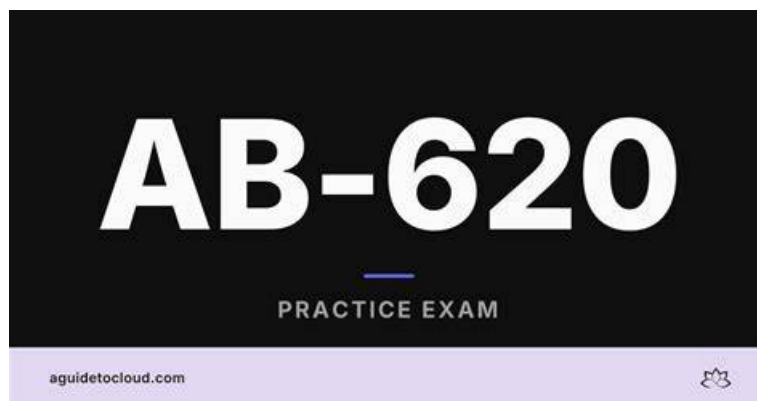


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Microsoft AB-620 Exam Syllabus Topics:

Section	Weight	Objectives
Plan and Configure Agent Solutions	30-35%	- Plan agent solutions • 1. Plan reusable agent components • 2. Plan integration with enterprise systems • 3. Plan responsible AI strategy • 4. Evaluate security and governance considerations • 5. Plan identity strategy • 6. Design agents for internal or external audiences • 7. Plan channels and deployment
Test and Manage Agents	20-25%	- Monitor and manage agent solutions • 1. Test and validate agent behavior • 2. Monitor agent flows and performance • 3. Implement governance and security controls • 4. Apply responsible AI practices • 5. Use Power Platform pipelines and ALM processes • 6. Manage deployments and environments

Integrate and Extend Agents in Copilot Studio	40-45%	- Build advanced agent solutions 1. Configure actions and tools 2. Implement human-in-the-loop workflows 3. Create agent flows 4. Design and implement multi-agent solutions 5. Automate computer-use and orchestration scenarios - Integrate agents with enterprise systems 1. Integrate with Microsoft Foundry and Azure services 2. Use connectors and custom connectors 3. Configure Azure AI Search and enterprise knowledge sources 4. Implement Model Context Protocol (MCP) 5. Integrate REST APIs and external services
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Microsoft Designing and Building Integrated AI Agent Solutions in Copilot Studio Sample Questions (Q120-Q125):

NEW QUESTION # 120

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear on the review screen.

An agent uses a flow that calls an external service which can occasionally fail or time out.

When a failure occurs, the agent must meet the following requirements:

- Must not terminate silently.
- Must send a notification containing the error details.

You need to configure the agent flow so that failures are handled in a controlled and predictable way.

Solution: Retry the failing action without handling failure.

Does the solution meet the goal?

- **A. No**
- B. Yes

Answer: A

Explanation:

Correct:

* Configure run after conditions for failure paths.

You should configure the "Run after" conditions in Power Automate (the underlying flow engine) to handle these failures in a controlled and predictable way.

By default, a cloud flow step only runs if the previous step is successful. If your external service fails or times out, all subsequent steps will normally skip, causing the flow to fail silently from the perspective of the Copilot Studio agent.

How to Configure the Flow for Failure Handling

To meet your requirements, you need to create a parallel or sequential failure path using the following steps:

1. Add your Notification Action

2. Configure "Run After" Settings

Incorrect:

- * Retry the failing action without handling failure.
- * Send a notification with relevant error details.

Reference:

<https://www.matthewdevaney.com/3-power-automate-error-handling-patterns-you-must-know/>

NEW QUESTION # 121

Case Study 1 - Blue Yonder Airlines

Background

Blue Yonder Airlines is a global carrier headquartered in Los Angeles, California, operating domestic and international flights. The company serves millions of passengers annually through its website, mobile app, and call centers. To improve customer service efficiency and reduce call center volume, Blue Yonder is deploying an AI agent in Microsoft Copilot Studio.

