CertNexus® AgenticAIBIZ™ Exam AGZ-110 Blueprint

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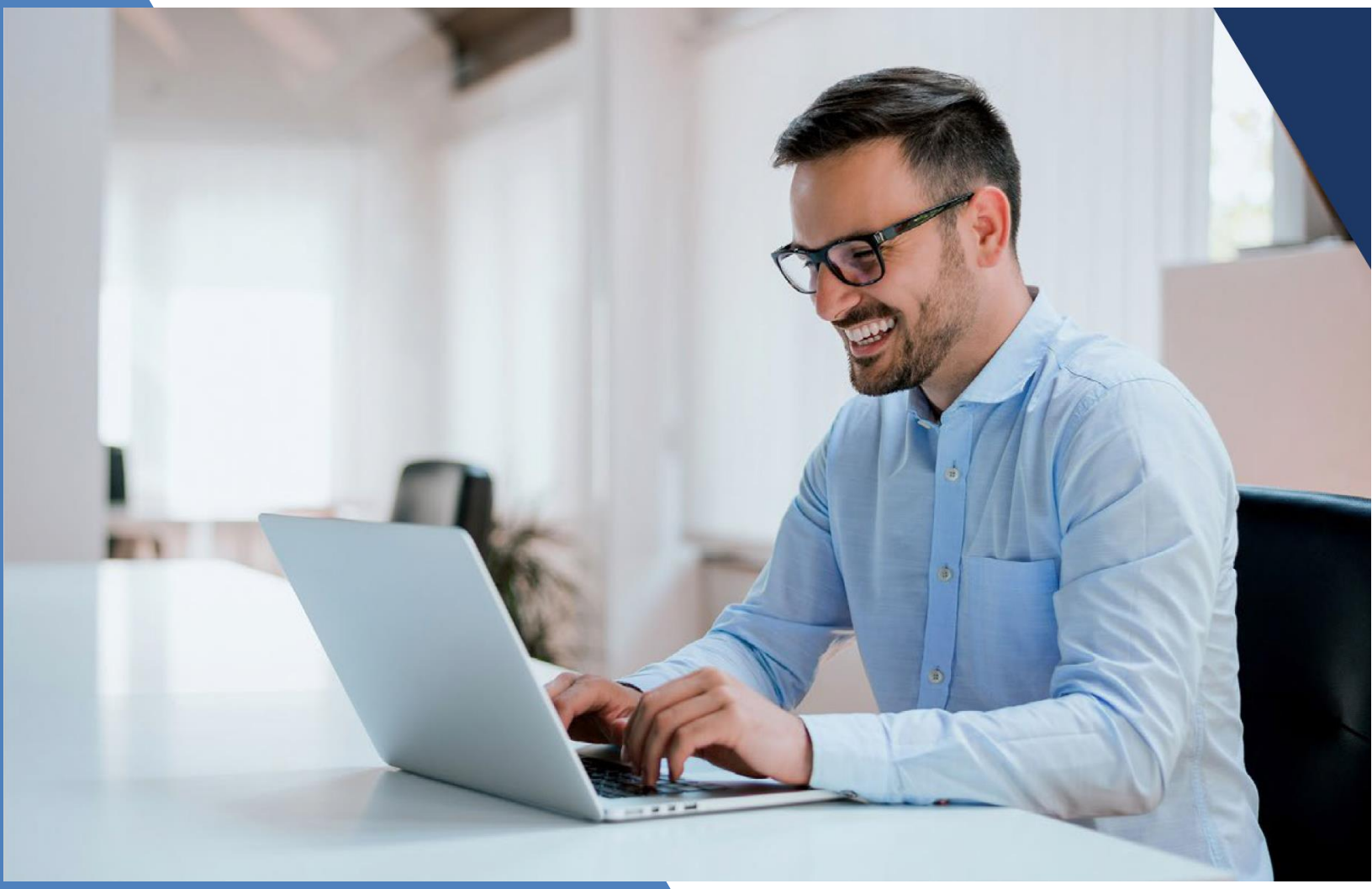

Introduction to CertNexus

CertNexus is a vendor-neutral certification body, providing emerging technology certifications and micro-credentials for business, data, developer, IT, and security professionals. CertNexus' mission is to assist closing the emerging tech global skills gap while providing individuals with a path towards rewarding careers in Cybersecurity, Data Science, Data Ethics, Internet of Things, and Artificial Intelligence (AI)/ Machine Learning (ML).

