

**Response**: Azure Monitor (Log Analytics)

**Score**: 1 out of 1 Yes

**Question 3**

 You are building a multi-agent AI solution for Contoso Bank. The team is exploring how to improve the accuracy and contextual relevance of responses delivered by AI agents. You're asked to explain how Semantic Kernel can support this enhancement.  
  
Which of the following best describes how Semantic Kernel improves contextual awareness and response accuracy in multi-agent AI solutions?

Choices:

-

Semantic Kernel allows AI agents to access raw training datasets directly, bypassing the need for grounding or filtering.

-

Semantic Kernel uses embedding-based retrieval and contextual memory management to ensure agents deliver accurate and situation-specific responses.

-

Semantic Kernel replaces Microsoft Graph APIs with a new ontology engine for improved semantic matching.

-

Semantic Kernel enables agents to auto-generate logic trees from static scripts, improving computational efficiency but not necessarily contextual relevance.

**Response**: Semantic Kernel uses embedding-based retrieval and contextual memory management to ensure agents deliver accurate and situation-specific responses.

**Score**: 1 out of 1 Yes

**Question 4**

 Financial advisors need timely, accurate client recommendations stored securely for compliance auditing. Which architecture combination ensures secure, scalable data storage and rapid content retrieval?

Choices:

-

Azure Cognitive Search integrated with Azure Blob Storage and Azure SQL Database

-

Azure Stream Analytics with Azure Data Lake Storage

-

Azure Cosmos DB with Azure Functions

-

Azure Container Instances and Azure Files Storage

**Response**: Azure Cognitive Search integrated with Azure Blob Storage and Azure SQL Database

**Score**: 1 out of 1 Yes

**Question 5**

 Contoso Bank requires secure key management for AI services. Which service is best suited to securely manage and store sensitive credentials?

Choices:

-

Azure Active Directory

-

Azure Key Vault

-

Azure DevOps Pipelines

-

Azure Security Center

**Response**: Azure Key Vault

**Score**: 1 out of 1 Yes

**Question 6**

 You're designing an AI-powered recommendation engine for Contoso bank’s financial advisory division. Advisors need to deliver personalized, context-rich recommendations based on historical client interactions and financial profiles.  
  
Which of the following Azure-based architectures best supports delivering personalized AI-driven recommendations for financial advisors?

Choices:

-

Use Azure Virtual Machines to host a custom rules-based system that scans static documents for each client.

-

Use Azure OpenAI for generative content, Azure Cognitive Search for retrieving insights from prior interactions, and Azure Cosmos DB or Azure SQL Database to store personalized client profiles for contextual relevance.

-

Use Azure Blob Storage to store all client history and a scheduled Logic App to email static reports with financial suggestions.

-

Use Power BI to generate predictive suggestions based solely on anonymous, aggregated data without considering individual client history.

**Response**: Use Azure OpenAI for generative content, Azure Cognitive Search for retrieving insights from prior interactions, and Azure Cosmos DB or Azure SQL Database to store personalized client profiles for contextual relevance.

**Score**: 1 out of 1 Yes

**Question 7**

 What is the primary benefit of using Semantic Kernel in an agentic AI architecture

Choices:

-

Lower overall costs

-

Enhanced semantic understanding and context handling

-

Increased deployment speed

-

Direct compliance enforcement

**Response**: Enhanced semantic understanding and context handling

**Score**: 1 out of 1 Yes

**Question 8**

 You are designing a multi-agent solution to route customer requests and internal queries. Which tool/framework combination provides robust orchestration capabilities best suited for this scenario?

Choices:

-

Azure Kubernetes Service (AKS) & Power Automate

-

Azure Functions & Azure Event Hub

-

AutoGen & Azure AI Foundry

-

Power BI & Azure Synapse Analytics

**Response**: Azure Kubernetes Service (AKS) & Power Automate

**Response**: AutoGen & Azure AI Foundry

**Score**: 0.67 out of 1

**Question 9**

 Contoso Bank expects rapid growth in usage of their AI-powered services, including Microsoft 365 Copilot integrations. As a solution architect, you're asked how to design the architecture to ensure scalability and performance efficiency.  
  
