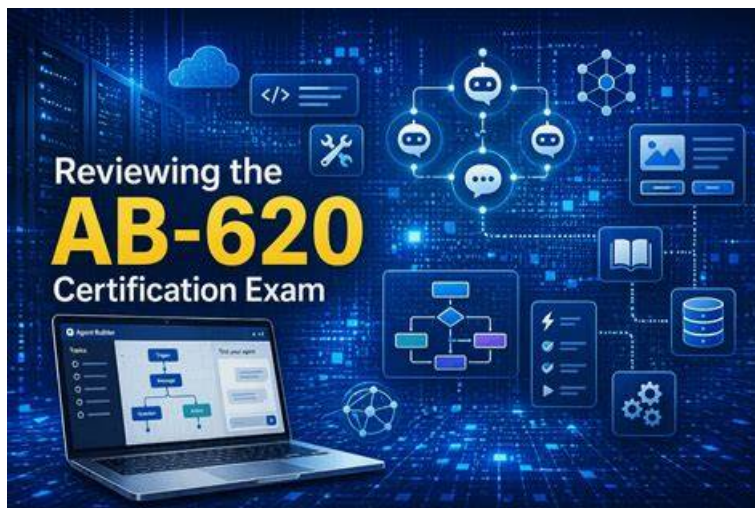


AB-620最新題庫 - AB-620認證指南



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Microsoft AB-620 Exam Syllabus Topics:

Section	Objectives
Topic 1: Plan and Design Copilot Studio AI Agents	- Selecting Copilot Studio capabilities and architecture approach - Designing conversation flows and agent behavior - Requirements analysis for AI agent solutions
Topic 2: Build and Configure AI Agents in Copilot Studio	- Configuring actions, plugins, and connectors - Creating and configuring copilots and topics - Using generative AI and prompt engineering in Copilot Studio
Topic 3: Integrate External Systems and Data Sources	- Integrating Dataverse and Power Platform components - Using Power Automate for workflow orchestration - Connecting Azure services and APIs
Topic 4: Deploy, Monitor, and Optimize AI Agents	- Iterative improvement and lifecycle management - Monitoring performance and analytics - Publishing and deploying copilots
Topic 5: Governance, Security, and Compliance	- Data protection and responsible AI practices - Environment management in Power Platform - Managing access control and authentication

>> AB-620最新題庫 <<

AB-620認證指南 - AB-620考題資訊

數千家公司均依託 Microsoft 標準來提供一個可靠的員工業績評估。此外，數十家擁有自己認證專案的公司也非常信賴 Microsoft 認證，以確保員工具備扎實的技能功底。此舉可以為公司節省大量的時間和開銷。要想順利的一次通過 AB-620 認證，選擇一部優秀的題庫非常必要，KaoGuTi 的專家一直致力於為客戶提供 Microsoft 認證的全真考題及認證學習資料,助您一次通過 Microsoft AB-620 認證考試。

最新的 Microsoft Certified: AI Agent Builder Associate AB-620 免費考試真題 (Q84-Q89):

問題 #84

A company uses an agent in Copilot Studio that produces structured responses using a reusable instruction template. The responses follow the required tone and format. During a compliance review, the team discovers that the responses were generated using a

model that is not on the approved list.

The company requires that the reusable instruction template continues to be used and the model used for prompt-driven responses meets governance requirements.

The solution must ensure that prompt-driven responses are generated using an approved model.

You need to configure the solution that meets the requirements.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Publish the agent so that the model used by prompt-driven responses is updated automatically.
- B. Select an approved model from the Microsoft Foundry model catalog in the configuration that is used for prompt-driven response generation.
- C. Enable citations so generated responses can be traced and comply with governance requirements.
- **D. Ensure the reusable instruction template is the one applied to the agent that generates the structured response.**
- E. Configure Azure AI Search as the grounding source so the approved model requirement is enforced during response generation.
- **F. Add a line to the instruction template that requires the agent to use only approved models when generating responses.**

答案： D,F

解題說明：

To fix the compliance issue in Microsoft Copilot Studio, you must select an approved model from the catalog for generation and ensure the correct template is applied. The two necessary configuration steps are:

[F] Select an approved model from the model catalog in the configuration used for prompt-driven response generation.