We rely on our Subject Matter Experts (SMEs) to provide their industry expertise and help us develop these credentials by participating in a Job Task Analysis, Exam Item Development, and determining the Cut Score. We also depend upon practitioners in the field to participate in a survey of the Job Task Analysis and beta testing to ensure that our certifications validate knowledge and skills relevant to the industry.

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CertNexus® AgenticAIBIZ™ (AGZ-110) Exam objectives are subject to change without notice.

CertNexus® AgenticAIBIZ™ Exam AGZ-110

Exam Information

Candidate Eligibility

The AgenticAIBIZ™ assessment requires no application fee, supporting documentation, or other eligibility verification measures for you to be eligible to take it. Simply purchase an access key for the *AgenticAIBIZ™ (Exam AGZ-110): Foundations of Agentic AI* course from the CertNexus Store here. This course includes access to the credential process directly through the CHOICE platform.

Exam Prerequisites

Successful candidates should have a fundamental knowledge of business processes and general business concepts, as well as domain knowledge in agentic AI. It is recommended that candidates acquire domain knowledge by attending the CertNexus® *AgenticAIBIZ™ (Exam AGZ-110): Foundations of Agentic AI* course prior to taking the assessment.

Exam Specifications

Number of Items: 25

Passing Score: 80% or 20/25 items

Duration: Estimated 20-45 minutes; candidates may retake as many times as desired.

Exam Delivery: Online through the CHOICE platform.

Item Formats: Multiple Choice/Multiple Response

Upon successful completion, candidates will earn the CertNexus AgenticAIBIZ credential.

Exam Description

Target Audience:

The AgenticAIBIZ assessment is primarily designed for business leaders, consultants, product and project managers, and other decision makers who are interested in unlocking the power of agentic AI to enhance business processes. Other business professionals who wish to explore agentic AI solutions, including technical practitioners, are also candidates for this assessment.

Exam Objective:

Upon successful completion of the AGZ-110 assessment, business professionals will demonstrate an understanding of what agentic AI is, how it relates to and can benefit business functions, how to identify potential risks, and how to identify the challenges and milestones of implementing agentic AI and becoming an agentic AI–driven organization.

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To ensure that candidates possess the aforementioned knowledge, skills, and abilities, the AGZ-110 assessment will test them on the following domains with the following weightings:

Domain	% of Examination
1.0 Identify Agentic AI Fundamentals	16%
2.0 Determine the Suitability of AI Agents	20%
3.0 Design Agentic Solutions at a High Level	16%
4.0 Manage Agentic AI Risks	20%
5.0 Adopt Agentic AI into the Organization	16%
6.0 Prepare to Execute Agentic Strategy	12%
Total	**100%**

The information that follows is meant to help you prepare for your credential assessment. This information does not represent an exhaustive list of all the concepts and skills that you may be tested on during your assessment. The domains, identified previously and included in the objectives listing, represent the large content areas covered in the assessment. The objectives within those domains represent the specific tasks associated with the job role(s) being tested. The information beyond the domains and objectives is meant to provide examples of the types of concepts, tools, skills, and abilities that relate to the corresponding domains and objectives. All this information represents the industry-expert analysis of the job role(s) related to the credential and does not necessarily correlate one-to-one with the content covered in your training program or on your assessment. We strongly recommend that you study independently to familiarize yourself with any concept identified here that was not explicitly covered in your training program or products.

Domains and Objectives

Domain 1.0 Identify Agentic AI Fundamentals [16%]

Objective 1.1 Identify agentic AI concepts.