Which of the following approaches best ensures scalable and performance-optimized architecture for AI agent deployments in a growing enterprise environment?

Choices:

-

Deploy all services on a single Azure Virtual Machine with manual scaling to minimize cost and control workloads.

-

Use Azure App Service with auto-scaling capabilities for web and agent services, combined with Azure Cognitive Search to enable high-performance, scalable information retrieval.

-

Configure local file-based storage and static JSON responses to improve latency for large enterprise traffic.

-

Schedule periodic restarts of Copilot services to flush memory and maintain system performance during load peaks.

**Response**: Use Azure App Service with auto-scaling capabilities for web and agent services, combined with Azure Cognitive Search to enable high-performance, scalable information retrieval.

**Score**: 1 out of 1 Yes

**Question 10**

 Contoso Bank plans to deploy a personalized conversational AI bot to handle customer queries via their website, integrating customer data from CRM and providing automated responses based on FAQs and internal documentation.  
  
Which Azure services will you leverage to build this solution effectively? (Select all that apply)

Choices:

-

Azure Bot Service

-

Azure Virtual Machines

-

Azure Cognitive Search

-

Azure Data Factory

-

Azure OpenAI Service

-

Azure App Service

**Response**: Azure Bot Service

**Response**: Azure Cognitive Search

**Response**: Azure OpenAI Service

**Response**: Azure App Service

**Score**: 1 out of 1 Yes

**Question 11**

 Contoso Bank requires real-time semantic understanding and intelligent content summarization to quickly assist financial advisors. Which Azure AI components would you primarily recommend to fulfill these needs?

Choices:

-

Azure Data Factory & Azure Monitor

-

Azure OpenAI Service & Semantic Kernel

-

Azure Blob Storage & Azure SQL Database

-

Azure Event Grid & Azure Functions

**Response**: Azure OpenAI Service & Semantic Kernel

**Score**: 1 out of 1 Yes

**Question 12**

 Your architecture requires seamless integration into employees' everyday workflow via Microsoft Teams. What is the optimal method to integrate custom agentic AI experiences into Microsoft Teams?

Choices:

-

Deploy via Azure Virtual Machines and manual Teams app installation

-

Leverage Teams SDK to create embedded, interactive AI agent apps

-

Implement using Azure Logic Apps only

-

Provide standalone web-based access outside Teams

**Response**: Leverage Teams SDK to create embedded, interactive AI agent apps

**Score**: 1 out of 1 Yes

**Question 13**

 Contoso Bank is evaluating the deployment of Microsoft 365 Copilot and other AI-powered solutions. The bank’s IT leadership is particularly concerned about how to ensure that these solutions are integrated securely and meet industry compliance standards.  
  
Which of the following practices best aligns with secure and compliant integration of AI-powered solutions in a regulated financial services context?

Choices:

-

Disable multi-factor authentication to streamline user access to AI systems and improve convenience.

-

Use Entra ID for identity and access management, and Azure Key Vault to securely manage secrets, API keys, and sensitive configuration data.

-

Allow AI solutions to authenticate using hardcoded credentials to reduce integration complexity.

-

Store sensitive configuration values in local configuration files to simplify local testing and deployment.

**Response**: Use Entra ID for identity and access management, and Azure Key Vault to securely manage secrets, API keys, and sensitive configuration data.

**Score**: 1 out of 1 Yes

**Question 14**

 For compliance audits, the solution must track user interactions with AI recommendations. What Azure service provides robust real-time logging, monitoring, and auditing capabilities?

Choices:

-

Azure Synapse Analytics

-

Azure Monitor and Log Analytics

-

Azure Machine Learning Studio

-

Azure DevTest Labs

**Response**: Azure Monitor and Log Analytics

**Score**: 1 out of 1 Yes

**Question 15**

 Which Azure service would you recommend for hosting scalable AI agent solutions?

