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Learning Style: Virtual Classroom

Technology: Microsoft

Difficulty: Beginner

Course Duration: 3 Days

Architecting agentic AI business solutions (AB-100)



About This Course:

This course serves as a foundational, real-world, and architectural preparation step that builds the design judgment, strategic reasoning, and end-to-end understanding learners need before pursuing the AB-100 exam or implementing agentic AI solutions at scale. Learners will explore how to architect AI-powered business solutions that use agents, copilots, and generative AI to automate tasks, improve

decision-making, and enhance employee and customer experiences. Emphasis is placed on architecture, trade-offs, governance, cost/benefit analysis, and lifecycle management, rather than step-by-step configuration.

Course Objectives:

- Introduction to agentic AI business solutions
- Analyze requirements for AI-powered business solutions
- Manage testing AI-powered business solutions

Audience:

- This course is intended for experienced technology professionals who are responsible for planning, designing, and guiding AI-powered business solutions using Microsoft platforms. This course assumes familiarity with Microsoft business applications, cloud concepts, and solution architecture fundamental

Prerequisites:

- None

Course Outline:

- Drive AI transformation with architect strategies
- Explore Microsoft AI technologies for business
- Identify Microsoft AI technologies for business solutions
- Identify out-of-box Microsoft AI agent resources for business solutions
- Identify out-of-box Microsoft AI agents for business
- Assess the use of agents in task automation, data analytics, and decision-making
- Review data for grounding accuracy, relevance, timeliness, cleanliness, and availability
- Organize business solution data for AI systems
- Recommend process metrics for testing AI agents
- Create validation criteria for custom AI models
- Validate effective Copilot prompt best practices
- Design end-to-end test scenarios for AI solutions using multiple Dynamics 365 apps
- Build a strategy for creating test cases using Copilot