- Artificial intelligence
- Machine learning
  - Algorithm vs. model
  - Deep learning
- Generative AI
  - Prompting
- LLMs
  - Foundational models
- Agentic AI
  - Agents
  - Autonomy
  - Context awareness
  - Action taking
  - Differences from chatbots
  - Differences from rule-based automation

Objective 1.2 Identify core components of an agent architecture.

- APIs
- BMT framework
- “Conscience” layer

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    - Hard constraints vs. soft constraints
    - Guardrails
    - Policies
    - Oversight
- STA loop
- Agent-architecture diagrams

Domain 2.0 Determine the Suitability of AI Agents [20%]

Objective 2.1 Analyze business processes for automation potential.

- Characteristics of agent-suitable tasks
    - Ambiguity/variability in inputs
    - Multi-step reasoning
    - Context-dependent decisions
- Agent-inappropriate and human-mandatory work
    - High-stakes decisions
    - Highly unpredictable environments
    - Formal authority/licensing
- Factors that determine agentic benefit
    - Variability
    - Judgment
- Exceptions
    - Frequency
    - Complexity
- BPA
    - Process mapping
    - Decision identification
- Stakeholder input
    - Process owners
    - Frontline employees
    - IT/security teams

Objective 2.2 Assess the value and feasibility of agentic AI.

- Agentic shift
- Efficiency gains vs. complexity costs
- Data availability
    - Structured vs. unstructured data
    - Real-time data
    - External data sources
- Tool constraints
    - API access
    - Rate limits
    - Permissions
- Talent availability and skills
    - Technical skills
    - Process/domain skills
    - Governance/risk skills
    - Change/adoption skills
    - Skills development
- LLM costs
    - Tokens

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    - Input vs. output
    - Contributing factors
    - Cost savings
- Costs of cloud models
    - Long-term costs
    - Usage spikes
    - Pricing changes
    - Vendor lock-in
- Costs of local models
    - Upfront costs
    - Hardware costs
    - Infrastructure costs
    - Operational costs
- Additional costs
    - Governance/compliance costs
    - Risk mitigation/liability costs
    - Monitoring/observability costs

Objective 2.3 Identify real-world use cases.

- Operations/manufacturing use cases
    - Predictive-maintenance coordination
    - Production-schedule optimization
- IT/cybersecurity use cases
    - Helpdesk resolution
    - Cloud cost optimization
- HR use cases
    - Candidate screening/scheduling
    - Employee onboarding/offboarding
- Finance use cases
    - Invoice processing
    - Expense-report validation
- Customer-support use cases
    - End-to-end ticket resolution
    - Returns/refund processing
- Additional use cases
    - Sales
    - Compliance
    - Reporting

Domain 3.0 Design Agentic Solutions at a High Level [16%]

Objective 3.1 Select appropriate agent design patterns.

- Agent modalities
    - Text
    - Structured data/code
    - Vision
    - Audio/voice
    - System interaction
    - Multimodality
- Reasoning patterns
    - One-shot design
    - Iterative design

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- Single vs. multi-agent environments
    - Benefits and drawbacks
    - Use cases
- Fine tuning
- Agentic toolsets
    - RAG
    - Action-taking tools
    - Orchestration tools

Objective 3.2 Identify memory and context strategies.

- Agent memory
    - Conversation history
    - User preferences
    - Past decisions
- Short-term vs. long-term memory
    - Benefits and drawbacks
    - Use cases
- Context windows
    - Current user input
    - System instructions
    - Retrieved documents
- Context-window size
    - Effects of exceeding window size
    - Options for handling exceeded window size
- Information decay
    - Decay effects
        - Relevance
        - Accuracy
        - Priority
        - Context drift
    - Strategies for managing decay
- Recall vs. cost
    - Risks of maximizing one vs. the other
    - Balanced approach

Domain 4.0 Manage Agentic AI Risks [20%]

Objective 4.1 Identify the technical risks of agentic AI.

