Microsoft

AI-900

Microsoft Azure AI Fundamentals

QUESTION & ANSWERS

QUESTION 1

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?

Describe Artificial Intelligence workloads and considerations

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

Correct Answer: b

QUESTION 2

Your company is exploring the use of voice recognition technologies in its smart home devices. The company
wants to identify any barriers that might unintentionally leave out specific user groups.
This an example of which Microsoft guiding principle for responsible AI?

Describe Artificial Intelligence workloads and considerations

 A. accountability
 B. fairness
 C. inclusiveness
 D. privacy and security

Correct Answer: C

Explanation/Reference:

Reference: https://docs.microsoft.com/en-us/learn/modules/responsible-ai-principles/4-guiding-principles

QUESTION 3

HOTSPOT
To complete the sentence, select the appropriate option in the answer area.

Answer Area

The ability to extract subtotals and totals from a receipt is a capability of the [▼] service.

Custom Vision
Form Recognizer
Ink Recognizer
Text Analytics

Section: Describe fundamental principles of machine learning on Azure

Correct Answer:

Answer Area

The ability to extract subtotals and totals from a receipt is a capability of the [▼] service.

Custom Vision
Form Recognizer
Ink Recognizer
Text Analytics

Explanation/Reference:

Accelerate your business processes by automating information extraction. Form Recognizer applies advanced
machine learning to accurately extract text, key/value pairs, and tables from documents. With just a few
samples, Form Recognizer tailors its understanding to your documents, both on-premises and in the cloud.
Turn forms into usable data at a fraction of the time and cost, so you can focus more time acting on the
information rather than compiling it.
Reference:
https://azure.microsoft.com/en-us/services/cognitive-services/form-recognizer/

QUESTION 4

HOTSPOT
To complete the sentence, select the appropriate option in the answer area.

Answer Area

Azure Machine Learning designer lets you create machine learning models by

adding and connecting modules on a visual canvas.
automatically performing common data preparation tasks.
automatically selecting an algorithm to build the most accurate model.
using a code-first notebook experience.

Section: Describe fundamental principles of machine learning on Azure

Correct Answer:

Answer Area

Azure Machine Learning designer lets you create machine learning models by

adding and connecting modules on a visual canvas.
automatically performing common data preparation tasks.
automatically selecting an algorithm to build the most accurate model.
using a code-first notebook experience.

Explanation/Reference:

Reference: https://docs.microsoft.com/en-us/azure/machine-learning/concept-designer

QUESTION 5

Which two scenarios are examples of a conversational AI workload? Each correct answer presents a complete
solution.
NOTE: Each correct selection is worth one point.

Section: Describe features of conversational AI workloads on Azure

A. a telephone answering service that has a pre-recorder message
B. a chatbot that provides users with the ability to find answers on a website by themselves
C. telephone voice menus to reduce the load on human resources
D. a service that creates frequently asked questions (FAQ) documents by crawling public websites

Explanation/Reference:

B: A bot is an automated software program designed to perform a particular task. Think of it as a robot without
a body.
C: Automated customer interaction is essential to a business of any size. In fact, 61% of consumers prefer to
communicate via speech, and most of them prefer self-service. Because customer satisfaction is a priority for
all businesses, self-service is a critical facet of any customer-facing communications strategy.
Incorrect Answers:
D: Early bots were comparatively simple, handling repetitive and voluminous tasks with relatively straightforward algorithmic logic. An example would be web crawlers used by search engines to automatically
explore and catalog web content.
Reference:
https://docs.microsoft.com/en-us/azure/architecture/data-guide/big-data/ai-overview
https://docs.microsoft.com/en-us/azure/architecture/solution-ideas/articles/interactive-voice-response-bot

QUESTION 6

You need to develop a web-based AI solution for a customer support system. Users must be able to interact
with a web app that will guide them to the best resource or answer.
Which service should you use?

Section: Describe features of conversational AI workloads on Azure

A. Custom Vision
B. QnA Maker
C. Translator
Text D. Face

Explanation/Reference:

QnA Maker is a cloud-based API service that lets you create a conversational question-and-answer layer over
your existing data. Use it to build a knowledge base by extracting questions and answers from your semistructured content, including FAQs, manuals, and documents. Answer users' questions with the best answers
from the QnAs in your knowledge base—automatically. Your knowledge base gets smarter, too, as it

continually

learns from user behavior.

Incorrect Answers:

A: Azure Custom Vision is a cognitive service that lets you build, deploy, and improve your own image classifiers. An image classifier is an AI service that applies labels (which represent classes) to images, according to their visual characteristics. Unlike the Computer Vision service, Custom Vision allows you to

specify the labels to apply.