[C] Ensure the reusable instruction template is the one applied to the agent that generates the structured response.

Configuration Steps

Model Selection: Open your agent settings in Microsoft Copilot Studio and choose a compliant, approved foundation model from the catalog for your prompt responses.

Template Assignment: Verify and re-apply the correct reusable instruction template directly to the specific agent responsible for generating the structured output.

Reference:

<https://techcommunity.microsoft.com/blog/microsoft365insiderblog/choosing-the-right-ai-model-in-microsoft-365-flexibility-control-and-confidence/4530762>

問題 #85

Case Study 2 - Fabrikam Inc.

Background

Fabrikam Inc. is a Canada-based manufacturer with a growing service organization that supports field technicians and internal operations teams. Fabrikam Inc. plans to launch a new internal agent solution named Operations Concierge to reduce time spent searching policy content, retrieving operational metrics, and executing routine transactions.

The agent will be used by three groups:

- Service coordinators who triage incoming service requests
- Field technicians who need guided procedures and parts availability
- Operations managers who monitor KPIs and exceptions

The agent solution must work in real-world operational conditions. Users often ask questions mid-call with a customer or while coordinating parts shipments. The agents require quick, reliable outcomes. As a result, Fabrikam Inc. requires the solution to:

- Provide grounded answers with traceability when it provides guidance.
- Retrieve real-time metrics when users ask for operational status.
- Execute authenticated updates when users initiate a flow (such as creating a parts request).

Fabrikam Inc. also expects the solution to be maintained by multiple makers and developers across the year. The company has experienced duplicated logic and inconsistent behavior across different agents. This project emphasizes reuse, governance, and maintainability across teams.

Current environment

Fabrikam Inc. runs three Microsoft Power Platform environments for agent development and release: Dev, Test, and Prod.

The team plans to build the agent and validate it in Dev and Test, then promote to Prod by using a controlled release process that supports repeatable deployments.

Fabrikam Inc. already has two assets the team wants to reuse:

- A partially completed Copilot Studio agent named Service Desk Agent, used by IT to create internal tickets and route requests
- A Microsoft Foundry agent created by a central AI team that performs specialized summarization and classification for long-form text (for example, summarizing call transcripts into an incident narrative) Fabrikam Inc. also has operational and knowledge data sources:

- A curated policy library (internal SOPs, service warranty rules, escalation criteria, and standard operating procedures)
 - A set of indexed documents and procedures in an Azure AI Search service that supports vector search for the policy library
 - A Microsoft Fabric workspace that includes a semantic model used by operations leadership for reporting Business requirements
- Fabrikam Inc. requires Operations Concierge to meet the following business requirements:
- Traceability requirement: When the agent provides policy guidance or procedural recommendations, users must be able to see where the answer came from.
 - Metrics requirement: When users ask about service performance (backlog, SLA risk, parts shortages, dispatch delays), the solution must return up-to-date metrics in a structured format that operations managers can use in weekly reviews.
 - Transaction requirement: The solution must support authenticated updates initiated during conversations, including creating a parts request and updating a service case status.

In addition, Fabrikam Inc. wants to avoid duplicating common assets across agents:

- The team must reuse the same set of escalation topics, MCP tool definitions, and a standard safety disclaimer across three different agents.
- Only the platform engineering group is allowed to edit shared assets. However, all agent authors must be able to use them.

Technical requirements

The Fabrikam Inc. solution architecture uses a multi-agent approach so that specialist responsibilities are isolated and can evolve independently.

