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NEW QUESTION: 1

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. Yes
- B. No

Answer: (SHOW ANSWER)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: Retrying the failing action without an error-handling branch does not meet either stated requirement. The flow can still exhaust its retries and terminate without notifying anyone, and repeated calls may be dangerous if the external operation is not idempotent. A controlled design configures run-after conditions so a notification or handling scope executes on failure and timeout, captures an appropriate error message or correlation identifier, and then terminates or continues intentionally. Retry policy is a separate resilience choice. It can help with transient failures when the operation is safe to repeat, but it is not a substitute for handling the final failure. The number, interval, and backoff should be bounded, and non-idempotent requests should use a deduplication mechanism or disable retries. Administrators need enough diagnostic context to locate the failed run without receiving secrets or sensitive payloads. Because the proposed solution only retries, the correct assessment is No. Study Guide alignment: Plan and configure agent solutions > Create and monitor agent flows in Copilot Studio > Implement error handling in agent flows.

NEW QUESTION: 2

A team is standardizing ALM for agents in Copilot Studio.

The team requires a custom solution that includes agents. The solution must support ALM scenarios, such as managing and transporting agent assets across environments and pipeline deployments.

You need to create an ALM-ready custom solution in Copilot Studio.

What should you do?

- A. Export the agent directly and then import it into another environment.
- B. Publish the agent to a channel and use that channel configuration as the ALM container.
- C. Create a new custom solution from the Solutions area.
- D. Export the custom solution as a managed solution and import it into production.

Answer: (SHOW ANSWER)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: The required first action is to create a custom solution from the Solutions area. A solution is the ALM carrier that groups the agent with its related components and enables controlled export, import, pipeline deployment, dependency management, and versioning across environments. Exporting an agent directly is not the supported replacement for solution-based ALM. A channel configuration determines where users can interact with a published agent; it is not a container for development assets. Exporting a managed solution and importing it into production is a later release step and cannot occur until the custom solution exists and contains the agent and its dependencies. After creation, the team should add the existing agent, associated flows, connection references, environment-variable definitions, prompts, and any other required components. Development normally occurs in an unmanaged solution, while a managed build is deployed to Test and Prod. This separation supports repeatable promotion, protects downstream environments from unmanaged edits, and provides a clearer rollback and support boundary. Study Guide alignment: Test and manage agents > Implement application lifecycle management for agents in Copilot Studio > Create a solution.

NEW QUESTION: 3

A team has deployed an agent in Copilot Studio and needs to evaluate whether the agent is meeting its intended goals before expanding usage to a broader audience. The team must evaluate agent performance using a structured and repeatable approach that produces actionable insights. You need to select and apply an appropriate evaluation method by performing the required actions in the correct order. In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Agent performance evaluation sequence

Select the evaluation method and metrics aligned to the criteria.

Collect agent interaction data and evaluation signals.

Review evaluation results and identify improvement opportunities.

Define the success criteria and evaluation objectives.

Answer Area

Answer:

Agent performance evaluation sequence

Select the evaluation method and metrics aligned to the criteria.

Collect agent interaction data and evaluation signals.

Review evaluation results and identify improvement opportunities.

Define the success criteria and evaluation objectives.

Answer Area

Define the success criteria and evaluation objectives.

Select the evaluation method and metrics aligned to the criteria.

Collect agent interaction data and evaluation signals.

Review evaluation results and identify improvement opportunities.

NEW QUESTION: 4

A company configures an agent flow that interacts with multiple systems to complete user requests. The company must integrate external services, retrieve data, and notify users as part of the same automated flow run. To support this scenario, the agent flow must be able to do the following:

- Call an external API.
- Retrieve stored data from a supported internal data source.
- Send a Teams message.

You need to select a connector or action type for each requirement.

What should you use? To answer, move the appropriate connectors or actions to the correct requirements. You may use each connector or 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.

Connector or action

Trigger a notification.

Make an HTTPS request.

Add a standard connector.

Connectors and actions

Requirement

Call an external API.

Retrieve stored data from a supported internal data source.

Send a Teams message.

Connector or action

Answer:

Connector or action

Trigger a notification.

Make an HTTPS request.

Add a standard connector.

Connectors and actions

Requirement

Call an external API.

Retrieve stored data from a supported internal data source.

Send a Teams message.

Connector or action

Make an HTTPS request.

Add a standard connector.

Trigger a notification.

NEW QUESTION: 5

A company is building an agent in Copilot Studio topic that must retrieve real-time status information from an external REST API using a Send HTTP request node.

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

The request must include the required authentication header.

The request must call the endpoint using the correct HTTP method.

The response must be configured with an appropriate response data type based on a schema and saved so the topic can reuse the returned values.

You need to configure the Send HTTP request node.

Which configuration should you use for each requirement? To answer move the appropriate configuration to the correct requirements.

Configurations

Add required headers to the HTTP request.

Set the method to GET in the HTTP request.

Select JSON data type and save response to a variable.

Set the method to PATCH in the HTTP request.

HTTP Request node configuration

Requirement

Configure authentication for the request.

Select the correct HTTP method for retrieving data.

Configure structured data handling and storage of data for reuse in the topic.

Configuration

Answer:

Configurations

Add required headers to the HTTP request.

Set the method to GET in the HTTP request.

Select JSON data type and save response to a variable.

Set the method to PATCH in the HTTP request.

HTTP Request node configuration

Requirement

Configure authentication for the request.

Select the correct HTTP method for retrieving data.

Configure structured data handling and storage of data for reuse in the topic.

Configuration

Add required headers to the HTTP request.

Set the method to GET in the HTTP request.

Select JSON data type and save response to a variable.

