

Microsoft

Exam Questions AB-100

Agentic AI Business Solutions Architect (beta)



NEW QUESTION 1

- (Topic 2)
A company has a Microsoft Copilot Studio agent that uses custom connectors to interact with enterprise APIs. You need to recommend an application lifecycle management (ALM) process to ensure that the connectors are deployed consistently across development, test, and production environments and meet governance and traceability requirements. What should you recommend?

- A. Deploy the APIs as Azure Functions.
- B. Manage the connectors as solution components and deploy the components by using ALM pipelines.
- C. Maintain connector definitions in environment variables.
- D. Export and import the connectors between the environments as unmanaged solutions.

Answer: B

NEW QUESTION 2

- (Topic 2)
A company uses a Microsoft Copilot Studio agent to automate tasks in a web app. During testing, you discover that the automation sometimes fails because of frequent changes to the app s user interface. You need to recommend a solution to ensure that the agent successfully automates the tasks. The solution must minimize changes to the agent. What should you include in the recommendation?

- A. conversation topics in Copilot Studio
- B. an agent flow in Copilot Studio
- C. Computer Use in Copilot Studio
- D. custom models in Azure AI Studio

Answer: C

NEW QUESTION 3

DRAG DROP - (Topic 2)
You are designing two Microsoft Copilot Studio agents named Agent1 and Agent2. Each agent must meet the following requirements:
Each agent must use a standard model.
Each agent must NOT use generative orchestration.
Agent1 must support simple and short phrases for a given topic.
Agent2 must integrate with Microsoft Dynamics 365 Contact Center voice channel. You need to recommend language models for the agents. What should you recommend for each agent?

Language models

Azure Language in Foundry Tools

Azure OpenAI

Conversational language understanding (CLU)

Natural language understanding (NLU)

Natural language understanding + (NLU+)

Answer Area

Language model

Agent1:

Agent2:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Language models

Azure Language in Foundry Tools

Azure OpenAI

Conversational language understanding (CLU)

Natural language understanding (NLU)

Natural language understanding + (NLU+)

Answer Area

Language model

Agent1:

Natural language understanding (NLU)

Agent2:

Natural language understanding + (NLU+)

NEW QUESTION 4

- (Topic 2)
A company has a Microsoft Dynamics 365 Sales environment that has Microsoft Copilot enabled.

You need to customize Copilot by tailoring how opportunity summaries are generated or how they are presented to users.
Solution: You add the opportunity summary widget to the Opportunity form. Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 5

- (Topic 2)

A company has an Azure environment that supports multiple business units.

The company plans to implement an AI solution that will perform sentiment analysis on customer product reviews. You need to evaluate the potential cost of the solution to support return on AI investment (ROAI) analysis. What should you use?

- A. Total Cost of Ownership (TCO) Calculator
- B. Azure Reservations
- C. Azure pricing calculator
- D. Azure Monitor

Answer: C

NEW QUESTION 6

- (Topic 2)

A company uses Microsoft Dynamics 365 Sales to manage leads that are stored in a Microsoft Dataverse table named Lead and use non-standard terminology and custom columns.

You need to configure business terms in the Lead table so that Microsoft Copilot controls can summarize the leads efficiently. The solution must minimize administrative effort.

How should you configure the business terms?

- A. Combine all the fields into one custom field.
- B. Map the field display names as business terms.
- C. Add the schema names as business terms.
- D. Create new business terms for each field.

Answer: B

NEW QUESTION 7

- (Topic 2)

A company has a Microsoft Foundry agent that summarizes customer feedback and recommends products to customers. The agent references data from multiple knowledge sources.

Users report that the agent response time is slow.

Telemetry data shows that the agent frequently reaches its token usage limit

You need to recommend a solution to reduce token usage without degrading the quality of the generated responses.

What should you recommend?

- A. Chunk documents during indexing.
- B. Lower the maximum token usage limit for the responses.
- C. Reduce the number of knowledge sources used by the agent.
- D. Reconfigure the prompts to limit the amount of retrieved content from the knowledge sources.

Answer: D

NEW QUESTION 8

- (Topic 2)

A company has Microsoft 365 Copilot agents.

You need to design a security solution for the agents. The solution must meet the following requirements:

Identify and mitigate potential risks that relate to AI use.

Protect AI apps and the sensitive data processed or generated by the agents.

Support responsible AI governance by retaining and logging interactions, detecting policy violations, and investigating incidents.