Choices:

-

Azure Virtual Machines

-

Azure Blob Storage

-

Azure App Service

-

Azure Monitor

**Response**: Azure App Service

**Score**: 1 out of 1 Yes

**Question 16**

 Contoso Bank wants extremely fast, real-time responses from AI agents querying large internal knowledge bases. Which Azure service would you primarily use to achieve rapid data retrieval performance?

Choices:

-

Azure SQL Database

-

Azure Event Hubs

-

Azure Cognitive Search

-

Azure Stream Analytics

**Response**: Azure Cognitive Search

**Score**: 1 out of 1 Yes

**Question 17**

 You're assisting Contoso Bank in deploying Microsoft 365 Copilot agents, operating under strict regulatory compliance requirements (e.g., GDPR, FINRA, or PCI-DSS). They ask how Microsoft 365 Copilot ensures data compliance in this context.  
  
Which of the following is the most appropriate way to ensure data compliance when deploying Microsoft 365 Copilot agents in a regulated financial industry environment?

Choices:

-

Enable unrestricted access to external data sources so Copilot can generate broader insights and customer solutions.

-

Configure Copilot using Microsoft 365 compliance controls, such as Purview Data Loss Prevention, eDiscovery, and information barriers, to ensure enterprise-grade data handling and regulatory compliance.

-

Disable Microsoft Graph to prevent Copilot from accessing internal data, thereby reducing compliance risk.

-

Use third-party encryption tools instead of Microsoft compliance solutions to manage sensitive customer data accessed by Copilot.

**Response**: Configure Copilot using Microsoft 365 compliance controls, such as Purview Data Loss Prevention, eDiscovery, and information barriers, to ensure enterprise-grade data handling and regulatory compliance.

**Score**: 1 out of 1 Yes

**Question 18**

 You are helping Contoso Bank design an AI solution using Microsoft 365 Copilot and related services. The customer asks for a practical method to continuously monitor and audit AI-driven interactions to ensure regulatory compliance and operational accountability.  
  
Which of the following is the most appropriate method to ensure continuous monitoring and auditing of AI-driven interactions for compliance and accountability?

Choices:

-

Schedule weekly manual reviews of user feedback to identify any potential compliance breaches after the fact.

-

Implement Azure Monitor and Log Analytics to log detailed interactions, API activity, and user behavior, and configure alerts for anomalies and routine compliance reporting.

-

Use hardcoded logging scripts embedded in the AI models to track user questions and responses.

-

Disable user activity logging by default to reduce performance overhead, enabling it only during audits

**Response**: Implement Azure Monitor and Log Analytics to log detailed interactions, API activity, and user behavior, and configure alerts for anomalies and routine compliance reporting.

**Score**: 1 out of 1 Yes

**Question 19**

 Contoso Bank needs a robust disaster recovery strategy for their AI solution. Which Azure strategies are recommended to implement effective disaster recovery? (Select all that apply)

Choices:

-

Geo-redundant storage and data replication

-

Single-region Azure App Service deployments

-

Azure Backup services for critical data

-

Azure Traffic Manager for automated traffic rerouting

-

Manual failover procedures only

**Response**: Geo-redundant storage and data replication

**Response**: Azure Backup services for critical data

**Response**: Azure Traffic Manager for automated traffic rerouting

**Score**: 1 out of 1 Yes

**Question 20**

 Contoso Bank requires AI capabilities embedded into their employees’ existing Microsoft 365 workflows. Which approach provides the best integration into everyday Microsoft 365 applications?