The agent will handle customer inquiries across multiple channels - web chat, mobile app, and Microsoft Teams (for internal support staff). It will answer questions, retrieve data from enterprise systems, and escalate to human agents when needed.

The project is led by a cross-function team:

- Product manager: Defines requirements and success metrics.
- Lead agent author: Designs topics, intents, and generative behavior.
- Flow designers: Build agent flows and integrations.
- IT/security and compliance: Oversees identity, data protection, and Responsible AI (RAI) compliance.

Current environment

Channels

Public website: Embedded web chat

Mobile app: In-app chatbot

Microsoft Teams: Internal support agent access

Identity and access

Customers: Anonymous access for general inquiries (e.g., flight status, baggage policy).

Authentication is required for personal data access (e.g., bookings, loyalty points).

Internal staff: Authenticate via Microsoft Entra ID.

Data sources

Reservation and Ticketing System (internal): REST API, no prebuilt connector with custom enterprise database.

Flight Status and Weather APIs (external): REST APIs with API keys.

Customer Support Knowledge Base: SharePoint library with PDFs and policy documents.

Loyalty Program Data: Stored in Dynamics 365 and Dataverse.

Travel Advisory Content: Uses REST API with partner services.

Integration mechanisms

Custom connectors must be used for internal APIs that lack prebuilt connectors.

HTTP request nodes may be used for lightweight external APIs.

Knowledge sources must be used for unstructured content.

Agent flows must be used to encapsulate reusable logic (e.g., rebooking).

Business requirements

Omnichannel support

Deploy the agent across web, mobile, and Teams with a consistent user experience. The Teams deployment must also support internal staff.

Self-service capabilities

The agent must handle common inquiries such as:

- Flight status
- Booking and rebooking
- Loyalty program questions
- Travel policies and baggage rules

Human escalation

If the agent cannot resolve an issue or the user requests help, it must:

- Escalate to a human agent.
- Transfer the conversation transcript and relevant context.
- Redact any sensitive personal data before escalation.

Knowledge integration

The agent must use scalable methods for knowledge integration and must not rely on manually authored Q&A topics for each document.

Performance metrics

First-contact resolution: +25%

Tier-1 call deflection: ≥20%

Response time: 90% of queries answered within 30 seconds

Accuracy: ≥95% for known FAQs

CSAT: ≥85% for AI-handled interactions

Technical requirements

Platform constraints

No custom code is permitted; only Copilot Studio's built-in tools may be used.

All backend logic must be implemented using agent flows.

Markdown must be used for formatting (e.g., bold, bullet points); HTML is not supported.

Authentication

Sign-in is required for personal data access.

Anonymous access is allowed for general inquiries.

User identity must be used for data access; shared or builder credentials must not be used.

Compliance and security

Power Platform DLP policies must be enforced to block unauthorized data flows.

Responsible AI content moderation filters must be enabled.

Prompt modifications must be added to enforce tone, disclaimers, and refusal behavior.

Disclaimers must be applied consistently across all generative responses. Manual edits to individual topics must be avoided.

Monitoring and maintenance

All conversations and actions must be logged for auditing.

Weekly reviews of transcripts and metrics must be conducted.

Topics, flows, and knowledge sources must be updated as policies or systems evolve.

Issues and constraints

API rate limits: External APIs (e.g., flight status) have usage limits. Agent flows must handle retries and caching to avoid exceeding quotas.

Knowledge base limits: Copilot Studio has limits on the number and size of indexed documents.

Large files must be split or summarized.

Generative answer risks: Generative responses must be constrained to avoid policy violations.

Prompt modifications and filters must be used to enforce tone, safety, and compliance.

User input variability: Users phrase questions in diverse ways. Topics must include varied trigger phrases and fallback handling.

Authentication UX: The agent must clearly explain when sign-in is required and handle transitions smoothly across channels.