NEW QUESTION: 6

You need to design a solution that provides Fabrikam Inc. with a multi-agent design approach with existing agents.

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

Approaches

Delegate the request to a tools-first agent.

Delegate the request to a data-access agent.

Delegate the request to a knowledge-focused agent.

Add all logic directly into a single agent and its child agents.

Multi-agent design patterns

Requirement

Answer policy questions based on technical requirements.

Meet metric requirements.

Meet transaction requirements.

Multi-agent design patterns

Approach

Microsoft

Answer:

Approaches

Delegate the request to a tools-first agent.

Delegate the request to a data-access agent.

Delegate the request to a knowledge-focused agent.

Add all logic directly into a single agent and its child agents.

Multi-agent design patterns

Requirement

Answer policy questions based on technical requirements.

Meet metric requirements.

Meet transaction requirements.

Multi-agent design patterns

Approach

Delegate the request to a knowledge-focused agent.

Delegate the request to a data-access agent.

Delegate the request to a tools-first agent.

Microsoft

NEW QUESTION: 7

A company is configuring an agent in Copilot Studio that uses a generative answers node inside multiple topics.

The company requires responses to meet the following requirements:

- Must use an executive summary format.
- Must apply only within a specific topic.
- Must continue using configured knowledge sources.
- Must comply with connector security controls.

You need to configure a custom prompt to meet the formatting requirements.

Solution: Remove the generative answers node and rely only on the custom prompt to produce formatted responses.

Does the solution meet the goal?

A. Yes

B. No

Answer: [\(SHOW ANSWER\)](#)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: Removing the generative answers node eliminates the component that searches the configured knowledge sources and produces the grounded topic response. A standalone custom prompt can format or transform supplied input, but it does not automatically inherit the topic's selected knowledge sources or reproduce the node's retrieval behavior. The resulting answer could therefore have the requested executive-summary style while failing the grounding requirement. The correct design retains the generative answers node and applies topic-scoped custom instructions to its response, or captures the grounded output in a variable and sends that content through a carefully configured formatting prompt. General knowledge should remain disabled when the topic must use only approved enterprise sources. Connector security and data policies continue to govern the actual source connections and cannot be replaced by prompt text. The proposed removal is consequently not a valid solution. Validation should inspect the retrieved sources, generated answer, final format, and behavior when no authorized source returns relevant content. Study Guide alignment: Plan and configure agent solutions > Configure topics > Configure generative answers node; Configure advanced agent responses with custom prompts.

NEW QUESTION: 8

You need to determine which authentication model should be applied to each Blue Yonder Copilot interaction scenario to comply with the company's security and governance requirements. Which authentication requirement should you apply to each scenario? To answer, move the appropriate authentication requirements to the correct user scenarios. You may use each authentication requirement 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.

Authentication requirements

Allow anonymous access.

Require customer sign-in using an account.

Require internal agent sign-in using Microsoft Entra ID.

Use agent author credentials for authenticated data calls.

Authentication requirements

User scenario

A customer asks, "What is the baggage allowance for international flights?"

A customer asks, "Can I review my upcoming trips?"

An internal support agent accesses the Copilot agent from Microsoft Teams to look up a loyalty member's profile.

Authentication requirement

Answer:

Authentication requirements

Allow anonymous access.

Require customer sign-in using an account.

Require internal agent sign-in using Microsoft Entra ID.

Use agent author credentials for authenticated data calls.

Authentication requirements

User scenario

A customer asks, "What is the baggage allowance for international flights?"

A customer asks, "Can I review my upcoming trips?"

An internal support agent accesses the Copilot agent from Microsoft Teams to look up a loyalty member's profile.

Authentication requirement

Allow anonymous access.

Require customer sign-in using an account.

Require internal agent sign-in using Microsoft Entra ID.

NEW QUESTION: 9

A company is deploying an agent that uses generative responses. During pilot testing, some responses are blocked by responsible AI filtering. The company has Application Insights enabled. You need to enable the following:

- Must implement safeguards to block unsafe or harmful content.
- Must implement protections for user prompts and model-generated responses.
- Must be able to investigate why responses are filtered.



Answer:



NEW QUESTION: 10

An agent in Copilot Studio must retrieve real-time data from an external system that exposes a REST API. The API returns structured JSON responses and requires authentication.

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

The agent calls a REST API during a conversation.

The REST API call runs with proper authentication.

The REST API response is available to the topic at runtime.

You need to configure the REST API 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

- Store the API response in a topic variable.
- Add the API as an indexed knowledge source.
- Build an authenticated connection for the API.
- Configure a REST action and call it from a topic.

REST API

Requirement

- Agent calls a REST API during a conversation.
- REST API call runs with proper authentication.
- REST API response is available to the topic at runtime.



Configuration

-
-
-

Answer:

Configurations

- Store the API response in a topic variable.
- Add the API as an indexed knowledge source.
- Build an authenticated connection for the API.
- Configure a REST action and call it from a topic.

REST API

Requirement

- Agent calls a REST API during a conversation.
- REST API call runs with proper authentication.
- REST API response is available to the topic at runtime.

Configuration

- Configure a REST action and call it from a topic.
- Build an authenticated connection for the API.
- Store the API response in a topic variable.

NEW QUESTION: 11

A company is building an agent that uses an agent flow to retrieve data from an external system and return structured output.

The company needs to create a flow that the agent can invoke to process requests and return results. To support this business need, the flow must meet the following requirements:

Accept parameters from the agent.

Execute an action to retrieve data from the database.

Ensure the agent receives the relevant output information.