Which two components should you include in the design? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Purview
- B. Azure AI Content Safety
- C. role-based access control (RBAC) in Microsoft Foundry
- D. Microsoft Defender

Answer: AD

NEW QUESTION 9

- (Topic 2)

A company uses a fine-tuned Microsoft Foundry model that requires frequent updates as new customer feedback becomes available.

You need to design an application lifecycle management (ALM) process that meets the following requirements:

? Data changes must be tracked and versioned.

? The model must be retrained consistently by using approved training data.

Which two actions should you include in the design? NOTE: Each correct selection is worth one point.

- A. Associate the storage location to the fine-tuning job.

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

Answer: DE

NEW QUESTION 10

- (Topic 2)

You need to design an application lifecycle management (ALM) process for a Microsoft Power Platform environment that contains a solution named Solution1. Solution1 must include a custom connector for Copilot in Microsoft Dynamics 365 Customer Service. Solution1 must meet the following requirements:

- Ensure that the custom connector can be deployed consistently across environments as part of the ALM process.
- Allow the custom connector to be edited only in the development environment. What should you include in the design?

- A. Share the custom connector.
- B. Add the custom connector to Solution1.
- C. Create the custom connector in the default solution.
- D. Add the custom connector to GitHub.

Answer: B

NEW QUESTION 10

- (Topic 2)

You are evaluating a Microsoft Copilot Studio agent that supports Microsoft Dynamics 365 Customer Service representatives.

You need to recommend a testing solution that meets the following requirements: Evaluates agent effectiveness during active sessions

Validates whether the agent delivers accurate and helpful responses Provides measurable, actionable insights for continuous improvement What should you recommend?

- A. Track resolution, deflection, and accuracy by using dashboards and use scripts to ensure consistent responses.
- B. Perform load testing to validate how the agent scales under a high chat volume.
- C. Review historical tickets to find agents that have the shortest resolution times.
- D. Measure uptime and page load times.

Answer: A

NEW QUESTION 12

- (Topic 2)

What should you configure for the custom AI agent?

- A. Azure OpenAI reasoning models
- B. generative orchestration
- C. classic orchestration
- D. AI-assisted evaluators

Answer: B

NEW QUESTION 14

- (Topic 2)

A company has a Microsoft Power Platform solution that contains the following components:

- Microsoft Dataverse tables
- A Microsoft Power BI workspace named WS1
- A canvas app named App1 that uses Dataverse
- A Power BI semantic model that connects to Dataverse by using DirectQuery You plan to use generative AI to provide answers to queries based on a subset of corporate data. You need to ensure that the data is available as a grounding data source for AI systems. What should you do?

- A. Export the semantic model.
- B. Share WS1.
- C. Populate a Dataverse table.
- D. Endorse the semantic model.

Answer: D

NEW QUESTION 19

- (Topic 2)

A company has a Microsoft Power Platform environment that contains Microsoft Dataverse data. You create a Microsoft Copilot Studio agent named Agent1 that processes the Dataverse data. You discover that Agent1 fails to return relevant or accurate results. You need to improve the quality and reliability of data grounding. What should you do?

- A. Use an adaptive card in Agent1.
- B. Add example user inputs to the training data of Agent1.
- C. Verify and cleanse the Dataverse data.
- D. Retrain Agent1.

Answer: C

NEW QUESTION 22

- (Topic 2)

A company uses Microsoft Dynamics 365 finance and operations apps. The company plans to use Microsoft Copilot in-app help and guidance to generate responses for internal business processes. You need to add an additional knowledge source for the business processes. The solution must NOT add new topics to the Copilot agent for the finance and operations apps. Which knowledge source should you add?

- A. Microsoft Dataverse
- B. a public website
- C. Azure AI Search
- D. a file upload

Answer: D

NEW QUESTION 25

DRAG DROP - (Topic 2)
You need to design a Microsoft Copilot Studio agent that meets the following requirements: Supports interactive speech responses
Optimizes decision-making and the accuracy of responses
What should you include in the design for each requirement? To answer, drag the appropriate options to the correct requirements. Each option may be used once, more than once, or not at all.

Options

A deep reasoning model

Azure Language in Foundry Tools

Azure AI Speech

Copilot Studio voice features

Speech Synthesis Markup Language (SSML)

Answer Area

Option

Supports interactive speech responses:

Optimizes decision-making and response accuracy:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options

A deep reasoning model

Azure Language in Foundry Tools

Azure AI Speech

Copilot Studio voice features

Speech Synthesis Markup Language (SSML)

Answer Area

Option

Supports interactive speech responses: Copilot Studio voice features

Optimizes decision-making and response accuracy: A deep reasoning model

NEW QUESTION 29

- (Topic 2)
A company has an AI solution named Solution1 that is deployed to the production environment. Solution! uses an Azure OpenAI model to generate marketing emails for existing customers. During an internal review, you identify that Solution1 creates different emails depending on the customers' traits. You need to recommend a strategy to mitigate the bias. The strategy must adhere to Microsoft responsible AI principles. What should you recommend?