Problem statement

Blue Yonder Airlines must deploy a secure, scalable, and policy-compliant AI agent using Microsoft Copilot Studio. The agent must deliver accurate, helpful, and safe responses across multiple channels, integrate with enterprise systems, and support both anonymous and authenticated users. It must adhere to strict data protection and Responsible AI standards while improving customer service efficiency and satisfaction.

Drag and Drop Question

You need to determine how the agent in Copilot Studio should integrate with two different systems in the Blue Yonder environment, based on their characteristics and the tools available.

Which integration mechanism should you use for each system? To answer, move the appropriate integrations to the correct system or data sources. You may use each integration once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

System or data source	Integration
Internal Reservation	
Flight Status and Weather Service	

Answer:

Explanation:

Integrations	Copilot agent integration	
HTTP request	System or data source	Integration
Custom connector	Internal Reservation	Custom connector
Dataverse connector	Flight Status and Weather Service	HTTP request
Generative AI knowledge		

Explanation:

Box 1: Custom Connector

Internal Reservation

A Custom Connector is preferable to a HTTP request in this enterprise environment.

Scenario:

Data sources

Reservation and Ticketing System (internal): REST API, no prebuilt connector with custom enterprise database.

Custom connectors must be used for internal APIs that lack prebuilt connectors.

Box 2: HTTP request

Flight Status and Weather Service

Scenario:

Flight Status and Weather APIs (external): REST APIs with API keys

HTTP request nodes may be used for lightweight external APIs.

Reference:

<https://learn.microsoft.com/en-us/connectors/custom-connectors/>

NEW QUESTION # 122

A company wants to use content from a non-Microsoft enterprise knowledge base to ground agent responses.

To meet the business needs, the knowledge source must meet the following requirements:

Support grounding from indexed data.

Use existing access controls from the source system.

Support read-only operations.

You need to determine the correct behavior to meet the requirements.

Which behavior meets each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Copilot connector knowledge behavior	
Requirement	Configuration
Support grounding from indexed data.	Retrieve indexed content Execute runtime operations Retrieve live data at runtime
Use existing access controls from the source system.	Respect existing permissions. Bypass permissions for faster retrieval. Respect existing permissions from agent authors.
Support read-only operations.	Prevent transactional updates. Allow authenticated write operations. Enable updates for enhanced performance.

Answer:

Explanation:

Copilot connector knowledge behavior

Requirement

Support grounding from indexed data.

Use existing access controls from the source system.

Support read-only operations.

Configuration

The configuration interface consists of three stacked dropdown menus. The first menu has three options: 'Retrieve indexed content', 'Execute runtime operations.', and 'Retrieve live data at runtime.'. The second menu has three options: 'Respect existing permissions.', 'Bypass permissions for faster retrieval.', and 'Respect existing permissions from agent authors.'. The third menu has three options: 'Prevent transactional updates.', 'Allow authenticated write operations.', and 'Enable updates for enhanced performance.'.

Requirement	Configuration
Support grounding from indexed data.	Retrieve indexed content
Use existing access controls from the source system.	Respect existing permissions.
Support read-only operations.	Prevent transactional updates.

Explanation:

- * Support grounding from indexed data # Retrieve indexed content
- * Use existing access controls from the source system # Respect existing permissions
- * Support read-only operations # Prevent transactional updates

Microsoft 365 Copilot connectors index non-Microsoft enterprise content into Microsoft Graph for semantic grounding. They preserve source-level access controls so users receive only content they are authorized to access. Because the connector is configured as a knowledge source, its purpose is retrieval-not executing transactional updates. Microsoft Learn: Copilot connectors as knowledge sources

NEW QUESTION # 123

Which two actions should you perform before making the agent available on both channels? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Manually add disclaimers to each topic before publishing.
- B. Embed the web channel and then rely on channel-level settings to enforce content moderation.
- C. Configure Power Platform DLP policies to restrict unauthorized data connectors.
- D. Publish the agent and then enable Responsible AI filters individually for each channel.
- E. Configure prompt modifications to enforce tone, disclaimers, and refusal behavior at the system level.