The Operations Concierge (primary agent) must coordinate the following specialist capabilities:

- Policy and procedure Q&A: Use an enterprise knowledge source that supports indexed retrieval across the curated policy library and service procedures.
- Operational metrics: Delegate metric queries to a Fabric Data Agent that reads governed business data through the Fabric semantic model.
- Authenticated updates: Use tools exposed by an existing internal Model Context Protocol (MCP) server that provides transactional operations for the service organization.
- Specialized processing: Delegate summarization and classification requests to an existing Microsoft Foundry agent.

Fabrikam Inc. will onboard two MCP servers as tools:

- PartsOps MCP server: exposes tools for parts availability checks and parts request creation.

The server requires per-user authentication because actions must be traceable to the requesting user.

- WarrantyRules MCP server: exposes a read-only tool for validating warranty coverage. The server uses an API key shared by the agent team.

Fabrikam Inc. has also defined a collaboration requirement with the existing Service Desk Agent:

- The primary agent must delegate IT-specific requests to the existing Service Desk Agent rather than reimplement ticket creation logic.

Finally, Fabrikam Inc. plans to support a partner integration:

- For shipment tracking inquiries, Fabrikam Inc. will delegate to a partner-provided agent that is only available through a standardized agent-to-agent endpoint.

Issues and constraints

During early testing, Fabrikam Inc. found three recurring problems:

- Makers are copying and modifying the same components across agents, resulting in inconsistent disclaimers and duplicated tools.
- Users can obtain a correct answer, but the response is not consistently traceable to a source when the agent uses knowledge.
- The primary agent can route some requests, but specialist capabilities are not consistently delegated (for example, some metric questions are answered generatively instead of being routed to the Fabric Data Agent).

You are part of the engineering team responsible for correcting the design and configuration to meet the preceding requirements and constraints.

You need to enable Operations Concierge to delegate shipment tracking inquiries according to Fabrikam Inc.'s defined architecture and technical requirements.

Which integration approach should you use?

- A. Configure the partner capability as an MCP tool and invoke it as a transactional operation.
- B. Configure the primary agent to handle shipment tracking through generative responses after publishing.
- **C. Configure the partner capability as an A2A integration and supply its endpoint information.**
- D. Configure the partner capability as an enterprise knowledge source with indexed retrieval enabled.

答案: C

解題說明:

In Microsoft Copilot Studio, when you need your primary agent to interact with a cross-platform, external agent owned by a partner organization, you use the standardized open Agent2Agent (A2A) protocol.

Scenario:

Fabrikam Inc. plans to support a partner integration:

For shipment tracking inquiries, Fabrikam Inc. will delegate to a partner-provided agent that is only available through a standardized

agent-to-agent endpoint.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/add-agent-agent-to-agent>

問題 #86

You need to add Fabrikam Inc. 's MCP servers as a tool so the agent can perform the required operations during conversations. Which setting should you configure for each requirement? To answer, move the appropriate settings to the correct requirements.

You may use each setting 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.

Requirement	Setting
Implement PartsOps MCP server actions in alignment with the technical requirements.	
Configure the WarrantyRules MCP server in alignment with the technical requirements.	
Ensure that the agent has enough server context to decide when to call the MCP server.	

答案:

解題說明:

Requirement	Setting
Implement PartsOps MCP server actions in alignment with the technical requirements.	Select OAuth 2.0 as the authentication type for the MCP server.
Configure the WarrantyRules MCP server in alignment with the technical requirements.	Select API key as the authentication type for the MCP server.
Ensure that the agent has enough server context to decide when to call the MCP server.	Configure a server description about the MCP server role.

Explanation:

PartsOps per-user authentication # OAuth 2.0; WarrantyRules shared team credential # API key; Tool- selection context # Configure a server description that explains the MCP server 's role.