- A. Modify the system instructions of Solution1.
- B. Modify the contents of the training dataset.
- C. Modify Solution1 to randomly generate emails for different traits.
- D. Retrain the model by using a larger dataset.

Answer: A

NEW QUESTION 30

DRAG DROP - (Topic 2)
A company has a cloud-based AI solution that uses Azure OpenAI models. You need to design a monitoring solution that meets the following requirements:
• Monitors performance metrics and operational health for the models
• Monitors AI apps and agents for compliance
• Uses Azure-native capabilities
• Minimizes development effort
What should you use for each requirement? To answer, drag the appropriate options to the correct requirements. Each option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Options

⋮

Azure API Management

⋮

Azure Monitor

⋮

Azure Policy

⋮

Azure Stream Analytics

⋮

Microsoft Defender

⋮

Microsoft Purview

Answer Area

Monitors AI app and agents for compliance:

Monitors performance metrics and operational health:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options

⋮

Azure API Management

⋮

Azure Monitor

⋮

Azure Policy

⋮

Azure Stream Analytics

⋮

Microsoft Defender

⋮

Microsoft Purview

Answer Area

Monitors AI app and agents for compliance:

⋮

Microsoft Purview

Monitors performance metrics and operational health:

⋮

Azure Monitor

NEW QUESTION 32

- (Topic 2)
A company has a Microsoft Dynamics 365 Sales environment that has Microsoft Copilot enabled.
You need to customize Copilot by tailoring how opportunity summaries are generated or how they are presented to users.
Solution: You configure AI Builder lead scoring models to influence opportunity summaries. Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 37

DRAG DROP - (Topic 2)
A company has an AI solution that uses a Microsoft Copilot Studio agent.
You need to monitor the agent's performance. The solution must meet the following requirements:
Monitor the agent's telemetry in near-real-time (NRT). Download transcripts of full conversations.
Monitor the agent's usage and performance.
What should you use for each requirement? To answer, drag the appropriate options to the correct requirements. Each option may be used once, more than once, or not at all.
NOTE: Each correct selection is worth one point.

Options

Application Insights

Copilot Studio

Log Analytics

Microsoft Power Apps

Answer Area

Monitor the agent's telemetry in NRT:

Download transcripts of full conversations:

Monitor the agent's usage and performance:

Option

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Options	Answer Area	Option
Application Insights	Monitor the agent's telemetry in NRT:	Application Insights
Copilot Studio	Download transcripts of full conversations:	Copilot Studio
Log Analytics		
Microsoft Power Apps	Monitor the agent's usage and performance:	Copilot Studio

NEW QUESTION 41

- (Topic 2)

A company uses Microsoft Dynamics 365 to manage service operations. Dispatchers coordinate service requests, and technicians perform scheduled on-site work.

You need to design a solution that will use Microsoft Copilot to improve the efficiency of the service operations. The solution must meet the following requirements:

- Provide AI-driven assistance to help staff organize and resolve work orders.
- Deliver contextual AI support to frontline workers as they prepare for and complete customer appointments.

Which two components should you include in the design? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Copilot in Customer Service
- B. Copilot in Outlook
- C. Copilot in Field Service
- D. the Dynamics 365 Field Service mobile app
- E. Dynamics 365 Customer Service
- F. Copilot Service workspace

Answer: CD

NEW QUESTION 44

- (Topic 2)

A company has an AI solution built by using Microsoft Copilot Studio and Power Platform. The solution is used by the company's sales, marketing, and customer service teams.

You are performing a return on AI investment (ROAI) analysis to evaluate the impact of the solution.

You need to identify which measurable business drivers to include in the analysis.

Which two business drivers should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. the reduced average case resolution time
- B. market capitalization
- C. economic market predictability
- D. increased employee productivity
- E. brand awareness

Answer: AD

NEW QUESTION 48

- (Topic 2)

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

The data is currently stored in an Azure SQL database, flat files, APIs, and logs.

You need to organize the data into a format that can be used as a knowledge source in Copilot Studio.

What should you include in the solution?

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

Answer: A

NEW QUESTION 50

- (Topic 2)

A company plans to deploy an AI-based customer service app that will autonomously manage interactions, escalate complex cases, and learn from historical ticket data.