Agent flow creation sequence

- Define input values for the flow.
- Create a new agent flow.
- Test the flow run.
- Define output values for the flow.
- Add the connector action and configure the connection.

Answer Area

Answer:

Agent flow creation sequence

- Define input values for the flow.
- Create a new agent flow.
- Test the flow run.
- Define output values for the flow.
- Add the connector action and configure the connection.

Answer Area

- Create a new agent flow.
- Define input values for the flow.
- Add the connector action and configure the connection.
- Define output values for the flow.
- Test the flow run.

NEW QUESTION: 12

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

- Compliant
- Non-compliant

Compliance configuration

Configuration decision

- 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.

Compliance status

-
-
-
-

Answer:

Compliance statuses

- Compliant
- Non-compliant

Compliance configuration

Configuration decision

- 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.

Compliance status

- Compliant
- Non-compliant
- Non-compliant
- Non-compliant

NEW QUESTION: 13

You need to plan how Fabrikam Inc. will reuse shared components across multiple agents while limiting who can change the shared components in Copilot Studio Lite. Which approach should you use for each requirement? To answer, move the appropriate components to the correct requirements. You may use each component 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

Components

Restrict component collection to the primary agent.

Create a component collection and move shared components into it.

Export the primary agent as a solution and copy assets into other agents.

Share the component collection with teammates while controlling edit access.

Reusable components

Requirement

Prevent shared assets from being modified by most builders.

Reuse the same set of components across multiple agents without copying.

Limit a shared set of components so it can be used only by its intended primary agent.

Component

Answer:

Components

Restrict component collection to the primary agent.

Create a component collection and move shared components into it.

Export the primary agent as a solution and copy assets into other agents.

Share the component collection with teammates while controlling edit access.

Reusable components

Requirement

Prevent shared assets from being modified by most builders.

Reuse the same set of components across multiple agents without copying.

Limit a shared set of components so it can be used only by its intended primary agent.

Component

Share the component collection with teammates while controlling ed

Create a component collection and move shared components into it

Restrict component collection to the primary agent.

NEW QUESTION: 14

A solution containing an agent in Copilot Studio is deployed to multiple environments that require different configuration values. Configuration values must vary by environment without modifying the solution contents. Configuration values must meet the following requirements: Allow values to be set during import. Exclude values from the agent definition. Run a dedicated agent instance for each individual environment. You need to configure the application lifecycle management solution. 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. NOTE: Each correct selection is worth one point.

Configurations

- Use channel-specific settings.
- Define environment variables in the solution.
- Publish distinct agent versions for each environment.
- Hardcode the configuration values in the agent configuration.

ALM-related configurations

Requirement

- Allow values to be set during import.
- Exclude values from the agent definition.
- Run a dedicated agent instance for each individual environment.

Configuration

Answer:

The screenshot shows the Copilot Studio configuration interface. It is divided into three main sections: 'Configurations', 'ALM-related configurations', and 'Configuration'. The 'Configurations' section on the left contains four items: 'Use channel-specific settings.', 'Define environment variables in the solution.', 'Publish distinct agent versions for each environment.', and 'Hardcode the configuration values in the agent configuration.'. All four items are highlighted with green rectangular boxes. The 'ALM-related configurations' section in the middle has a 'Requirement' header and three items: 'Allow values to be set during import.', 'Exclude values from the agent definition.', and 'Run a dedicated agent instance for each individual environment.'. The 'Configuration' section on the right has a 'Configuration' header and three items: 'Define environment variables in the solution.', 'Define environment variables in the solution.', and 'Publish distinct agent versions for each environment.'. All three items in this section are highlighted with red rectangular boxes.

NEW QUESTION: 15

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

Answer: ([SHOW ANSWER](#))

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: 16

A company is configuring generative answers for an agent in Copilot Studio.

The agent must use Azure AI Search to retrieve enterprise content, and all responses must be generated by a Microsoft Foundry model.

The agent sometimes generates answers that are not grounded in Azure AI Search content. The company requires that the agent only generate responses when relevant indexed content is retrieved.

You need to configure the agent so that its generative answer behavior meets the organization's requirements.

What should you do?

- A. Use Azure AI Search as a fallback source and enable answer expansion.
- B. Upload documents into the agent and disable fallback responses.

- C. Require grounding for generative answers and use Azure AI Search as the retrieval source.
- D. Enable citations and configure a public model endpoint.
- E. Enable conversational boosting and select a Foundry-approved model.

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed 150 to 250 words of Explanation From [Microsoft AB-620 study guide]: Azure AI Search must be configured as the authoritative retrieval source, with ungrounded or general-knowledge responses disabled. In the retrieval-augmented generation process, Copilot Studio first reformulates the user's question, searches the connected vector index, and supplies relevant results to the Microsoft Foundry-hosted model for response generation. Requiring grounding prevents the model from answering solely from its pretrained knowledge when Azure AI Search returns no sufficiently relevant content. In that situation, the agent should return no generated answer and follow its configured fallback or escalation behavior. Selecting a Foundry model alone does not enforce grounding because model selection controls the generation layer, not the retrieval requirement. Citations provide traceability but likewise do not prevent an unsupported answer. Uploading duplicate documents would introduce another knowledge store and undermine Azure AI Search as the controlled enterprise index. The Azure AI Search connection should identify the intended vector index and use semantic ranking where appropriate. Testing should confirm that valid queries return supported answers and citations, while out-of-scope queries produce no ungrounded response. Study Guide alignment: Integrate and extend agents in Copilot Studio → Connect to Azure AI Search; Integrate agents with Azure → Configure generative answers by using Azure AI Search with Foundry.

