



# GTech Learn

*"Our focus is your Success"*



## Course Contents

# AB-100: Architecting agentic AI business solutions

<b>Duration:</b> 3 Days	<b>Level:</b> Advance	<b>Role:</b> Solution Architect
<b>Certification:</b> Available	<b>Public Schedules:</b> <a href="#">View Dates</a>	<b>Private Delivery:</b> <a href="#">Reach Us</a>

### What's included?

- ✓ Learn from Microsoft Certified Trainer (MCT's)
- ✓ 24x7 Lab Access
- ✓ Official Courseware
- ✓ Exam Preps / Practice Tests
- ✓ Badges & Completion Certificate
- ✓ Discounted Exam Vouchers



Business Applications

Training Services

Email: [info@gtechlearn.com](mailto:info@gtechlearn.com)

## Overview

Architecting agentic AI business solutions is an advanced course for architects, senior consultants, and technical leaders responsible for planning, designing, and governing AI-powered enterprise solutions built on Microsoft platforms. 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.

## Audience Profile

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 fundamentals. It is best suited for learners who want to deepen their architectural judgment, design decision-making, and enterprise readiness for agentic AI solutions—rather than those seeking step-by-step configuration guidance or exam preparation. Important Note: While this course aligns conceptually with many of the AB-100 exam skill areas, it is not a test-preparation course and does not focus on test-taking strategies. Instead, it provides the architectural foundations, enterprise context, and design reasoning that make AB-100 learning meaningful and applicable. For many learners, this course serves as a recommended preparatory step before beginning focused AB-100 exam study. The ideal audience includes:

- Solution Architects and Enterprise Architects designing intelligent and agent-based business solutions
- Senior Functional and Technical Consultants working with Dynamics 365, Microsoft 365, Power Platform, or Azure AI services
- AI and Digital Transformation Leads defining AI strategy, governance, and adoption across the organization
- Application Architects and Technical Leads integrating agents, copilots, and generative AI into enterprise workloads
- Experienced practitioners preparing to advance toward formal AI solution validation, seeking architectural depth rather than exam-focused instruction

## Contents

### Learning Path 1: Introduction to Agentic AI Business Solution Architecture

- Introduction
- Role of the Architect in AI Transformation for Businesses
- Overview of Microsoft AI Technologies
- Identify Out-of-the-Box (OOB) Microsoft AI Agent Resources
- Identify Out-of-the-Box (OOB) Microsoft AI Agents

**Learning Path 2: Analyze requirements for AI-powered business solutions**

- Introduction
- Assess the Use of Agents in Task Automation, Data Analytics, and Decision-Making
- Review Data for Grounding (Accuracy, Relevance, Timeliness, Cleanliness, Availability)
- Organize Business Solution Data to Be Available for Other AI Systems

**Learning Path 3: Design overall AI strategy for business solutions**

- Introduction
- Implement the AI Adoption Process from the Cloud Adoption Framework for Azure
- Design the Strategy for Building AI Agents in Business Solutions
- Design a Multi-Agent Solution
- Develop the Use Cases for Prebuilt Agents in the Solution
- Define the solution rules and constraints when building AI components (with Copilot Studio, Microsoft Foundry, and Foundry Tools)
- Determine the use of generative AI and knowledge sources in agents built with Copilot Studio
- Determine When to Build Custom Agents or Extend Microsoft 365 Copilot
- Determine When Custom AI Models Should Be Created
- Provide guidelines for creating a prompt library
- Develop the Use Cases for Customized Small Language Models
- Prompt Engineering for AI-Powered Business Solutions
- Identify Key Business User Roles for AI Workloads
- Evaluate Regional and Local AI and Data Regulation and Compliance Requirements

**Learning Path 4: Evaluate the costs and benefits of an AI-powered business solution**

- Introduction
- Select ROI Criteria for AI-Powered Business Solutions Including Total Cost of Ownership
- Create an ROI Analysis for the Proposed AI Solution
- Analyze Whether to Build, Buy, or Extend AI Components for Business Solutions
- Implement a model router to intelligently route requests to the most suitable model

**Learning Path 5: Design AI and agents for business solutions**

- Introduction
- Define the Core Tenets of Microsoft's Responsible AI Guidelines for AI Business Solutions
- Design Business Terms for Copilot in Dynamics 365 Apps for Customer Experience and Service
- Design Customizations of Copilot in Dynamics 365 Apps for Customer Experience and Service
- Design Connectors for Copilot in Dynamics 365 Sales
- Design Agents for Integration With Dynamics 365 Contact Center Channels
- Design Task Agents
- Design Autonomous Agents
- Design Prompt and Response Agents
- Propose Foundry Tools for a Given Requirement
- Propose Code First Generative Pages and the Use of an Agent Feed for Apps
- Design Topics for Copilot Studio, Including Fallback
- Design data processing for AI models and grounding
- Design a Business Process to Include AI Components in a Power Apps Canvas App
- Apply the Microsoft Power Platform Well-Architected Framework to Intelligent Application