You need to perform a return on AI investment (ROAI) analysis of the app deployment. The solution must ensure that the analysis is accurate.

What should you do first?

- A. Establish the AI performance metrics.
- B. Conduct an AI market benchmarking study.
- C. Model the customer experience.
- D. Identify and quantify all the development, deployment, and operating costs.

Answer: D

NEW QUESTION 55

DRAG DROP - (Topic 2)

A company has an ecommerce support portal that uses Microsoft Dataverse.

You are designing a Microsoft Copilot Studio agent for the portal. The agent must meet the following requirements:

- Respond with a default help message when the user input is unclear.
- Initiate external processes, such as retrieving the order status, when users make specific requests.

Generative orchestration will be enabled for the solution. You need to recommend a feature for each requirement.

What should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Features

A tool (connector)

A skill

A trigger phrase

The Escalate topic

The Fallback topic

Answer Area

Respond with a default help message when the user input is unclear:

Initiate external processes when requested:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Features

A tool (connector)

A skill

A trigger phrase

The Escalate topic

The Fallback topic

Answer Area

Respond with a default help message when the user input is unclear:

The Fallback topic

Initiate external processes when requested:

A tool (connector)

NEW QUESTION 56

HOTSPOT - (Topic 2)

You need to design a shared prompt library that will be used across multiple business units. The solution must meet the following requirements:

Ensure consistent AI responses with reusable formats. Support governance and version control.

Minimize administrative effort. Minimize ongoing costs.

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

NOTE: Each correct selection is worth one point.

Ensure consistent AI responses:

Delegate department-specific prompt templates.

Define standardized prompt templates.

Maintain a prompt history.

Support governance and version control:

Define standardized prompt templates.

Store prompts in a Git repository.

Categorize prompts by business function.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Ensure consistent AI responses:

▼

Delegate department-specific prompt templates.

Define standardized prompt templates.

Maintain a prompt history.

Support governance and version control:

▼

Define standardized prompt templates.

Store prompts in a Git repository.

Categorize prompts by business function.

NEW QUESTION 57

- (Topic 2)

You need to design a Microsoft 365 Copilot solution to optimize employee productivity. The solution must meet the following requirements:

Ensure that the employees can query content stored in a subset of Microsoft SharePoint Online sites and in Teams by using natural language-based prompt actions.

Ensure that employees receive contextually relevant responses in Microsoft 365 Copilot. What should you include in the design?

- A. Build a Microsoft Power Automate desktop flow to read the SharePoint content and post the responses to Teams.
- B. Modify SharePoint settings.
- C. Create a custom REST API that crawls the SharePoint content.
- D. Configure Microsoft Graph access.

Answer: D

NEW QUESTION 61

- (Topic 2)

A company processes invoices stored across multiple systems in multiple formats.

You need to implement an AI solution to automate the invoice processing. The solution must meet the following requirements:

- Automate multi-step invoice processing tasks, including document analysis, data validation, and approval routing.
- Enable users to interact directly via Microsoft Teams to review and approve invoices.
- Minimize development efforts to define and customize approval workflows. What should you include in the solution?

- A. Azure Document Intelligence in Foundry Tools and Azure Logic Apps
- B. Microsoft Copilot Studio and AI Builder
- C. Azure OpenAI and Azure Functions
- D. a SharePoint agent

Answer: B

NEW QUESTION 64

- (Topic 2)

A company has an AI agent that automates the review of customer feedback stored in a cloud database.

You plan to generate monthly reports from the agent's output to provide insights into customer sentiment and guide product development and marketing.

You need to ensure that the data ingested by the agent is clean and suitable for the intended use.

What should you do to prepare the data?

- A. Ensure that the size of the database does not exceed 100 GB.
- B. Translate the data into a single language.
- C. Identify and address biased data.
- D. Sort the database by customer last name.

Answer: C

NEW QUESTION 65

HOTSPOT - (Topic 2)

A company uses Microsoft Dynamics 365 Supply Chain Management.

You are designing an AI supply chain process that meets the following requirements: Provides managers with AI-driven insights that surface key information from customer orders

Helps planners use AI to anticipate future product needs more accurately

You need to recommend which Microsoft Copilot features to include in the design.

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

NOTE: Each correct selection is worth one point.

Provide AI-driven insights from customer orders:

AI Summaries with Copilot

Generative insights for Demand planning

The Customer credit and collections workspace

Workload insights with Copilot

Anticipate future product needs:

Generative insights for Demand planning

Microsoft Power BI

Product information management

The Supplier Communications Agent

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Provide AI-driven insights from customer orders:

AI Summaries with Copilot

Generative insights for Demand planning

The Customer credit and collections workspace

Workload insights with Copilot

Anticipate future product needs:

Generative insights for Demand planning

Microsoft Power BI

Product information management

The Supplier Communications Agent

NEW QUESTION 67

- (Topic 2)

A company extends Copilot in Microsoft Dynamics 365 Customer Service.

