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ABA 620 Final EXAM 2025 COMPLETE EXAM QUESTIONS AND ACCURATE ANSWERS (ALREADY PASSED!!)

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Practice questions for this set

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Terms in this set (26)

Cuddles only grows at Grover when she has food in a bowl and Grover is near Cuddle's food bowl. The fact that the growling behavior occurs at a higher rate in this condition compared to others indicate that there is a	Functional Relation
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Microsoft AB-620 Exam Syllabus Topics:

Section	Objectives
Plan and Design Copilot Studio AI Agents	- Requirements analysis for AI agent solutions - Designing conversation flows and agent behavior - Selecting Copilot Studio capabilities and architecture approach
Integrate External Systems and Data Sources	- Using Power Automate for workflow orchestration - Connecting Azure services and APIs - Integrating Dataverse and Power Platform components
Build and Configure AI Agents in Copilot Studio	- Using generative AI and prompt engineering in Copilot Studio - Configuring actions, plugins, and connectors - Creating and configuring copilots and topics
Governance, Security, and Compliance	- Data protection and responsible AI practices - Environment management in Power Platform - Managing access control and authentication

Deploy, Monitor, and Optimize AI Agents

- Publishing and deploying copilots
- Monitoring performance and analytics
- Iterative improvement and lifecycle management

>> New AB-620 Test Answers <<

Test AB-620 Prep, AB-620 Test Duration

The goal of a Microsoft AB-620 mock exam is to test exam readiness. ActualTestsIT's online Designing and Building Integrated AI Agent Solutions in Copilot Studio AB-620 practice test can be accessed online through all major browsers such as Chrome, Firefox, Safari, and Edge. You can also download and install the offline version of Designing and Building Integrated AI Agent Solutions in Copilot Studio AB-620 Practice Exam software on Windows-based PCs only. You can prepare for the Designing and Building Integrated AI Agent Solutions in Copilot Studio exam without an internet connection using the offline version of the mock exam.

Microsoft Designing and Building Integrated AI Agent Solutions in Copilot Studio Sample Questions (Q63-Q68):

NEW QUESTION # 63

A company needs an agent in Copilot Studio to complete tasks by interacting with a legacy desktop application that does NOT have APIs.

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

The agent must interact with the application's UI.

The execution must run on supported infrastructure.

The builder must be able to observe how the tool runs during execution.

You need to configure the agent based on the requirements.

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.

Setting	Requirement
☐ Enable Computer use tool for the agent.	☐ Agent interacts with the application's UI.
☐ Monitor run details in the agent runtime view.	☐ Execution runs on supported infrastructure.
☐ Use a platform-hosted execution environment.	☐ Builder observes how the tool runs during execution.

Answer:

Explanation:

Setting	Requirement
☒ Enable Computer use tool for the agent.	☒ Agent interacts with the application's UI.
☒ Monitor run details in the agent runtime view.	☒ Execution runs on supported infrastructure.
☒ Use a platform-hosted execution environment.	☒ Builder observes how the tool runs during execution.

NEW QUESTION # 64

You need to prevent an agent from using connectors that could send data to non-approved cloud services outside your organization. What should you configure?

- A. A custom topic
- B. A Data Loss Prevention (DLP) policy in the Power Platform admin center
- C. A trigger phrase blocklist
- D. A knowledge source priority order

Answer: B

Explanation:

DLP policies classify connectors as business or non-business and block data flow between them, preventing an agent from combining approved and unapproved connectors in the same flow.

NEW QUESTION # 65

You create a test set in Copilot Studio to evaluate an agent that answers policy questions and retrieves data from connected knowledge sources.

You run the evaluation and review the following result for one test case:

- Expected response: Digital products are non-refundable after download.
- Actual response: Digital products cannot be refunded once downloaded.
- Result: Pass
- Score: 0.92
- Reasoning: The actual response semantically matches the expected response.
- Knowledge sources used: RefundPolicy_KB
- Tools invoked: None

You need to determine whether additional corrective action is required based on the evaluation results.

Which two actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Accept the result because semantic matching is sufficient for a passing evaluation.
- B. Confirm that the connected knowledge source is functioning as expected.
- C. Investigate external tool configuration for this test case.
- D. Modify the test case because the response is not an exact match.
- E. Rerun the evaluation because the score is below 1.00.

Answer: A,B

Explanation:

No additional corrective action is required for this specific test case. The evaluation shows a successful outcome because the actual response semantically matches the expected response, achieved a high score (0.92), and cited the correct knowledge source without unnecessary tool invocations.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/analytics-agent-evaluation-edit>

NEW QUESTION # 66

You need to evaluate whether the current configuration decisions for the Blue Yonder Copilot agent comply with the company's security and governance policies.

Which compliance status should you assign to each configuration decision? To answer, move the appropriate compliance statuses to the correct configuration decisions. You may use each compliance status 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.

Compliance statuses	Compliance configuration	Compliance status
Compliant	Configuration decision	
Non-compliant	The agent allows anonymous access general inquiries such as baggage policies.	
	The agent uses an open web search to answer questions beyond internal knowledge.	
	The team relies only on default content filters without custom RAI instructions.	
	The agent uses one shared admin credential for all internal data access.	

Answer:

Explanation:

Compliance statuses	Compliance configuration	Compliance status
☒ Compliant	Configuration decision The agent allows anonymous access general inquiries such as baggage policies.	☒ Compliant
☒ Non-compliant	The agent uses an open web search to answer questions beyond internal knowledge.	☐ Non-compliant
	The team relies only on default content filters without custom RAI instructions.	☐ Non-compliant
	The agent uses the shared admin credential for all internal data access.	☐ Non-compliant

NEW QUESTION # 67

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.

Drag and Drop Question

You need to integrate Fabrikam Inc.'s existing Foundry agent so Operations Concierge can delegate summarization requests.

Which action should you perform for each requirement? To answer, move the appropriate actions to the correct requirements. You may use each action 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.

Actions	Foundry agent integrations	Action
Add an external agent of type Microsoft Foundry.	Requirement	
Publish the Copilot Studio agent to enable external calls.	The main agent must be able to call an external Foundry agent.	
Add the Foundry output as an indexed knowledge source.	The external Foundry agent must reference the correct Foundry project and agent.	
Enter the Foundry project endpoint URL to create the connection.		

Answer:

Explanation:

Actions	Foundry agent integrations	Action
Add an external agent of type Microsoft Foundry.	Requirement	Add an external agent of type Microsoft Foundry.
Publish the Copilot Studio agent to enable external calls.	The main agent must be able to call an external Foundry agent.	
Add the Foundry output as an indexed knowledge source.	The external Foundry agent must reference the correct Foundry project and agent.	
Enter the Foundry project endpoint URL to create the connection.		Enter the Foundry project endpoint URL to create the connection.

Explanation:

Box 1: Add an external agent of type Microsoft Foundry.

The main agent must be able to call an external Foundry agent.

The best action to take is to add an external agent of type Microsoft Foundry.

Add an external agent of type Microsoft Foundry: In multi-agent ecosystems (such as Microsoft Copilot Studio), connecting to specialized external agent frameworks like Microsoft Foundry is natively handled by registering or adding that specific system as an external agent type. This allows the orchestration layer of the main agent to properly discover, authenticate, and call the capabilities

of the Foundry agent.

Box 2: Enter the Foundry project endpoint URL to create the connection, The external Foundry agent must reference the correct Foundry project and agent.

Reference:

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

NEW QUESTION # 68

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