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Microsoft

AI-900

Microsoft Azure AI Fundamentals

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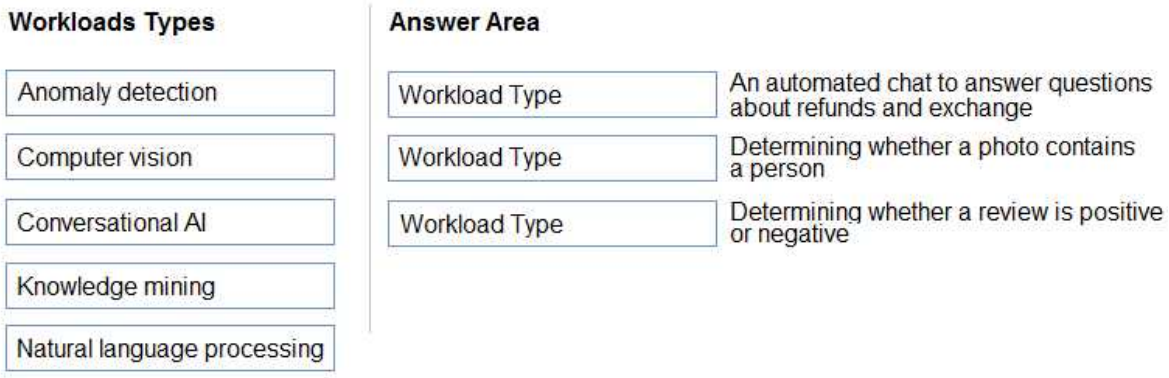
Question 1. (DRAGDROP)

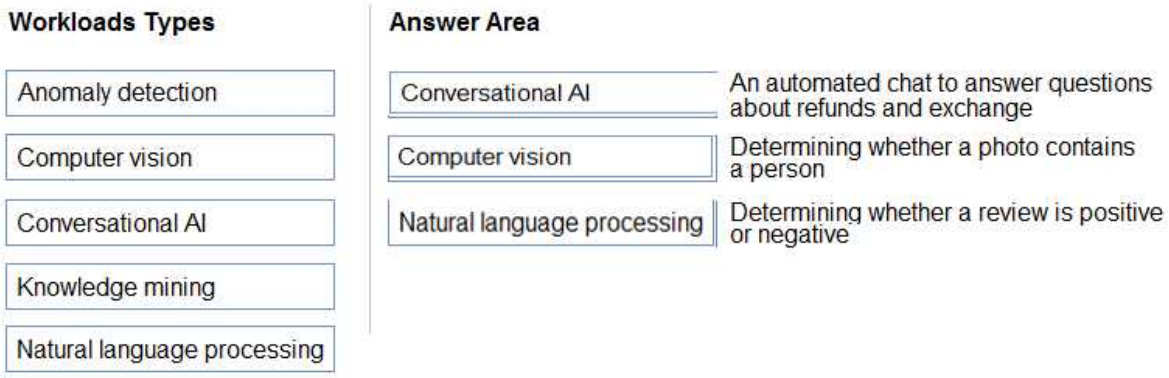
Match the types of AI workloads to the appropriate scenarios.

To answer, drag the appropriate workload type from the column on the left to its scenario on the right. Each workload type may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.



Answer:



Question 2. (Multi Select)

What are three Microsoft guiding principles for responsible AI? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A: knowledgeability

B: decisiveness

C: inclusiveness

D: fairness

E: opinionatedness

F: reliability and safety

Answer: C, D, F

Explanation:

According to the Microsoft Azure AI Fundamentals (AI-900) official study guide and the Microsoft Learn module “Describe features of common AI workloads and considerations”, Microsoft has defined six guiding principles for responsible AI. These principles are intended to ensure that AI systems are developed and deployed in ways that are ethical, transparent, and beneficial to all. The six principles are: Fairness, Reliability and Safety, Privacy and Security, Inclusiveness, Transparency, and Accountability.

Let’s break down the three correct options:

Fairness – Microsoft emphasizes that AI systems should treat all individuals fairly and avoid discrimination against people based on gender, race, age, or other characteristics. Fairness ensures that outcomes and decisions from AI systems are equitable across diverse user groups. In the AI-900 learning materials, fairness is explained as a foundational value that ensures algorithms and models do not introduce or amplify societal bias.

Reliability and Safety – This principle ensures that AI systems function as intended under all expected conditions and that they can handle unexpected inputs safely. Microsoft states that AI should be tested rigorously and validated for reliability before deployment. AI systems must perform consistently and avoid causing harm due to errors or failures.

Inclusiveness – Inclusiveness focuses on empowering everyone and engaging people of all backgrounds. Microsoft’s responsible AI guidance stresses designing AI systems that understand and respect cultural, linguistic, and ability differences to make technology accessible and beneficial to all users.