- Confabulation/hallucination
- Misinformation and misleading content
- Limitations of training data
- Other quality issues
    - Tonal issues
    - Contradicting responses to same inputs
    - Industry-specific risks
- Vibe coding/agentic coding
- Agent overreach
    - Forms
        - Authority
        - Task
        - Decision
        - Confidence

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        - Causes
        - Consequences
    - Tool misuse
        - Examples
        - Causes
    - Prompt injection
        - Malicious goals
        - Methods
        - Effects
    - Reliance on cloud models
    - Failure modes
        - Common failure patterns
        - Characteristics of well-designed failure modes

Objective 4.2 Identify the business risks of agentic AI.

- Governance
- Employee impact
- Future of work
- Operational risks
- Data risks
- Brand reputation/consumer-trust risks
- Legal issues
    - Intellectual property/copyright
    - AI laws and regulations
- Ethics
    - Privacy
    - Accountability
    - Transparency/explainability
    - Fairness/non-discrimination
    - Safety/security

Objective 4.3 Design safety and oversight mechanisms.

- Risk assessment
    - Dimensions of risk to focus on
    - Approaches
- HITL
    - Purpose
    - Approaches
        - Human review before action
        - Human review after action
        - Human intervention in response to uncertainty
        - Human as trainer
    - Applicability
    - Tradeoffs
- Safe autonomy boundaries
    - Dimensions
        - Action
        - Data access
        - Domain
    - Tradeoffs
    - Principle of least privilege
- Escalation triggers

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        - Low confidence/high uncertainty
        - Policy violations/risk flags
        - Tool failures/conflicting outputs
    - Built-in auditability/accountability measures
        - Decision/action logging
        - Tool/constraint traceability
        - Versioning/configuration tracking

Domain 5.0 Adopt Agentic AI into the Organization [16%]

Objective 5.1 Plan agent initiatives.

- Project planning
- Resource requirements
    - People
    - Data
    - Infrastructure
- Model selection
    - Capability/reasoning quality
    - Reliability/scalability
    - Latency
- Cost drivers
    - Token usage
    - Model calls per task
    - Model tier selection
- API usage awareness
- ROI metrics
    - Efficiency gains
    - Cost reduction
    - Revenue impact
- Efficiency benchmarks
    - Speed
    - Throughput
    - Accuracy

Objective 5.2 Prepare the organization for agent adoption.

- Governance frameworks for agentic systems
    - Approaches
        - Centralized
        - Federated
        - Embedded
    - Benefits and drawbacks
    - Use cases
- Change management
    - Change agents
    - Knowledge translators
    - HITL
- Workforce impact
- Policy development
- Ethical/responsible deployment
    - Upholding the five ethical principles
- Organizational-readiness indicators
    - Strategy

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    - Governance
    - Data

Domain 6.0 Prepare to Execute Agentic Strategy [12%]

Objective 6.1 Prioritize agent workflows and applications.

- Short-term vs. long-term opportunities
    - Business value
    - Risk
    - Complexity
    - Execution path
- Dependency mapping
    - Dependencies
        - Data
        - System/infrastructure
        - Human
        - Process
    - Mapping process
- Phased rollouts
- Build vs. buy considerations
    - Influences
    - Advantages and tradeoffs
- Scored use-case lists
    - Criteria
        - Strategic impact
        - ROI potential
        - Implementation complexity
    - Scoring structure

Objective 6.2 Communicate agent strategy to stakeholders.

- Relevant stakeholders
- Communication of agent value to stakeholders
    - Executives
    - Practitioners
    - Customers
- Common objectives
    - Efficiency
    - Quality
    - Responsibility
- Realistic expectations
    - External/internal pressures
    - What to say vs. what not to

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AgenticAIBIZ Acronyms

Acronym	Expanded Form
AI	Artificial intelligence
ANN	Artificial neural network
API	Application programming interface
BMT	Brain–memory–tools
BPA	Business process analysis
DL	Deep learning
GPU	Graphics processing unit
KPI	Key performance indicator
LLM	Large language model
ML	Machine learning
RAG	Retrieval-augmented generation
ROI	Return on investment
STA	Sense–think–act

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