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NEW QUESTION: 17

Here is the complete text extracted from the image:

A tenant administrator configures a Copilot connector that indexes content from an external knowledge system into Microsoft Graph.

A builder is building an agent that must:

Use the indexed enterprise knowledge during answer generation.

Avoid duplicating or manually uploading the same content.

Avoid invoking the system as a transactional tool.

You need to configure the agent so that responses are grounded in the authorized knowledge sources.

What should you do?

- A. Add the configured enterprise knowledge source to the agent's knowledge.
- B. Create a new custom connector inside the agent configuration.
- C. Add the connector as a tool and invoke it from a topic.
- D. Upload documents from the external system directly into the agent's file knowledge store.

Answer: A ([LEAVE A REPLY](#))

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: The tenant administrator has already configured a Copilot connector that indexes the external system into Microsoft Graph. The agent should consume that approved enterprise knowledge source from its Knowledge configuration. This lets generative answers retrieve authorized indexed content without recreating the connector, uploading duplicate documents, or treating the source as a callable transaction. Copilot connectors are designed for enterprise search and knowledge grounding; the user's access is evaluated so that responses surface only content the user is permitted to see. A custom connector is appropriate when the agent must call an API or perform an operation, which the scenario explicitly excludes. Adding the connector as a tool would likewise shift the design from retrieval to invocation. Manual file upload would create a second, potentially stale copy and break the administrator-managed indexing lifecycle. After adding the source, the builder should provide a clear name and description, test representative questions, confirm

citations or source attribution, and verify that restricted users cannot retrieve unauthorized material. Study Guide alignment: Integrate and extend agents in Copilot Studio > Connect to enterprise knowledge sources > Connect to Copilot connectors.

NEW QUESTION: 18

An agent in Copilot Studio already exists in a development environment.

You need to prepare the agent so it can be moved to a production environment by using the supported solution-based approach.

You need to create an exportable package that contains the existing agent.

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

NOTE: Each correct selection is worth one point.

- A.** Remove agent topics directly from the solution to prevent export errors.
- B.** Convert the solution to a managed solution so it can be exported.
- C.** Export the unmanaged solution that contains the agent.
- D.** Publish the agent to a channel and export the channel configuration.
- E.** Create a custom solution and add the existing agent to the solution.

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed Explanation From [Microsoft AB-620 Study Guide] First, create a custom solution in the development environment and add the existing agent by selecting Add existing → Agent → Agent. The solution acts as the application lifecycle management package that contains the agent and its dependent components. Required objects such as agent flows, environment variables, connection references, and custom connectors should also be included when applicable.

After the agent and its dependencies are included, export the solution from the development environment. Microsoft's documented procedure starts from the list of unmanaged solutions and exports the solution containing the agent. During the export process, the maker can select the appropriate package type. Production deployments commonly use a managed export, but the source development solution remains unmanaged; it does not need to be converted before export.

Removing topics directly from the solution is specifically discouraged because changing or removing agent components outside the standard Copilot Studio authoring interface can cause export or import failures. Publishing the agent to a channel is also unrelated to creating a solution package. After the solution is imported into production, the imported agent must be configured, tested, and published in that environment.

Relevant study-guide area: Test and manage agents → Implement application lifecycle management for agents in Copilot Studio → Create a solution and add existing agents to a solution. See Export and import agents using solutions.

NEW QUESTION: 19

Users can add content to a paragraph field in a team-managed project, but they cannot @mention other users.

Identify the cause.

- A.** Global permissions
- B.** Field settings
- C.** Issue-level security settings
- D.** Notification settings
- E.** Screen settings
- F.** Project permissions

Answer: ([SHOW ANSWER](#))

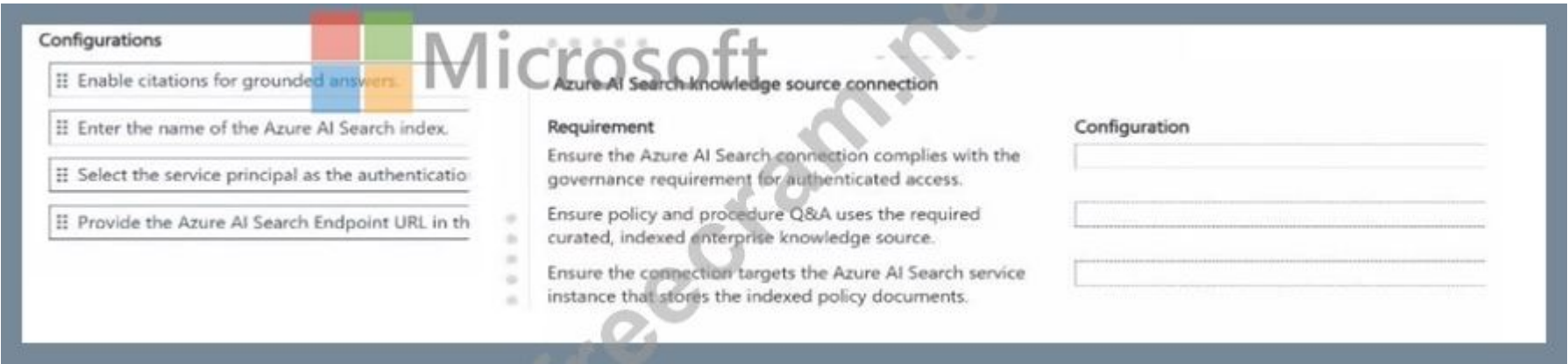
Comprehensive and Detailed Explanation From [Atlassian Jira Cloud Documentation] The cause is the Jira Browse users and groups global permission. Atlassian states that users with this permission can view user names when working with user-picker fields or @mentioning users. Without it, Jira cannot provide the affected users with the complete user directory required to search for and select another person through an @mention.

