Architecting agentic AI business solutions Training

Duration: **3 Day**

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Architecting Agentic AI Business Solutions (AB-100) is an advanced course for experienced solution architects who need to design, orchestrate, and govern AI-powered business solutions using Microsoft technologies.

Delivered over three instructor-led days, the course focuses on building agentic-first architectures that bring together **Microsoft Azure, Dynamics 365, Microsoft 365, Microsoft Power Platform, Copilot Studio, and Microsoft Foundry**.

Participants learn how to plan, design, and deploy AI-powered business solutions that are scalable, secure, and aligned with responsible AI practices. The programme goes beyond technical architecture by also addressing business value, cost, governance, security, application lifecycle management, and organisational transformation.

The course is aligned with the **AB-100: Architecting Agentic AI Business Solutions** certification exam. By the end of the programme, participants will be better prepared to lead AI transformation initiatives, design multi-agent solutions, and implement governance, security, and lifecycle strategies for AI-centric architectures.

Prerequisites

Participants should have:

- Advanced experience with Microsoft Azure, Dynamics 365, Microsoft 365, and Microsoft Power Platform,
- Experience designing enterprise-scale solutions,
- Working knowledge of AI concepts, including generative AI and large language models,
- Familiarity with Copilot capabilities and cloud architecture principles.

Who Should Attend

This course is designed for:

- Solution Architects designing AI-powered business applications,
- Enterprise Architects leading organisational AI transformation programmes,
- Senior Consultants implementing Microsoft AI, Dynamics 365, or Power Platform solutions,
- Technical leaders responsible for AI governance, security, and architecture.

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What You Will Learn

By the end of the course, participants will be able to:

- Plan AI-powered business solutions that align with organisational strategy and measurable outcomes,
- Design agentic-first architectures using Microsoft Copilot, Copilot Studio, Microsoft Foundry, and Dynamics 365,
- Architect multi-agent solutions across Microsoft 365 and Power Platform,
- Evaluate return on investment and total cost of ownership for AI initiatives,
- Design secure, compliant, and responsible AI solutions with suitable governance controls,
- Implement monitoring, testing, and application lifecycle management strategies for AI solutions,
- Lead AI adoption discussions and define roadmaps for enterprise transformation.

Training Outline

Planning AI-Powered Business Solutions

This section focuses on analysing organisational requirements, assessing agent use cases, and defining an AI strategy.

Analyse Requirements for AI-Powered Solutions

- Assess the use of agents for task automation, analytics, and decision support
- Evaluate data readiness for grounding based on accuracy, relevance, and availability
- Organise enterprise data to support interoperability with AI systems

Design an AI Strategy for Business Solutions

- Apply the Cloud Adoption Framework for Azure to AI adoption
- Define an agentic-first architecture strategy
- Design multi-agent solutions with Microsoft 365 Copilot, Copilot Studio, and Microsoft Foundry
- Identify situations where prebuilt agents are appropriate
- Determine when to extend an existing agent or create a custom one
- Define rules, constraints, and knowledge sources for AI components
- Develop prompt libraries and prompt engineering standards
- Identify use cases for custom and small language models
- Incorporate AI Centre of Excellence principles
- Design cross-application AI solutions across Dynamics 365 workloads

Evaluate Cost, Value, and Architectural Choices

- Define return on investment criteria
- Evaluate total cost of ownership
- Perform ROI analysis for AI-powered business processes
- Determine when to build, buy, or extend AI capabilities
- Implement intelligent model routing strategies

Designing AI-Powered Business Solutions

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This section examines how agent and AI capabilities can be architected across the Microsoft ecosystem.

Design AI and Agents for Business Applications

- Architect Copilot experiences in Dynamics 365 for customer experience and service
- Design custom Copilot integrations and connectors
- Design task agents, autonomous agents, and prompt-driven agents
- Design topics, actions, and fallback strategies in Copilot Studio
- Select appropriate Microsoft Foundry tools and generative capabilities
- Integrate AI into Power Apps canvas applications
- Apply the Power Platform Well-Architected Framework to intelligent workloads
- Choose between natural language processing, conversational language understanding, and generative orchestration
- Design agent flows and behaviours, including reasoning and voice capabilities

Design Extensible AI Solutions

- Design custom AI models in Microsoft Foundry
- Extend Microsoft 365 Copilot and Copilot Studio with Model Context Protocol
- Design automation scenarios using Computer Use capabilities
- Optimise solution design through Microsoft 365 collaboration tools such as Teams and SharePoint

Orchestrate Prebuilt Agents and Applications

- Configure AI capabilities across Dynamics 365 finance, supply chain, customer experience, and service
- Orchestrate Microsoft 365 Copilot for Sales and Service
- Evaluate Power Platform AI capabilities, including AI Hub
- Integrate additional knowledge sources into finance and operations agent experiences

Deploying AI-Powered Business Solutions

This section focuses on monitoring, testing, ALM, security, governance, and responsible AI.

Monitor, Analyse, and Optimise AI Solutions

- Design monitoring strategies for agents and AI components
- Analyse telemetry and user feedback
- Identify performance issues
- Apply appropriate tuning strategies
- Improve agent reliability and behaviour using data-driven insights

Manage Testing of AI-Powered Solutions

- Define validation criteria for custom AI models
- Evaluate prompt effectiveness and alignment with best practices
- Design end-to-end test scenarios across multiple Dynamics 365 workloads
- Develop AI-assisted test case strategies

Design Application Lifecycle Management for AI

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- Define ALM processes for AI models, agents, and data
- Manage lifecycle processes for Copilot Studio agents and connectors
- Design ALM for AI across Dynamics 365 finance, supply chain, customer experience, and service

Design Security, Governance, and Responsible AI

- Architect secure environments for agents and models
- Design governance frameworks for AI solutions
- Mitigate vulnerabilities, including prompt manipulation
- Address data residency requirements
- Implement access control and audit trail compliance
- Align solutions with Microsoft Responsible AI principles

Certification

This course prepares participants for the Microsoft certification exam:

AB-100: Architecting Agentic AI Business Solutions

Skills measured in the exam include:

- **Plan AI-powered business solutions:** 25–30%
- **Design AI-powered business solutions:** 25–30%
- **Deploy AI-powered business solutions:** 40–45%

Business Benefits

Organisations that develop AB-100-level architectural capability can:

- Accelerate AI adoption through structured architectural strategies,
- Reduce risk with secure and governed AI implementations,
- Improve return on investment from AI programmes,
- Enable scalable AI integration across platforms,
- Lead enterprise-wide AI transformation with greater confidence and control.