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Agentic AI Business Solutions Architect

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Topic 1, Fabrikam, Inc

Background:
Fabrikam, Inc is a global consumer goods company that is undergoing a digital transformation initiative to migrate its entire infrastructure to the Microsoft cloud. As a key element of this cloud migration, the company will implement Microsoft Dynamics 365 Sales, moving away from the current on-premises proprietary technologies used by its business-to-business (B2B) sales team.
As part of the cloud migration, Fabrikam will adopt an AI-first approach to its business solutions and implement AI solutions, wherever possible, to streamline operations.
Problem Statements
Fabrikam's infrastructure currently relies on various on-premises systems that require sales executives to use corporate computers with physical keyboards to access business information during customer interactions. Mobile phones cannot be used for these purposes, as the systems depend on keyboard input. As a result, the sales executives spend a lot of time using keyboards to search for data on several disparate systems and file servers, rather than focusing on the customers. This affects the customer experience.
Fabrikam stakeholders are concerned that users will be hesitant to adopt AI. If the AI initiatives are NOT adopted, cost savings will never be realized. Additionally, funding for future AI initiatives will depend on demonstrating an increase in AI adoption month over month. As the AI agent initiative for the sales team will be the first for Fabrikam, the rapid adoption of the agent is a high priority.
Planned Initiatives
General
Fabrikam management has prioritized AI-driven projects to improve efficiency, customer engagement, and responsible AI adoption. The current application infrastructure is on-premises and must be migrated to the cloud to support the adoption of these technologies.
Infrastructure Migration
Fabrikam plans to migrate from its current on-premises infrastructure to a completely cloud-based topology; this will include user authentication, the security framework, and, primarily, the adoption of the services by end users.
All the data from the different systems will be consolidated into a single data source - a common data model that will use a Microsoft Dataverse environment as a single source of truth (SSOT) for the sales team.
Sales Cycle Enablement
To achieve the company's objectives, Fabrikam intends to implement the following strategies to enhance the sales cycle:
Use low-code development to create a single AI agent that has Dataverse as its core component.

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Ensure that sales managers can access unanswered correspondence from prospects and intervene as appropriate.
Replace the previous proprietary software with Dynamics 365 Sales to track sales cycles and customer interactions.
Have the sales executives use Dynamics 365 Sales to track interactions for open opportunities and send follow-up communications to prospects.
Have the sales executives use handsfree headsets to interact with an AI agent when they have questions about internal policies or customer data.

Requirements

Infrastructure Migration

Fabrikam has identified the following infrastructure migration requirements:
Azure must be used for all future infrastructure workloads.
The company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud.
Any created AI agents must have their return on investment (ROI) calculated to ensure that the solution will save the company money.

Sales Cycle Enablement

Fabrikam has identified the following requirements for sales cycle enablement:
The final AI agent must follow Microsoft recommendations for a conversational user experience.
A designated checklist must be reviewed to ensure that the AI agent follows Microsoft deployment recommendations for a compliant solution.
Detailed telemetry must be logged for the first created AI agent to help troubleshoot and optimize the agent during the initial AI agent adoption process.
Unexpected AI agent actions must end in an escalation to a live representative. For example, a sales executive must be rerouted to a representative if the agent cannot answer a question after two failed attempts.
The return on investment (ROI) of switching from the current process to the future process is required for stakeholder sign off.
The sales team must use Dynamics 365 Sales to correspond with prospects more quickly and efficiently than currently.
Sales managers must report on the adoption of the AI agent to key Fabrikam stakeholders on a monthly basis.
Any sensitive information, such as user IDs and names, shared via the AI agent must be tracked for future auditing.

Question: 1

HOTSPOT
Which framework should you use to meet the AI agent requirements for the sales cycle enablement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

For Microsoft Copilot Studio best practices:

- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- Success by Design

For conversational user experiences:

- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- Success by Design

Answer:

For Microsoft Copilot Studio best practices:

- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- **Microsoft Power Platform Well-Architected framework**
- Success by Design

For conversational user experiences:

- the ALM Accelerator for Microsoft Power Platform
- Microsoft Cloud Adoption Framework for Azure
- Microsoft Power Platform Well-Architected framework
- **Success by Design**

Question: 2

Which framework should you use for the infrastructure migration?