You need to recommend an automated application lifecycle management (ALM) process so that the Copilot components can be safely developed, tested, and promoted to production.

Which two actions should you include in the ALM process? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

Answer: CD

NEW QUESTION 70

- (Topic 2)

A company has a Microsoft 365 tenant in Canada and multiple Microsoft Power Platform environments in Canada and the United States. The company plans to deploy a Microsoft

Copilot Studio agent to the Canadian environment that will use:

- Microsoft Dataverse data stored in Canada
- A connector that connects to an Azure OpenAI instance in the United States

You need to ensure that the agent adheres to data residency and data movement policies before being deployed. What should you do?

- A. Ensure that the data processed by Azure OpenAI is stored in the United States.

- B. From the Microsoft Purview portal, validate the Data loss prevention settings.
- C. Ensure that cross-region data movement is enabled for the Canadian environment and connector dependencies.
- D. Migrate the tenant to the United States.

Answer: C

NEW QUESTION 72

HOTSPOT - (Topic 2)

You are designing a testing solution for Microsoft Copilot Studio agents.

You need to validate prompt engineering best practices to ensure that the agents generate accurate and contextually relevant responses. Which prompt validation techniques and metrics should you include in the solution? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Prompt validation techniques:

Exclude domain-specific terminology from the prompts.

Use prompts that have varied phrasing

Use only simple, one-word prompts.

Metrics:

The number of words generated per response

Response relevance and accuracy

The response generation time

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Prompt validation techniques:

Exclude domain-specific terminology from the prompts.

Use prompts that have varied phrasing

Use only simple, one-word prompts.

Metrics:

The number of words generated per response

Response relevance and accuracy

The response generation time

NEW QUESTION 77

HOTSPOT - (Topic 2)

A company uses Azure OpenAI models that use grounding data from Microsoft Fabric for agents. The models are fine-tuned by using proprietary datasets.

You need to design a governance solution that meets the following requirements: Restricts access to the grounding data to only assigned roles

Restricts model fine-tuning to only the AI engineering team

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

NOTE: Each correct selection is worth one point.

Restricts access to the grounding data:

Azure AI Content Safety
Azure Monitor alerts
Azure Policy compliance rules
Microsoft Purview access policies

Restricts model fine-tuning:

Azure Policy compliance rules
Azure Resource Manager (ARM) resource locks
Microsoft Entra Conditional Access
Role-based access control (RBAC) in Microsoft Foundry

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Restricts access to the grounding data:

Azure AI Content Safety
Azure Monitor alerts
Azure Policy compliance rules
Microsoft Purview access policies

Restricts model fine-tuning:

Azure Policy compliance rules
Azure Resource Manager (ARM) resource locks
Microsoft Entra Conditional Access
Role-based access control (RBAC) in Microsoft Foundry

NEW QUESTION 82

HOTSPOT - (Topic 2)

You use Microsoft Copilot Studio analytics to analyze the performance of a deployed Copilot Studio agent. You need to identify which performance metrics to use to measure the following:

- The percentage of engaged sessions that are escalated to a live customer service representative
- The number of agent queries that cause a knowledge source error

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

NOTE: Each correct selection is worth one point.

Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality
Customer Satisfaction (CSAT) score
Engagement rate
Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality
Engagement rate
Escalation rate

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Answer Area

The percentage of engaged sessions that are escalated to a representative:

Answer quality

Customer Satisfaction (CSAT) score

Engagement rate

Escalation rate

The number of agent queries that cause a knowledge source error:

Answer quality

Engagement rate

Escalation rate

NEW QUESTION 84

- (Topic 2)

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

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

Answer: A

NEW QUESTION 86

HOTSPOT - (Topic 2)

A company has a Microsoft Copilot Studio prompt-and-response agent. You need to ensure that the agent meets the following requirements: Provides effective and relevant responses
Provides conversational outcomes

Which metric should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Provides effective and relevant responses:

Generated answer rate and quality

Reactions

Tool use

Provides conversational outcomes:

Satisfaction

Tool use

Topics by outcome

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Provides effective and relevant responses:

Generated answer rate and quality

Reactions

Tool use

Provides conversational outcomes:

Satisfaction

Tool use

Topics by outcome

NEW QUESTION 89

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