Microsoft Power Platform – Architecture of AI solutions utilizing AI agents

Course code: MOC AB-100

An advanced three-day course for architects, senior consultants, and technical leads responsible for the planning, design, and governance of enterprise AI solutions built on Microsoft platforms. This course serves as a foundational, field-tested, and architecture-focused preparation program. It cultivates the design judgment, strategic thinking, and comprehensive end-to-end understanding required by participants—whether they are preparing for the AB-100 exam or planning the large-scale deployment of agentic AI solutions. Participants will learn to design AI-enabled business solutions that leverage agents, Copilots, and generative AI to automate tasks, enhance decision-making, and improve experiences for both employees and customers. The curriculum emphasizes architecture, trade-off analysis, governance, cost-benefit analysis, and lifecycle management, rather than detailed, step-by-step configuration.

Prerequisites

Awareness and basic knowledge to the extent of the courses listed in the Previous courses and Related courses sections

Course outline

Introduction to agentic AI business solutions

- 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

Analyze requirements for AI-powered business solutions

- 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

Design overall AI strategy for business solutions

- Implement AI adoption process with Azure
- Design AI agents for business solutions
- Design a multi-agent solution
- Develop use cases for prebuilt Microsoft 365 Copilot agents
- Define solution rules and constraints for AI components
- Determine generative AI knowledge sources for agents built in 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 use cases for customized small language models (SLM)
- Provide prompt engineering guidelines and techniques
- Identify key business user roles for AI workloads
- Evaluate regional and local AI data regulation compliance requirements
- Include elements in a Microsoft AI Center of Excellence
- Design AI solutions using multiple Dynamics 365 apps
- Design user prompt training for AI solution adoption

Evaluate costs and benefits of AI solutions

- Evaluate ROI criteria for AI-powered solutions
- Create ROI analysis for a proposed AI solution
- Analyze whether to build, buy, or extend AI components
- Implement a model router to intelligently route requests to the most suitable model

GOPAS Praha
Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno
Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava
Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk

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Design AI agents for business solutions

- Define core tenets of responsible AI guidelines for AI business solutions
- Design business terms for Copilot in Dynamics 365 Customer Service
- Design customizations for Copilot in Dynamics 365 apps
- Design connectors for Copilot in Dynamics 365 Sales
- Design AI agents for Dynamics 365 Contact Center
- Design task agents in Microsoft Copilot Studio
- Design autonomous agents in Copilot Studio
- Design prompt-driven agents using Copilot Studio
- Propose Foundry tools given a requirement
- Propose code-first generative pages and agent feed applications
- Design topics for Copilot Studio, including fallback
- Design data processing workflows for grounded AI
- Design business processes with AI in Power Apps canvas apps
- Apply the Microsoft Power Platform Well-Architected Framework to intelligent application workloads
- Determine the use of standard natural language processing
- Design agents and agent flows with Copilot Studio
- Design prompt actions in Copilot Studio
- Define success criteria and adoption goals for AI business solutions

Design extensibility of AI solutions

- Design AI solutions with custom models in Microsoft Foundry
- Design agents in Microsoft 365 Copilot
- Design extensible agents in Microsoft Copilot Studio
- Design extensible agents using MCP in Copilot Studio
- Design agents to automate tasks in apps and websites with Computer Use in Copilot Studio
- Design agent behaviors in Copilot Studio
- Optimize solution design for agents in Microsoft 365

Orchestrate configuration of prebuilt agents and apps

- Design AI solutions for Dynamics 365 Customer Service
- Propose Microsoft 365 agents for business scenarios
- Orchestrate and configure Microsoft 365 Copilot for sales and service
- Propose Microsoft Power Platform AI features
- Design interoperable agent experiences for Finance and Operations
- Recommend process knowledge sources for in-app help in Dynamics 365
- Orchestrate AI features in Dynamics 365 Finance and Supply Chain

Monitor, analyze, and tune AI agents

- Recommend process tools for monitoring agents
- Analyze backlog and user feedback for AI agent usage
- Apply AI-based tools to analyze, identify issues, and perform tuning
- Monitor AI agent performance metrics
- Interpret telemetry data to tune AI performance

Manage testing of AI-powered business solutions

- 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

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Design ALM process for AI-powered business solutions

- Design an ALM process for data used in AI models and agents
- Design an ALM process for Copilot Studio agents, connectors, and actions
- Design ALM processes for Microsoft Foundry agents
- Design an ALM process for custom AI models
- Design an ALM process for AI in Dynamics 365 Finance and Supply Chain
- Design ALM processes for AI in Dynamics 365 apps

Design responsible AI security, governance, risk management, and compliance

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

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