Answer: C,E

Explanation:

A . Configure prompt modifications at the system level. Centralized instructions enforce the required tone, disclaimers, response boundaries, and refusal behavior consistently across generative responses. Microsoft documents that prompt modification can define an agent's personality, response format, permitted subjects, and behavior when an answer is unavailable. This avoids inconsistent manual changes across individual topics. Microsoft: Prompt modification D . Configure Power Platform DLP policies. DLP policies govern which connectors, knowledge sources, HTTP endpoints, and channels the agent may use. They should be configured and validated before publication because a policy violation can prevent the agent from being published. DLP also protects against unauthorized data movement between business and non-business connectors. Microsoft: Data policies for agents Why the others are incorrect: B creates duplicated, inconsistent disclaimers. C incorrectly treats moderation as a web-channel setting; moderation is configured for generative behavior rather than enforced only by embedding settings. E applies safeguards after publication and assumes filters must be configured separately for every channel, which would not provide the required centralized governance.

NEW QUESTION # 124

A company has an approved custom connector that uses a REST API for an internal system.

An agent in Copilot Studio must call this connector during conversations to retrieve or update data.

To meet the business needs, the solution must meet the following requirements:

Make the connector actions available for the agent to invoke.

Ensure authentication is handled at the service level, not per user.

Pass conversation context into the connector when it is called.

Surface the returned data of the connector to the user in the conversation.

You need to configure the agent and the connector action to meet the requirements.

What should you configure for each requirement? To answer, move the appropriate configurations to the correct requirements. You may use each configuration once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Configurations	REST API Requirement	Configuration
☐ Map topic variables to the tool inputs.	☐ Make connector actions available for agent to invoke.	
☐ Parse the JSON response and assign it to a topic variable.	☐ Handle authentication at service level, not per user.	
☐ Add the connector as a tool in the agent.	☐ Pass conversation context into connector when called.	
☐ Create or reuse a connection for the connector.	☐ Surface connector's returned data to the user.	

Answer:

Explanation:

Configurations	REST API Requirement	Configuration
☐ Map topic variables to the tool inputs.	☐ Make connector actions available for agent to invoke.	☐ Add the connector as a tool in the agent.
☐ Parse the JSON response and assign it to a topic variable.	☐ Handle authentication at service level, not per user.	☐ Create or reuse a connection for the connector.
☐ Add the connector as a tool in the agent.	☐ Pass conversation context into connector when called.	☐ Map topic variables to the tool inputs.
☐ Create or reuse a connection for the connector.	☐ Surface connector's returned data to the user.	☐ Parse the JSON response and assign it to a topic variable.

Explanation:

Requirement

Correct configuration

Make connector actions available for the agent to invoke.

Add the connector as a tool in the agent.

Handle authentication at the service level, not per user.

Create or reuse a connection for the connector.

Pass conversation context into the connector when called.

Map topic variables to the tool inputs.

Surface the connector's returned data to the user.

Parse the JSON response and assign it to a topic variable.

Adding the approved connector as an agent tool exposes its defined REST operations to Copilot Studio. The tool can then be called explicitly from a topic or selected dynamically by generative orchestration, depending on its configuration.

A connector connection stores the authentication configuration required to call the underlying service. Among the provided choices, creating or reusing that connection is the correct service-authentication action. For strict service-level authentication, the tool must additionally be configured under Credentials to use with Maker- provided credentials . Creating a connection alone does not guarantee this behavior if the tool remains configured to use end-user credentials.

Topic variables containing conversation context-such as a customer identifier, ticket number, or requested operation-are mapped to the connector tool's input parameters. This ensures the REST request receives values collected earlier in the conversation.

When the connector returns structured JSON, the relevant values must be parsed and stored in a topic variable. That variable can then be referenced in a message, adaptive card, or subsequent topic node to present the returned information to the user.

Relevant study-guide area: Integrate and extend agents in Copilot Studio # Add tools to agents # Add a tool by using an existing custom connector . See Use connectors in Copilot Studio agents and Add tools to custom agents .

NEW QUESTION # 125

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