A. Microsoft Cloud Adoption Framework for Azure
B. Success by Design
C. Microsoft Power Platform Center of Excellence (CoE)
D. Microsoft Power Platform Project Setup Wizard

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Agentic AI Business Solutions Topics:
The correct answer is A. Microsoft Cloud Adoption Framework for Azure.
In this scenario, Fabrikam is moving from a fully on-premises environment to a completely cloud-based topology, and the requirements explicitly state that:
Azure must be used for all future infrastructure workloads
the company must follow Microsoft-recommended methodologies for infrastructure migration to the cloud

That wording points directly to the Microsoft Cloud Adoption Framework for Azure.
The Cloud Adoption Framework is Microsoft's primary guidance for planning and executing enterprise cloud migrations. It is not just a technical migration checklist; it is a full strategic framework that helps organizations move workloads to Azure in a structured and governed way.
It covers key areas such as:
migration strategy
readiness assessment
governance
identity and security planning
landing zones
operations management
organizational alignment
adoption planning
From an AI-powered business solutions perspective, this matters because AI solutions only succeed when the underlying infrastructure is modernized correctly. Fabrikam's goals include cloud migration, Dataverse consolidation, Dynamics 365 Sales adoption, and AI-first business operations. All of these depend on a strong Azure-based cloud foundation. The Cloud Adoption Framework helps ensure that this transformation is done in a way that is scalable, secure, and aligned to business outcomes.
Why the other options are incorrect:
B . Success by Design
This framework is mainly used for designing and implementing business applications in a way that improves adoption, usability, and solution quality. It is highly relevant for conversational experiences, application rollout, and ensuring users get value from solutions such as Dynamics 365 and Copilot-related implementations. However, it is not the primary framework for infrastructure migration to Azure.
C . Microsoft Power Platform Center of Excellence (CoE)
The CoE is used to establish governance, monitoring, best practices, and enablement for Power Platform usage across an organization. It helps manage makers, apps, flows, and adoption across Power Platform environments. While it is useful after adoption begins, it is not the framework used to migrate enterprise infrastructure to Azure.
D . Microsoft Power Platform Project Setup Wizard
This is more of a project setup and configuration aid for Power Platform implementations. It does not provide enterprise-scale migration guidance for moving an organization's infrastructure from on-premises systems to Azure.
Expert reasoning:
When a question mentions infrastructure migration, Azure, and Microsoft-recommended methodology, the best match is almost always the Microsoft Cloud Adoption Framework for Azure. In Microsoft solution architecture and AI business transformation scenarios, this framework is the standard answer for cloud migration planning and execution.

Topic 2, Contoso. Ltd

Overview

Contoso. Ltd is a high-tech manufacturing company that uses Microsoft Dynamics 365 Finance, Dynamics 365 Supply Chain Management, and Dynamics 365 Commerce for its North American operations. The company designs and develops innovative products that

have many patents and proprietary technologies. The patents and engineering designs are closely guarded secrets.
Contoso executives want to integrate and adopt Al solutions to help scale the company in preparation for an anticipated period of rapid growth.
The company has multiple legal entities and Azure subscriptions that will be used in the adopted Al solutions.

Al Adoption

The following executives will have specific responsibilities in the overall Al adoption:

- Chief Technology Officer (CTO): Select one Dynamics 365 Finance, Dynamics 365 Supply Chain Management, or Dynamics 365 Commerce prebuilt Al agent and one custom Microsoft Copilot Studio Al agent to prioritize and deploy during the initial Al adoption phase.
- Chief Information Officer (CIO): Ensure that appropriate security labels are assigned to the data used by the Al agents
- Chief Financial Officer (CFO): Analyze the return on investment (ROI) for the Al agents being deployed.
- Chief Information Security Officer (CISO): Discover and inventory Al resources for auditing.
- Chief Executive Officer (CEO): Ensure that all solutions adhere to industry-standard responsible Al practices.