Choices:

-

Microsoft 365 Copilot integrated via Microsoft Teams SDK and Graph API

-

Standalone AI services deployed through Azure Virtual Machines

-

Azure DevOps pipelines deployed into isolated environments

-

Azure SQL Database embedded within SharePoint pages

**Response**: Microsoft 365 Copilot integrated via Microsoft Teams SDK and Graph API

**Score**: 1 out of 1 Yes

**Question 21**

 Contoso Bank needs an agent solution integrated within Microsoft Teams for quick information retrieval from SharePoint. Which combination of services would be most suitable?

Choices:

-

Azure Cognitive Search, Power BI

-

Semantic Kernel, Azure AI Foundry, Teams SDK

-

Dynamics 365, Power Automate

-

Azure DevOps, Azure SQL

**Response**: Semantic Kernel, Azure AI Foundry, Teams SDK

**Score**: 1 out of 1 Yes

**Question 22**

 Contoso Bank requires that its AI-powered financial advisory solution remain highly available, even in the event of regional outages or heavy usage spikes. You’ve been asked to propose an Azure-based approach that ensures this level of reliability.  
  
Which of the following Azure strategies best ensures high availability for a critical AI advisory solution in a regulated banking environment?

Choices:

-

Use a single Azure App Service instance in one region with auto-scaling enabled to handle high loads.

-

Host the AI application on a local server with periodic backups to Azure Blob Storage.

-

Implement Azure App Service with multi-region deployment and Azure Front Door for global load balancing and automatic failover.

-

Run the AI services exclusively within Azure DevTest Labs to optimize cost while maintaining availability.

**Response**: Implement Azure App Service with multi-region deployment and Azure Front Door for global load balancing and automatic failover.

**Score**: 1 out of 1

**Question 1**

 If Contoso’s Data Science team decides to deploy a custom financial LLM model in Azure AI, what benefit would connecting it to Copilot Studio bring?

Choices:

-

It will allows agents to be published on external social websites

-

It will lead to a reduction in Power Platform licensing costs incurred by Contoso

-

It will replace the need for orchestrators in Copilot Studio

-

It will enable Copilot Studio agents to use specialized industry-trained models for domain-specific answers

**Response**: It will enable Copilot Studio agents to use specialized industry-trained models for domain-specific answers

**Score**: 1 out of 1 Yes

**Question 2**

 Contoso Bank has built an internal HR assistant using Copilot Studio. The agent should help employees quickly retrieve HR-related information and assist with routine HR tasks.  
  
Which of the following is the most appropriate example of a workflow or action the agent could perform?

Choices:

-

Automate sending weekly HR newsletters by pulling data from the company’s external blog

-

Search the internal SharePoint HR document library and return answers to employee queries such as "How many vacation days do I have left?"

-

Connect to Microsoft Bookings to allow external clients to schedule HR policy review sessions

-

Create Microsoft Planner tasks for HR managers based on requests posted in general Teams channels

**Response**: Search the internal SharePoint HR document library and return answers to employee queries such as "How many vacation days do I have left?"

**Score**: 1 out of 1 Yes

**Question 3**

 What type of experience should the agent provide?

Choices:

-

Fully autonomous with no user input

-

Chat-based assistant responding to typed queries

-

Voice-controlled agent embedded in Outlook

-

IVR agent that can be reached over phone

**Response**: Chat-based assistant responding to typed queries

**Score**: 1 out of 1 Yes

**Question 4**

 What is a correct statement about scaling from Copilot Studio to Azure AI Foundry?

Choices:

-

Azure AI Foundry's Model catalog cannot be used to build Copilot Studio agents

-

You can extend Copilot Studio agents by connecting to Azure AI components like search and custom models

-

Copilot Studio already includes Azure AI Search natively with full configuration access

-

You must use Azure AI Agent Service to enable the use of custom models in Copilot Studio

**Response**: You can extend Copilot Studio agents by connecting to Azure AI components like search and custom models

**Score**: 1 out of 1 Yes

**Question 5**

 Given that Contoso Bank wants the AI agent to be easily accessible and integrated within employees’ daily workflows, how will employees most likely interact with this agent?