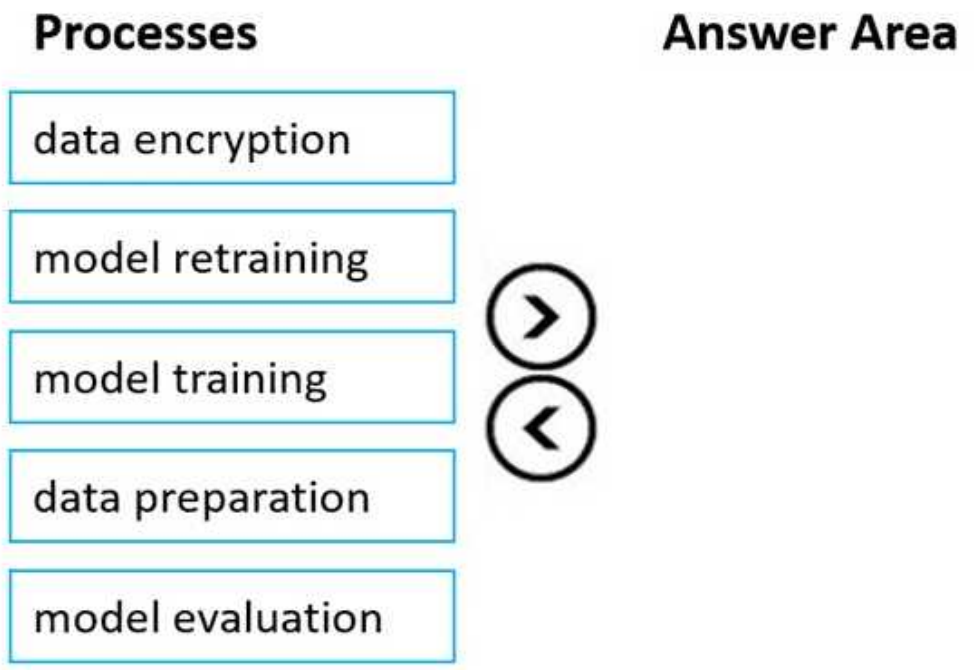
Options A (knowledgeability), B (decisiveness), and E (opinionatedness) are not part of Microsoft’s Responsible AI principles. These terms do not appear in any Microsoft Learn AI-900 curriculum or official responsible AI documentation.

Thus, based on the verified AI-900 study content and Microsoft’s Responsible AI framework, the correct answer is C. Inclusiveness, D. Fairness, and F. Reliability and Safety.

Question 3. (ORDERLIST)

You plan to deploy an Azure Machine Learning model as a service that will be used by client applications.

Which three processes should you perform in sequence before you deploy the model? To answer, move the appropriate processes from the list of processes to the answer area and arrange them in the correct order.



A: data encryption
B: model retraining
C: model training
D: data preparation
E: model evaluation

Answer: D, B, E

Question 4. (HOTSPOT)

You are developing a model to predict events by using classification.

You have a confusion matrix for the model scored on test data as shown in the following exhibit.

Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Answer Area

There are **[answer choice]** correctly predicted positives.

- 5
- 11
- 1,033
- 13,951

There are **[answer choice]** false negatives.

- 5
- 11
- 1,033
- 13,951

Answer:

Answer Area

There are **[answer choice]** correctly predicted positives.

- 5
- 11
- 1,033
- 13,951

There are **[answer choice]** false negatives.

- 5
- 11
- 1,033
- 13,951

Question 5. (Single Select)

A company employs a team of customer service agents to provide telephone and email support to customers.

The company develops a webchat bot to provide automated answers to common customer queries.

Which business benefit should the company expect as a result of creating the webchat bot solution?

A: increased sales
B: a reduced workload for the customer service agents
C: improved product reliability

Answer: B

Explanation:

Full Detailed Explanation with exact Extract from your Official Study guide and Trained Data at least 250 to 300 words in

The correct answer is B. a reduced workload for the customer service agents.

According to the Microsoft Azure AI Fundamentals (AI-900) official study guide and Microsoft Learn module "Describe features of common AI workloads", conversational AI solutions such as chatbots are primarily

designed to automate repetitive and routine customer interactions. The key business value emphasized in these materials is operational efficiency—chatbots allow organizations to respond to a high volume of customer queries without relying solely on human agents. This results in reduced workload, lower operational costs, and faster response times.

Microsoft's AI-900 learning objectives highlight that AI can be applied to automate tasks that previously required human interaction. In the context of customer support, a webchat bot powered by Azure AI services (such as Azure Bot Service or Azure Cognitive Services for Language) can handle frequently asked questions like order status, password resets, or basic troubleshooting. This allows human agents to focus their time and skills on more complex issues that require empathy, reasoning, or decision-making—tasks that AI cannot yet handle as effectively.

Additionally, the AI-900 course materials explain that one of the measurable business benefits of deploying AI-driven chatbots is improved efficiency and scalability. Chatbots can handle thousands of simultaneous interactions, something that human teams cannot easily do. As a result, the organization experiences reduced operational pressure on support staff, improved customer satisfaction due to quicker responses, and optimized resource utilization.

Options A and C are incorrect because chatbots do not directly influence sales growth or product reliability. While increased customer satisfaction might indirectly support sales, it is not the primary or guaranteed outcome of implementing a chatbot. Similarly, product reliability is tied to engineering quality, not customer service automation.

Therefore, based on the official AI-900 study materials and Microsoft Learn concepts, the best and verified answer is B. a reduced workload for the customer service agents.

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