D: Azure Cognitive Services Face Detection API: At a minimum, each detected face corresponds to a faceRectangle field in the response. This set of pixel coordinates for the left, top, width, and height mark the
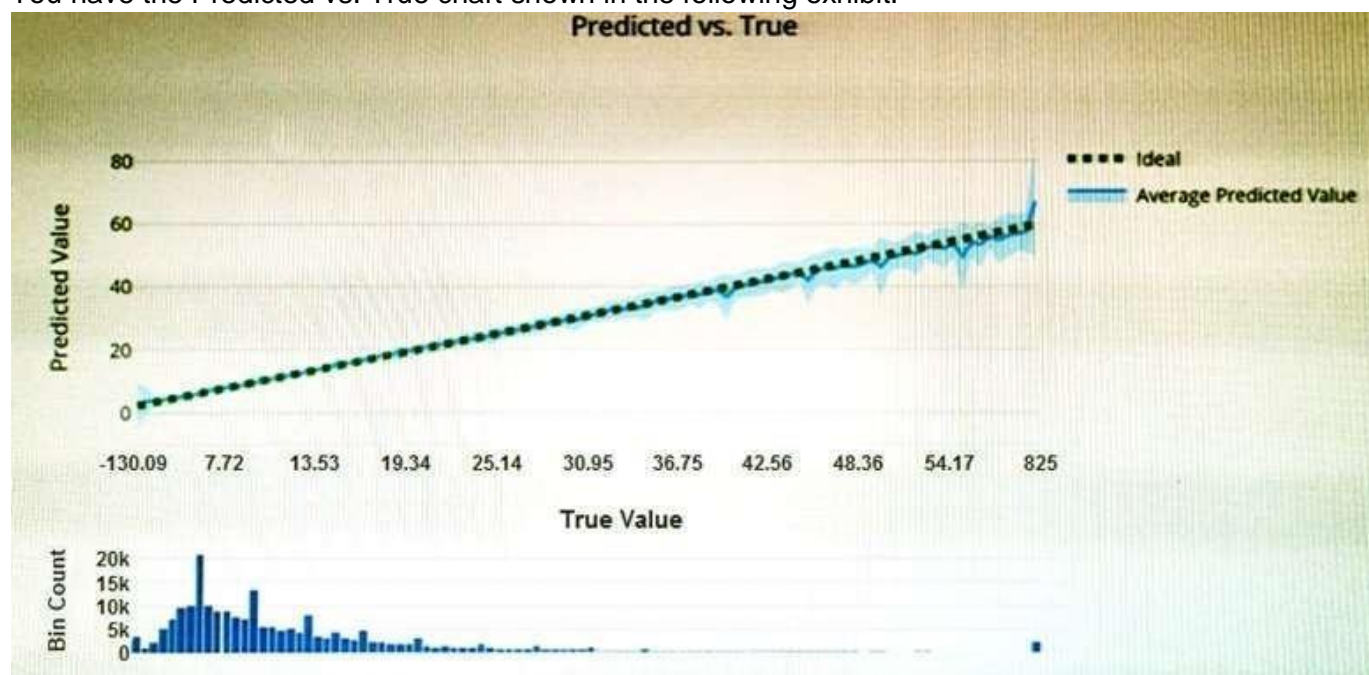
located face. Using these coordinates, you can get the location of the face and its size. In the API response,

faces are listed in size order from largest to smallest. Reference:

https://azure.microsoft.com/en-us/services/cognitive-services/qna-maker/

QUESTION 7

You have the Predicted vs. True chart shown in the following exhibit.

Which type of model is the chart used to evaluate?

Section: Describe fundamental principles of machine learning on Azure

A. classification
B. regression
C. clustering

Correct Answer: B

Explanation/Reference:

What is a Predicted vs. True chart?
Predicted vs. True shows the relationship between a predicted value and its correlating true value for a
regression problem. This graph can be used to measure performance of a model as the closer to the
y=x line
the predicted values are, the better the accuracy of a predictive model.
Reference:
https://docs.microsoft.com/en-us/azure/machine-learning/how-to-understand-automated-m

QUESTION 8

HOTSPOT
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
You can use the Speech service to transcribe a call to text.	O	O
You can use the Text Analytics service to extract key entities from a call transcript.	O	O
You can use the Speech service to translate the audio of a call to a different language.	O	O

Section: Describe features of Natural Language Processing (NLP) workloads on Azure

Correct Answer:

Answer Area

Statements	Yes	No
You can use the Speech service to transcribe a call to text.	◉	○
You can use the Text Analytics service to extract key entities from a call transcript.	◉	○
You can use the Speech service to translate the audio of a call to a different language.	◉	○

Explanation/Reference:

Reference:
https://docs.microsoft.com/en-gb/azure/cognitive-services/text-analytics/overview
https://azure.microsoft.com/en-gb/services/cognitive-services/speech-services/