Choices:

-

Using a standalone mobile app, requiring users to switch apps for AI assistance

-

Through a chat interface embedded within their main collaboration platform, enabling seamless typed queries and responses

-

Using an intranet portal that employees must log into separately to access AI capabilities

-

Using email-based AI responses that require employees to send queries and wait for reply messages.

**Response**: Through a chat interface embedded within their main collaboration platform, enabling seamless typed queries and responses

**Score**: 1 out of 1 Yes

**Question 6**

 Where should this agent be deployed for maximum value?

Choices:

-

Microsoft Teams

-

SharePoint HR Site

-

External website

-

LinkedIn Chatbot

**Response**: Microsoft Teams

**Score**: 0.5 out of 1

**Question 7**

 Contoso aims to deploy their internal HR support agent for use company-wide for which they expect a predictable volume of handling 20,000 messages per month. Which licensing option would be the most cost-effective option for Contoso?

Choices:

-

Copilot Studio Pay-as-you-go at $0.01 per message

-

Azure AI Foundry Pay-as-you-go usage on Microsoft Azure

-

Azure AI Foundry on Enterprise agreement or CSP agreement

-

Microsoft 365 Copilot add-on license at $30 per user per month

-

Copilot Studio message pack subscription at $200 per tenant per month

**Response**: Copilot Studio message pack subscription at $200 per tenant per month

**Score**: 1 out of 1 Yes

**Question 8**

 What advantage would integrating Azure AI Search add to this agent?

Choices:

-

It will provide a replacement for Microsoft 365 licenses

-

It will enhance the agent's prompt engineering capabilities

-

It will enable access to advanced search and indexing over large datasets

-

It will automatically publish the agent to external websites

**Response**: It will enable access to advanced search and indexing over large datasets

**Score**: 1 out of 1 Yes

**Question 9**

 Why is Copilot Studio the best choice for Contoso Bank’s development team?

Choices:

-

Copilot Studio provides a low-code environment with pro-code extensibility, enabling both citizen developers and professional developers to collaboratively build scalable AI agents.

-

Copilot Studio primarily targets low-code users but has limited options for extending functionality with custom code, which can restrict pro-code developer flexibility.

-

Copilot Studio is a pre-built AI solution with minimal customization options, ideal for teams that do not want to build or extend AI capabilities.

-

Copilot Studio focuses mainly on integrating with Microsoft 365 apps and lacks comprehensive tools for custom AI agent development and scaling.

**Response**: Copilot Studio primarily targets low-code users but has limited options for extending functionality with custom code, which can restrict pro-code developer flexibility.

**Score**: 0 out of 1 No

**Question 10**

 What type of agent should be built for Contoso’s needs?

Choices:

-

Microsoft 365 Copilot - Declarative Agent

-

Custom Agent using Copilot Studio

-

New agent using Azure AI Foundry

-

Standalone Website Chatbot

**Response**: Custom Agent using Copilot Studio

**Score**: 1 out of 1 Yes

**Question 11**

 Based on the available skills at Contoso, which tool best fits the development approach?

Choices:

-

Azure OpenAI with Semantic Kernel

-

Copilot Studio

-

Copilot Studio Agent Builder using natural language

-

Azure AI Foundry

**Response**: Copilot Studio

**Score**: 1 out of 1 Yes

**Question 12**

 What is the scope of agent accessibility?

Choices:

-

Public-facing chatbot on the website

-

Internal-only, authenticated via Microsoft 365 Entra ID login

-

External guest-accessed Teams agent

-

External guest-accessed Teams agent

**Response**: Internal-only, authenticated via Microsoft 365 Entra ID login

**Score**: 1 out of 1 Yes

**Question 13**

 Which knowledge source should the agent connect to?

Choices:

-

External HR consultancy website

-

Internal SharePoint HR document library

-

Public HR Wikipedia page

-

Employee Outlook email inbox

**Response**: Internal SharePoint HR document library

**Score**: 1 out of 1