The fact that users can enter and save ordinary text in the paragraph field confirms that the field is present, editable, and available on the applicable work-item layout. Therefore, field settings and screen settings are not responsible. Notification settings determine how users receive updates after an event and do not control whether names appear in the mention picker. Project permissions and issue-level security can affect whether a particular person can access the project or work item. However, a general inability to search for or mention other users indicates that the initiating users lack the site-wide user-browsing capability. A Jira administrator should review Settings → System → Global permissions and grant Browse users and groups to an appropriate group containing the affected users, subject to the organization's privacy policies.

Relevant documentation topic: Jira Cloud administration → Global permissions → Browse users and groups. See What are global permissions, and what do they control?.

NEW QUESTION: 20

You need to connect Operations Concierge to Fabrikam Inc.'s Azure AI Search knowledge index while complying with security requirements. Which configuration should you use 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



Answer:



Topic 2, 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.

Segment

Current environment

Channels -

Public website: Embedded web chat

Mobile app: In-app chatbot -

Microsoft Teams: Internal support agent access

Segment

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.

Segment

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.

Segment

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).

Segment

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 -

Segment

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.

Segment

Knowledge integration

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

Segment

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

Segment

Technical requirements

Title

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.

Title

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.

Title

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.

Title

Monitoring and maintenance

All conversations and actions must be logged for auditing.

Weekly reviews of transcripts and metrics must be conducted.

Title

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.

Title

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.

NEW QUESTION: 21

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: Terminate the flow immediately on error.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: [\(SHOW ANSWER\)](#)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: Terminating immediately on error makes the failure explicit to the runtime but does not send the required notification. The solution therefore still allows an operator-facing silent failure even though the run status is marked failed. A proper pattern uses Configure run after to enter a notification or catch scope on failure and timeout, collects safe diagnostic details, sends the administrative alert, and only then terminates with the intended status. If notification delivery fails, a secondary monitoring or logging path should still preserve the incident. The error message should include a run or correlation identifier, the failed action, and a concise remediation hint without exposing credentials or sensitive business data. Retry behavior should be configured separately according to idempotency and service characteristics. The proposed immediate termination satisfies neither the communication requirement nor controlled recovery, so the answer is No. Tests should force each expected failure state and confirm both notification delivery and final run status. Study Guide alignment: Plan and configure agent solutions > Create and monitor agent flows in Copilot Studio > Implement error handling in agent flows.

NEW QUESTION: 22

You need to configure generative answers so the agent meets Fabrikam Inc.'s business requirements Which solutions should you use? To answer, move the appropriate solutions to the correct requirements. You may use each solution 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.

Solutions

Upload documents directly into the agent.

Select a model from the Foundry model catalog.

Configure Azure AI Search as the grounding data source.

Instruct the agent to cite sources in knowledge settings.

Azure AI Search and Foundry model solutions

Requirement

Users must be able to trace each answer back to its source.

The agent must retrieve information from a centralized index.

Responses must be generated by an enterprise-approved foundation model.

Solution

Answer:

Solutions

Upload documents directly into the agent.

Select a model from the Foundry model catalog.

Configure Azure AI Search as the grounding data source.

Instruct the agent to cite sources in knowledge settings.

Azure AI Search and Foundry model solutions

Requirement

Users must be able to trace each answer back to its source.

The agent must retrieve information from a centralized index.

Responses must be generated by an enterprise-approved foundation model.

Solution

Instruct the agent to cite sources in knowledge settings.

Configure Azure AI Search as the grounding data source.

Select a model from the Foundry model catalog.

NEW QUESTION: 23

A team is preparing to assess an agent in Copilot Studio before expanding access to additional users.

The team requires an evaluation that provides controlled, repeatable, and consistently measured test runs.

The evaluation must:

- Be triggered directly by the team to control when testing occurs.
- Determine success based on clearly established acceptance criteria.
- Rely on a predefined set of inputs that ensures consistency across repeated runs.

Configurations

Execute the evaluation on demand.

Schedule the evaluation to run automatically at set inter

Use live user conversations as the interaction source.

Compare responses against defined expectations.

Pipeline configurations

Evaluation Requirement

Triggered directly by the team to control when testing occurs.

Determine success based on clearly established acceptance criteria.

Rely on a predefined source that ensures consistency across repeated runs.

Configuration

Answer:

Configurations

Execute the evaluation on demand.

Schedule the evaluation to run automatically at set inter

Use live user conversations as the interaction source.

Compare responses against defined expectations.

Pipeline configurations

Evaluation Requirement

Triggered directly by the team to control when testing occurs.

Determine success based on clearly established acceptance criteria.

Rely on a predefined source that ensures consistency across repeated runs.

Configuration

Execute the evaluation on demand.

Compare responses against defined expectations.

Use live user conversations as the interaction source.

NEW QUESTION: 24

You need to configure the agent in Copilot Studio to meet Blue Vender's Responsible AI and data protection requirements.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Responsible AI and data protection requirements

Add custom prompt modifications.

Conduct adversarial testing.

Define Data Loss Prevention (DLP) policies.

Integrate with Microsoft Purview.

Disable generative answers.

Configure content moderation filters.

Answer Area

1

2

3

Answer:

Responsible AI and data protection requirements



Microsoft

Answer Area

- Add custom prompt modifications.
- Conduct adversarial testing.
- Define Data Loss Prevention (DLP) policies.
- Integrate with Microsoft Purview.
- Disable generative answers.
- Configure content moderation filters.

- 1 Define Data Loss Prevention (DLP) policies.
- 2 Add custom prompt modifications.
- 3 Conduct adversarial testing.