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: The authentication choices must follow the identity requirements of each server. PartsOps performs attributable actions, including parts-request creation, so OAuth 2.0 is the appropriate mechanism for individual users to authorize access without sharing their credentials with the agent. That preserves user context and supports accountability for each transaction. WarrantyRules is explicitly read-only and uses a key shared by the agent team; it should therefore be configured with API-key authentication using the required header or query parameter. Applying the same authentication method to both servers would contradict the stated server designs. Authentication alone does not tell the orchestrator when a server is relevant. A concise, discriminating server description should identify PartsOps as the source for availability checks and parts- request creation and WarrantyRules as the source for warranty validation. Copilot Studio uses the names and descriptions of agents, topics, tools, and knowledge sources during generative orchestration. Accurate metadata reduces accidental calls, prevents the wrong server from handling a request, and makes the multi- agent plan more predictable during testing. Study Guide alignment: Integrate and extend agents in Copilot Studio > Add tools to agents > Configure MCP tools.

問題 #87

A company needs an agent in Copilot Studio to complete tasks by interacting with a legacy desktop application that does not use APIs. The builder needs that UI automation can run in the supported execution context and needs a way to inspect how the automation behaves during testing conversations. to validate To meet the business needs, the solution must meet the following requirements:

- * Enable the agent to perform UI automation against the legacy application.
- * Inspect execution details for the automation during conversations.

You need to configure the agent based on the requirements.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Add a Power Platform Desktop flow to control the desktop app.
- B. Publish the agent so the automation runs in the supported environment automatically.
- C. Access the remote session within the testing pane to monitor the real-time execution of the agent 's desktop interactions.

- D. Configure a custom connector for the desktop app so the agent can automate the UI through authenticated calls.
- E. Enable the Computer use capability.

答案：C,E

解題說明：

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: Computer use is the Copilot Studio capability for operating a website or desktop application's graphical interface when an API is unavailable. Enabling it gives the agent a UI automation tool driven through the supported machine execution context. During testing, the builder can open the computer-use activity or remote session from the agent's activity view to observe steps, inspect logs, and understand failures in real time. Adding a desktop flow is a different deterministic automation technology and is not required by the stated computer-use design.

Publishing alone does not provision the UI automation or its machine. A custom connector cannot automate screen controls when the application exposes no API. The tool should be configured with narrowly scoped instructions, a healthy supported machine, protected credentials, and human confirmation for sensitive actions. Because computer-use behavior is probabilistic and visual interfaces change, the team should test alternate screen states, pop-ups, timing, and recovery, then monitor production sessions under strict access and retention controls. Study Guide alignment: Integrate and extend agents in Copilot Studio > Add tools to agents > Configure and monitor computer use for an agent.

問題 #88

Drag and Drop Question

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.	

答案：

解題說明：

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:

Box 1: Add the connector as a tool in the agent

To make the custom connector actions available for the agent to invoke, the correct configuration action is to add the connector as a tool in the agent.

Box 2: Create or reuse a connection for the connector

The correct configuration action to ensure authentication is handled at the service level (and not per user) is to create or reuse a connection for the connector.

Service-Level Auth: In Copilot Studio, when you use a custom connector, you must establish a connection that determines how

Connection Creation: By creating a connection using a fixed service account or API key-and configuring it to be shared or run under that specific context-the agent authenticates at the system/service level.

Box 3: Map topic variables to the tool inputs

The correct configuration action is to map topic variables to the tool inputs.

When you add a custom connector to an agent in Microsoft Copilot Studio, it functions as a "tool" or an action. To pass specific data—such as conversation context or user details—from the ongoing chat into that connector, you must map the active Copilot Studio topic variables to the input parameters defined by the connector's REST API.

Box 4: Parse the JSON response and assign it to a topic variable

To surface the returned data of the connector to the user in Copilot Studio, the correct configuration action is to parse the JSON response and assign it to a topic variable.

Data Extraction: Custom connectors return raw JSON data from REST APIs.

Variable Storage: Copilot Studio cannot display raw JSON directly to users in a clean way.

User Delivery: You must parse that JSON payload to isolate specific fields and save them into topic variables, which can then be inserted into message nodes for the user to read.

Reference:

<https://learn.microsoft.com/en-us/power-platform/release-plan/2024wave2/microsoft-copilot-studio/create-rest-api-copilot-connectors-copilot-studio>

問題 #89

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