All Al initiatives and agents will have a detailed business use case, a defined audience profile, and an estimated ROI that will compare the cost savings of the current process against the estimated costs of using the new Al solutions.
The company's research and development (R&D) department already has a custom Model Context Protocol (MCP) server that contains comprehensive product specifications and compliance data.

Prebuilt AI Agent

The CTO has NOT yet selected which prebuilt Al agent to use in Dynamics 365 Supply Chain Management The CTO wants to view available agent templates to identify which agent will add the most business value.
Depending on which high-priority Al agents are identified, its agent capabilities must be previewed in a discovery meeting with the relevant business operation stakeholders.

Custom AI Agent

Contoso has identified the following custom Al agent requirements:

- The custom Al agent will use data from Dynamics 365 Supply Chain Management to answer questions for the manufacturing team as a low-code solution.
- The custom Al agent will be accessible from within Microsoft Teams.
- The custom Al agent must be designed to eventually connect to other agents that can be selected based on their description.
- The topics used in the custom Al agent will be selected based NOT on a trigger phrase, but on a description of the purpose of the query, to make the interactions more conversational

• The custom Al agent must be able to answer questions about product specifications by using existing technologies. The product specifications are maintained by the R&D department.
• The custom Al agent must be integrated with and accessible from Dynamics 365 Supply Chain Management.
• The custom Al agent must be able to use Dynamics 365 Supply Chain Management business logic that is stored outside of the application.

Analysis, Reporting, and Troubleshooting

Contoso has identified the following analysts, reporting, and troubleshooting requirements:
• The CISO will audit all the Al solutions monthly for compliance and security.
• The CFO will analyze all the Al solutions quarterly to compare the estimated ROI against actual measured efficiencies and adoption. The CFO will use the Copilot Studio agent usage estimator to perform this analysis.
• The CISO wants to identify how much sensitive data was accessed for a given Al agent run and who accessed the data. Too much sensitive data accessed by a single user might indicate a high security risk.
• The CTO wants to track user feedback on the quality of the Al agent responses during user interactions with the agents. Consistently poor feedback will trigger an escalated reengineering discussion.
• The CEO wants a quarterly assessment of all the required metrics for their specific responsibilities. The tools used for the assessments must be Microsoft-recommended and must verify reliability, interpretability, fairness, and compliance.
• The CFO wants to identify how many interactions with the Al agents are abandoned on a given day as compared to resolved conversations. Too many abandoned sessions might indicate that Copilot Studio credits are being used inefficiently by end users.

Case study question

Question: 3

What should you recommend to assist the CTO with the prebuilt agent selection process?

A. Agent management
B. Immersive Home
C. Lifecycle Services (LCS)
D. Copilot Studio

Answer: A

Explanation:
The CTO wants to view available prebuilt agent templates in Dynamics 365 Supply Chain Management to decide which one should be prioritized for deployment. Agent management is

the feature used to discover, review, and manage available agent templates and capabilities for Dynamics 365 business applications.
Why this is correct:
It supports discovering available prebuilt agents
It helps evaluate which agent can deliver the most business value
It aligns with the requirement to preview and assess candidate agents during the selection phase
Why the other options are not correct:
B . Immersive Home is more of an experience surface, not the primary tool for selecting prebuilt agent templates
C . Lifecycle Services (LCS) is used for environment and application lifecycle management, not for browsing Dynamics 365 AI agent templates
D . Copilot Studio is primarily for building/customizing copilots and agents, not for selecting Dynamics 365 prebuilt Supply Chain Management agent templates

Question: 4

What should you recommend to assist the CEO with their specific responsibilities?