## Workloads

- Determine When to Use Standard Natural Language Processing, Azure Conversational Language Understanding, or Generative AI Orchestration in Copilot Studio
- Design Agents and Agent Flows with Copilot Studio
- Design Prompt Actions in Copilot Studio
- Define Success Criteria and Adoption Goals for AI Business Solutions

## Learning Path 6: Design extensibility of AI solutions

- Introduction
- Design AI solutions by using custom models in Microsoft Foundry
- Design agents in Microsoft 365 Copilot
- Design agent extensibility in Copilot Studio
- Design agent extensibility with Model Context Protocol in Copilot Studio
- Design Agents to automate tasks in apps and websites by using Computer Use in Copilot Studio
- Design agent behaviours in Copilot Studio, including reasoning and voice mode
- Optimize solution design by using agents in Microsoft 365, including Teams and SharePoint

## Learning Path 7: Orchestrate configuration for prebuilt agents and apps

- Introduction
- Orchestrate AI features in Dynamics 365 apps for finance and supply chain
- Design AI solutions in Dynamics 365 apps for customer experience & service
- Propose Microsoft 365 Agents for Business Scenarios
- Orchestrate the Configuration of Microsoft 365 Copilot for Sales and Microsoft 365 Copilot for Service
- Propose Microsoft Power Platform AI features, including AI Hub
- Design interoperability of the finance and operations agent chats to use additional knowledge sources
- Recommend the process of adding knowledge sources to in app help and guidance for Dynamics 365 Finance or Dynamics 365 Supply Chain Management apps

## Learning Path 8: Analyze, monitor, and tune AI-powered business solutions

- Introduction
- Recommend the Process and Tools for Monitoring Agents
- Analyze backlog and user feedback of AI and agent usage
- Apply AI Based Tools to Analyze and Identify Issues and Perform Tuning
- Monitor agent performance and metrics
- Interpret telemetry data for performance and model tuning

## Learning Path 9: Manage the testing of AI-powered business solutions

- Introduction
- Recommend the process and metrics to test agents
- Create validation criteria of custom AI models
- Validate effective Copilot prompt best practices
- Design end-to-end test scenarios of AI solutions that use multiple Dynamics 365 apps

- Build the strategy for creating test cases by using Copilot

## **Learning Path 10: Design the ALM process for AI-powered business solutions**

- Introduction
- Design the ALM process for data used in AI models and agents
- Design the ALM process for Copilot Studio agents, connectors, and actions
- Design the ALM process for Microsoft Foundry agents
- Design the ALM process for custom AI models
- Design the ALM process for AI in Dynamics 365 apps for finance and supply chain
- Design the ALM process for AI in Dynamics 365 apps for customer experience and service

## **Learning Path 11: Design responsible AI, security, governance, risk management, and compliance**

- Introduction
- Design security for agents
- Design governance for agents
- Design model security
- Analyze solution and AI vulnerabilities and mitigations, including prompt manipulation
- Review solution for adherence to responsible AI principles
- Validate data residency and movement compliance
- Design access controls on grounding data and model tuning
- Design audit trails for changes to models and data

## About GTech Learn

Established in 2011 in the USA, GTech Learn is one of the leading IT training organizations in North America & South East Asia. Driven by its unique USPs, GTech Learn is spurring competition, meeting the unmet needs of customers, assisting in skills upgrade, and supplementing talent pools with its presence in the USA, Canada, Singapore and India. This is consistent with our vision to help our Learners with skills upgrade for enhanced career opportunities.

As a Microsoft Learning Partner, we offer a broad range of learning solutions across the full Microsoft technology stack that can be customized.

Since 2011, GTech Learn has been developing custom-fit learning solutions that involve creating and delivering maximum results.

We have successfully helped all types of businesses, government entities, and individuals. For this reason, GTech has chosen by Microsoft to deliver comprehensive learning programs around the globe.

With flexible learning options, state-of-the-art delivery methods, numerous language preferences, experienced instructors, and complete dedication to our students, GTech Learn has the capabilities to help students develop their Microsoft skill sets and achieve increasingly high standards of productivity while organizations of all sizes realize the full potential of their technology investments.

## Our Accreditations with Microsoft



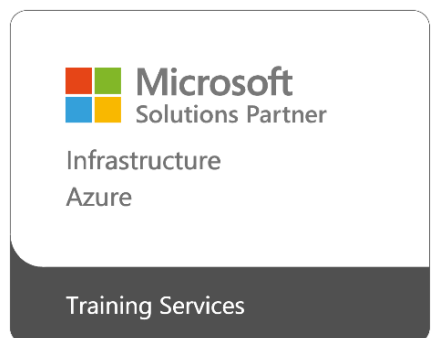
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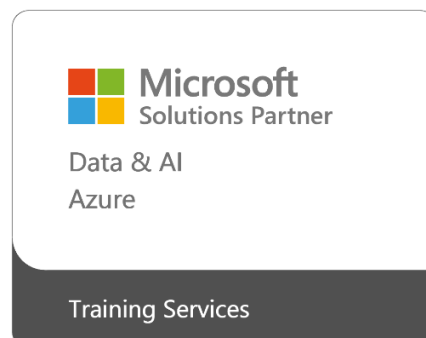
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