NEW QUESTION: 25

A solution architect is implementing a governance process for an agent developed in Copilot Studio. Before the agent is moved to production, the organization requires a standardized validation process to ensure that updates to the underlying knowledge base do not cause regressions in response accuracy.

The validation process must satisfy the following technical criteria:

Consistency: Execute a fixed library of test cases containing specific user prompts.

Grounding: Measure the quality of the generated output against a verified "golden" response.

Comparison: Provide a performance delta between the current version and previous test runs.

You need to choose an evaluation method that meets the requirements.

What should you use?

- A. Use the Test your agent pane to manually enter questions and verify that the correct topic or action triggers for each turn.
- B. Publish the agent and use channel usage metrics as the primary evaluation method.
- C. Enable Conversation Transcripts in Analytics and perform a keyword search to identify if the agent uses the correct knowledge sources.
- D. Use a predefined test set and compare results against expected outcomes across runs.

Answer: (SHOW ANSWER)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: A predefined test set with expected outcomes is the only option that satisfies consistency, grounding comparison, and repeatable regression analysis. The fixed prompts ensure that each version receives the same inputs. Verified expected responses provide the baseline against which meaning, quality, keywords, or exact output can be scored. Rerunning the same set produces comparable results over time, allowing the team to calculate whether a knowledge-base change improved or degraded performance. The manual test pane is valuable for interactive debugging and inspecting the activity map, but it does not provide the same controlled batch or historical comparison. Channel usage metrics describe adoption and operational behavior, not response correctness. Transcript keyword searches can reveal patterns after deployment but do not establish a golden answer or a controlled experiment. The evaluation method should match the content: compare-meaning for legitimate paraphrases, exact match for fixed values, keyword match for required terms, or a custom rubric for domain-specific quality. Results should be retained or exported when a longer audit history is required. Study Guide alignment: Test and manage agents > Evaluate agent performance > Create a test set; Choose an evaluation method; Review test results.

NEW QUESTION: 26

A company is configuring an agent in Copilot Studio that uses a generative answers node inside multiple topics.

The company requires responses to meet the following requirements:

Must use an executive summary format.

Must apply only within a specific topic.

Must continue using configured knowledge sources.

Must comply with connector security controls.

You need to configure a custom prompt to meet the formatting requirements.

Solution: Configure custom instructions on the existing generative answers node at the topic level so that other topics are not affected.

Does the solution meet the goal?

A. Yes

B. No

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: Applying custom instructions on the existing generative answers node at the topic level meets the scope requirement because only that topic's response behavior is changed. The node remains responsible for searching the configured knowledge sources, so grounding is preserved while the custom instruction imposes an executive-summary structure. Other topics continue using their own node or agent-level behavior. This is different from replacing the generative answers node with an independent prompt tool, which can sever the retrieval path. The topic should keep Search only selected sources configured when source restriction is required, and general knowledge should be disabled if the answer must be based exclusively on enterprise data. Connector authentication and data-policy enforcement remain platform controls and are not weakened by a formatting instruction. The instruction should specify a stable format-such as decision, key facts, risks, and next actions-without asking the model to disclose internal reasoning. Tests should verify both consistent formatting and correct source use under users with different permissions. Study Guide alignment: Plan and configure agent solutions > Configure topics > Configure advanced agent responses with custom prompts; Configure generative answers node.

NEW QUESTION: 27

You create a test set in Copilot Studio to evaluate an agent that answers policy questions and retrieves data from connected knowledge sources. The evaluation threshold is set to 0.80.

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. Choose two.

NOTE: Each correct selection is worth one point.

A. Rerun the evaluation because the score is below 1.00.

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. Accept the result because semantic matching is sufficient for a passing evaluation.

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: The test passed because the score of 0.92 exceeds the configured threshold of 0.80 and the evaluation method recognizes semantic equivalence. The actual answer conveys the same policy meaning as the expected response even though the wording is different, so an exact textual match is unnecessary. The recorded knowledge source is RefundPolicy_KB, which is the expected grounding path; confirming that source behavior is therefore appropriate. No tool was expected or invoked, so investigating tool configuration would add noise rather than address a defect. A score below 1.00 is not itself a failure, and rewriting the expected answer to mirror every valid paraphrase would undermine a meaning-based evaluation. The result can be accepted while still being retained as regression evidence. Reviewers should confirm that the cited or retrieved policy content supports

the non-refund statement and that the chosen threshold reflects the business risk. For fixed codes or legally prescribed phrases, exact match might be preferable, but this natural-language policy answer is correctly evaluated by semantic similarity. Study Guide alignment: Test and manage agents > Evaluate agent performance > Review test results.

NEW QUESTION: 28

An agent calls a flow to a database. The agent requires structured output values to be returned. The agent receives unexpected or empty values. You need to configure the agent so that data is exchanged correctly between the agent and the flow. What should you do?

- A. Validate parameter definitions.
- B. Review the flow run history.
- C. Change the trigger schema.
- D. Add a Parse JSON inside the flow.
- E. Republish the agent.

Answer: (SHOW ANSWER)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: The first configuration check is the contract between the agent and the flow. Input and output parameter definitions must agree on name, data type, required status, and mapping. A flow can complete successfully yet return an empty value to the agent if the response field is not mapped to the declared output or if the agent expects a different type. Validating the parameter definitions therefore addresses the actual data-exchange requirement. Reviewing run history is useful for diagnosis, but it does not correct a mismatched contract by itself. Changing the trigger schema or adding Parse JSON might be necessary in a specific implementation, yet neither should be done before confirming what the caller sends and what the flow returns. Republishing cannot repair an incorrect mapping. The builder should test the flow directly with known values, inspect each action output, verify the final response action, and then test from the agent. Optional and null fields should be handled explicitly, and sensitive outputs should be minimized and protected in logs. Study Guide alignment: Plan and configure agent solutions > Create and monitor agent flows in Copilot Studio > Add input and output parameters.