A. Compliance Center
B. Microsoft Foundry Tools
C. the Microsoft Service Trust Portal
D. the Responsible AI dashboard
E. Microsoft Purview

Answer: D

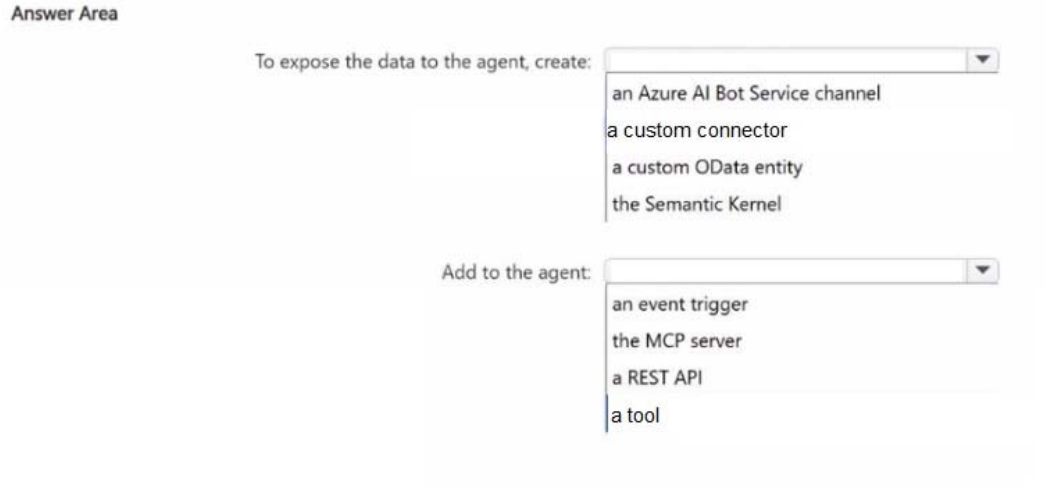
Explanation:
The CEO’s responsibility is to ensure that all AI solutions adhere to industry-standard responsible AI practices. The case study also explicitly says the CEO wants a quarterly assessment that must verify:
reliability
interpretability
fairness
compliance
The best recommendation is D. the Responsible AI dashboard.
Why this is correct:

The Responsible AI dashboard is the Microsoft-recommended capability for evaluating AI systems against responsible AI dimensions such as fairness, interpretability, error analysis, and model behavior assessment. It aligns directly with the CEO’s governance-focused responsibility.
Why the other options are not the best fit:
A . Compliance Center focuses more broadly on Microsoft 365 compliance and governance, not full responsible AI evaluation dimensions like fairness and interpretability.

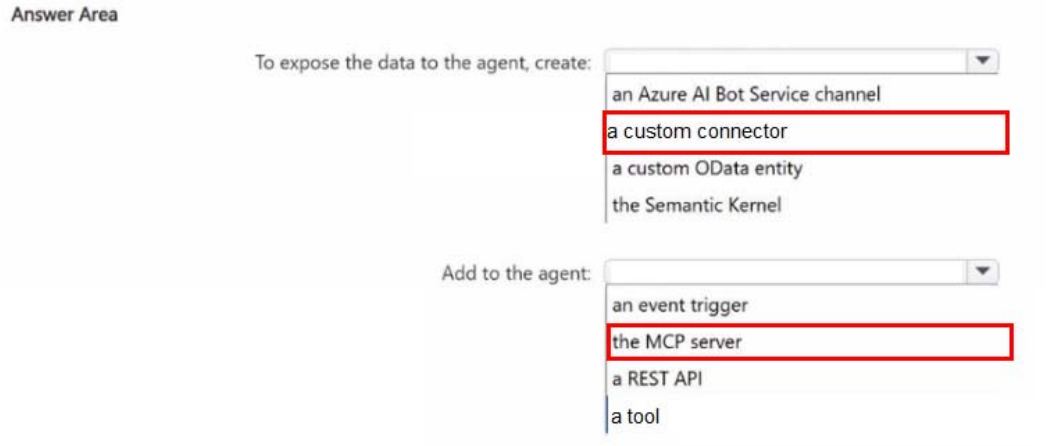
B . Microsoft Foundry Tools is too broad and not the specific assessment tool for responsible AI measurement.
C . the Microsoft Service Trust Portal provides compliance documentation and trust information, but it does not assess Contoso's AI solutions for fairness and interpretability.
E . Microsoft Purview is strong for data governance, classification, compliance, and auditing, but it is not the dedicated Microsoft tool for responsible AI evaluation across those four dimensions.

Question: 5

HOTSPOT
What should you include in the custom Al agent design to meet the R&D product specifications and the compliance information requirements? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



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