NEW QUESTION: 29

A company is preparing an agent flow so that it can be invoked by an agent during conversations.

The agent flow must meet the following requirements:

The agent must be able to trigger the flow.

The agent flow must be verified.

You need to prepare an agent flow so that it can be used by the agent.

In which order should you perform the actions to prepare the agent flow? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Agent flow readiness steps	Answer Area	
Configure the invocation trigger that allows the agent to call the agent flow.	1	
Make the agent flow available for agent use.	2	
Validate the agent flow behavior with representative test runs.	3	
Configure the actions that implement the required behavior.	4	
Create a new agent flow artifact in the environment.	5	

Answer:

Agent flow readiness steps	Answer Area
Configure the invocation trigger that allows the agent to call the agent flow.	1 Create a new agent flow artifact in the environment.
Make the agent flow available for agent usage.	2 Configure the invocation trigger that allows the agent to call the agent flow.
Validate the agent flow behavior with representative test runs.	3 Configure the actions that implement the required behavior.
Configure the actions that implement the required behavior.	4 Validate the agent flow behavior with representative test runs.
Create a new agent flow artifact in the environment.	5 Make the agent flow available for agent usage.

NEW QUESTION: 30

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.

Settings

- Use the same authentication type for the MCP servers.
- Configure a server description about the MCP server role.
- Select API key as the authentication type for the MCP server.
- Select OAuth 2.0 as the authentication type for the MCP server.

MCP onboarding options

Requirement

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.

Setting

Answer:

Settings

- Use the same authentication type for the MCP servers.
- Configure a server description about the MCP server role.
- Select API key as the authentication type for the MCP server.
- Select OAuth 2.0 as the authentication type for the MCP server.

MCP onboarding options

Requirement

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.

Setting

- Select OAuth 2.0 as the authentication type for the MCP server.
- Select API key as the authentication type for the MCP server.
- Configure a server description about the MCP server role.

NEW QUESTION: 31

A company is extending agents in Copilot Studio with both external capabilities and enterprise content access. Some user requests require grounded answers, while other requests require executing actions.

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

Ground answers using results from enterprise data.

Invoke callable functions exposed through a standardized tool interface.

Write an update to a system by using an authenticated action during the conversation.

You need to integrate the correct approach to meet the requirements.

Integrations

⌵ Connect to an MCP server and add its tools to the agent.

⌵ Add Dataverse tables as a structured data knowledge source.

⌵ Add a Power Platform connector tool and call it from a topic.

⌵ Add a Copilot connector knowledge source for indexed content.

Integration approaches

Requirement

Ground answers using results from enterprise data.

Invoke callable functions exposed through a standardized tool interface.

Write an update to a system by using an authenticated action during the conversation.

Integration

Answer:

Integrations

⌵ Connect to an MCP server and add its tools to the agent.

⌵ Add Dataverse tables as a structured data knowledge source.

⌵ Add a Power Platform connector tool and call it from a topic.

⌵ Add a Copilot connector knowledge source for indexed content.

Integration approaches

Requirement

Ground answers using results from enterprise data.

Invoke callable functions exposed through a standardized tool interface.

Write an update to a system by using an authenticated action during the conversation.

Integration

⌵ Add a Copilot connector knowledge source for indexed content.

⌵ Connect to an MCP server and add its tools to the agent.

⌵ Add a Power Platform connector tool and call it from a topic.

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NEW QUESTION: 32

A company has agents in Copilot Studio.

The company needs to prevent the agents from using disallowed connectors and insecure data flows. Administrators must be able to enforce the governance controls to prevent and report violations.

You need to enforce governance controls for agents.

What should you do?

A. Configure Application Insights to collect runtime telemetry.

B. Review security FAQs to understand default protections.

C. Review agent analytics to detect risky connector usage.

D. Configure data policies.

Answer: D (LEAVE A REPLY)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: Power Platform data policies are the preventive governance control for connectors, HTTP endpoints, knowledge sources, and combinations of data groups used by Copilot Studio agents. Administrators can classify or block connectors, restrict endpoint use, require authentication, and surface policy violations during authoring or publishing. This meets both enforcement and reporting requirements. Application Insights records runtime telemetry but does not prevent a maker from adding a disallowed connector. Security FAQs provide guidance only. Agent analytics can reveal behavior and usage trends but are detective, not an administrative guardrail. Data policies should be scoped deliberately at tenant or environment level and tested against representative agent configurations. When a violation occurs, Copilot Studio can block publishing and provide downloadable details identifying the policy conflict, enabling the administrator and maker to correct the design. Governance should also include least-privilege connections, environment segmentation, solution-based ALM, and review of exceptions; a broadly permissive policy followed by manual monitoring is not equivalent to enforcing the control at design and deployment time. Study Guide alignment: Plan and configure agent solutions > Plan an agent solution > Evaluate security and governance considerations.

NEW QUESTION: 33

You deploy an agent in Microsoft Copilot Studio that triggers a cloud flow to update customer records in Microsoft Dataverse.

You observe the following after deploying the agent:

Several runs fail because of a temporary authentication issue.

The flow continues to trigger and generate additional failed runs.

You must:

Stop additional failed executions while troubleshooting.

Process a failed execution after resolving the authentication issue.

Validate whether the most recent executions succeeded immediately after resolution.

You need to use the appropriate monitoring and management actions to restore normal flow operation and validate successful execution.

Which action should you perform for each requirement?

Flow monitoring actions 	
Requirement	Action
Stop additional failed executions while troubleshooting.	Delete the flow. Disable the flow. Cancel the most recent run. Modify the trigger condition.
Process a failed execution after resolving the authentication issue.	Restart the flow. Refresh the flow. Resubmit the run. Recreate the trigger.
Validate if the most recent executions succeeded immediately after resolution.	Republish the flow. Review the Activity history. Export the flow to a solution. Inspect the Analytics summary.

Answer:

Flow monitoring actions	
Requirement	Action
Stop additional failed executions while troubleshooting.	Delete the flow. Disable the flow. Cancel the most recent run. Modify the trigger condition.
Process a failed execution after resolving the authentication issue.	Restart the flow. Refresh the flow. Resubmit the run. Recreate the trigger.
Validate if the most recent executions succeeded immediately after resolution.	Republish the flow. Review the Activity history. Export the flow to a solution. Inspect the Analytics summary.

NEW QUESTION: 34

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

Answer: ([SHOW ANSWER](#))

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: The partner capability is described as an agent available only through a standardized agent-to-agent endpoint. That is the defining use case for an Agent2Agent connection. In Copilot Studio, the primary agent is configured with the external agent's A2A message endpoint and the applicable authentication details, after which orchestration can delegate shipment-tracking requests to it. An MCP server exposes tools or resources rather than an independently orchestrated partner agent, so option C changes the integration contract. An indexed knowledge source is also unsuitable because shipment status is dynamic and the requirement is delegation, not retrieval from a copied corpus. Generative responses in the primary agent would have no authoritative live shipment source and would violate the defined architecture. The A2A description should identify shipment tracking precisely so that it does not compete with unrelated agents or tools. Because external-agent support can be preview functionality, Fabrikam should also validate regional availability, authentication, error behavior, latency, and governance before production use. Study Guide alignment: Integrate and extend agents in Copilot Studio > Configure multi-agent collaboration from Copilot Studio > Create a multi-agent solution by using A2A protocol.

Topic 1, Fabrikam inc.

Background

Current Environment:

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.

Business Requirements:

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.'s 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.

NEW QUESTION: 35

You are configuring an agent in Copilot Studio for an organization. The organization uses Microsoft Dataverse, Dynamics 365, and SharePoint Online.

The agent must retrieve information from enterprise systems and internal documents. The agent must meet the following requirements:

- * Must retrieve the current balance of a customer account stored in Dataverse.
- * Must retrieve the real-time shipping status of an order that updates throughout the day in Dynamics 365.
- * Must answer questions based on the content of a static PDF policy document.
- * Must provide a welcome message that does NOT depend on enterprise data.

Solutions	Enterprise data retrieval methods	Solution
Create a manual response in the topic.	Requirement - Retrieve the current balance of a customer account stored in Dataverse. - Retrieve the real-time shipping status of an order that updates throughout the day in Dynamics 365. Answer questions based on the content of a static PDF policy document	
Connect to a Power Platform connector.		
Upload a file to Agents Knowledge Base.		
Configure a generative answer without enterprise data.		

Answer:

Solutions	Enterprise data retrieval methods	Solution
Create a manual response in the topic.	Requirement - Retrieve the current balance of a customer account stored in Dataverse. - Retrieve the real-time shipping status of an order that updates throughout the day in Dynamics 365. Answer questions based on the content of a static PDF policy document	Connect to a Power Platform connector.
Connect to a Power Platform connector.		Connect to a Power Platform connector.
Upload a file to Agents Knowledge Base.		Upload a file to Agents Knowledge Base.
Configure a generative answer without enterprise data.		Create a manual response in the topic.

NEW QUESTION: 36

A company requires an agent in Copilot Studio to answer questions using content stored in a third-party knowledge base system and reuse that content for knowledge grounding.

The agent must ground answers using indexed enterprise knowledge from a non-Microsoft system.

You need to choose the correct integration approach.

What should you use?

- A. Call the third-party API from a topic for each question.
- B. Add a Copilot Studio tool as a real-time knowledge source.
- C. Add a Copilot Studio tool and call it from a topic.
- D. Add a Copilot connector knowledge source for authorized content.

Answer: (SHOW ANSWER)

Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: A Copilot connector knowledge source is the appropriate integration for indexed enterprise content held in a non-Microsoft system. The connector brings authorized content into the Microsoft Graph search index and makes it available for knowledge grounding, while access controls determine which results a user may receive. Calling the third-party API from a topic on every question is a tool pattern and would require the agent to implement retrieval, ranking, and response handling itself. A Copilot Studio tool is also an executable capability, not automatically a knowledge source, so options B and C do not meet the indexed-grounding requirement. After the tenant administrator configures and synchronizes the connector, the builder adds the corresponding enterprise knowledge source to the agent, supplies clear metadata, and tests retrieval and citations. Content lifecycle, crawl status, schema mapping, and permission trimming must be monitored because a technically successful connection can still return stale, poorly ranked, or overexposed content. The design should avoid uploading a second copy that would drift from the connector-managed index. Study Guide alignment: Integrate and extend agents in Copilot Studio > Connect to enterprise knowledge sources > Connect to Copilot connectors.

NEW QUESTION: 37

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.

Settings

Enable Computer use tool for the agent.

Monitor run details in the agent runtime view.

Use a platform-hosted execution environment.

Agent-to-agent integration prerequisites in Copilot Studio

Requirement

Agent interacts with the application's UI.

Execution runs on supported infrastructure.

Builder observes how the tool runs during execution.

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