



**Vendor:** Microsoft

**Exam Code:** AB-620

**Exam Name:** Designing and Building Integrated AI Agent  
Solutions in Copilot Studio

**Version:** DEMO

### QUESTION 1

A company uses multiple Copilot Studio agents that perform specialized tasks.

The company needs to enable one agent to directly delegate and invoke another agent within Copilot Studio by using a standard Copilot Studio interface.

You need to configure collaboration among agents by using Copilot Studio.

What should you do?

- A. Add the target agent as a Microsoft Fabric Data Agent.
- B. Provide A2A endpoint information for the target agent.
- C. Upload documentation about the target agent for referencing.
- D. Add the target agent as an indexed knowledge source.

**Answer: B**

**Explanation:**

The correct step to take is to provide A2A (Agent-to-Agent) endpoint information for the target agent.

Standard Multi-Agent Protocol: The Agent-to-Agent (A2A) protocol is the open, standard framework specifically designed to allow independent agents to directly communicate, discover capabilities via agent cards, and delegate workflows across standard interfaces. Providing the A2A endpoint information allows the orchestrating agent to securely hand off specialized tasks to the target agent.

Incorrect:

[Not A]

Adding the target agent as a Microsoft Fabric Data Agent is a separate, specialized pattern reserved strictly for reasoning over heavy data science pipelines and querying enterprise data lakes (like Lakehouses or Semantic Models). It is not used for standard cross-framework agent collaboration or general delegation within the native Copilot Studio interface.

Reference:

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

### QUESTION 2

A company uses an agent in Copilot Studio that produces structured responses using a reusable instruction template. The responses follow the required tone and format. During a compliance review, the team discovers that the responses were generated using a model that is not on the approved list.

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

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

You need to configure the solution that meets the requirements.

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

NOTE: Each correct selection is worth one point.

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

**Answer:** AE

**Explanation:**

[A]

You must publish the agent to ensure that the updated model settings take effect and that all prompt-driven responses automatically transition to using the approved model across your connected channels.

Changing the generative AI model in Microsoft Copilot Studio modifies the configuration in the authoring canvas, but it does not instantly apply to live users. Publishing the agent pushes these metadata changes to production, ensuring data compliance and governance standards are met.

[E]

To ensure that prompt-driven responses are generated using an approved model while continuing to use your reusable instruction template, you must ensure the reusable instruction template is the one applied to the agent that generates the structured response (specifically by selecting the compliant model within the Copilot Studio agent's settings where the template is run).

Incorrect:

[Not C]

Large Language Models (LLMs) cannot see or change the infrastructure they are running on.

The reality: Adding a text instruction like "Use GPT-4" into a prompt template does not physically change the underlying model being utilized by Copilot Studio. If the agent is configured to use an unapproved model, it will continue to use that model to read your new instruction.

[Not D]

Grounding sources provide factual data, not model governance.

Azure AI Search acts as a Retrieval-Augmented Generation (RAG) data source to prevent hallucinations and provide internal documents to the agent. It does not dictate or enforce which underlying LLM orchestrates and generates the final response text.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/prompt-model-settings>

### QUESTION 3

A team has an agent in Copilot Studio that handles user intake. For some requests, the team wants the agent to delegate work to a Microsoft Foundry agent that performs specialized processing. The Foundry agent already exists.

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

- The primary agent must be able to call the Foundry agent.
- The external agent connection must reference the correct Foundry

project and agent.

You need to integrate the primary agent with the Foundry agent.

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

NOTE: Each correct selection is worth one point.

- A. Add an external agent.
- B. Configure the Copilot Studio endpoint URL.
- C. Configure the project endpoint URL.
- D. Add an indexed knowledge source.
- E. Publish the Copilot Studio agent.

**Answer:** AC

**Explanation:**

[A]

To perform an agent-to-agent integration where a primary Copilot Studio agent delegates tasks to a specialized Microsoft Foundry agent, you must navigate to the primary agent's configuration pages and select the option to add an agent under the Connect to an external agent feature.

[C]

Configuring the project endpoint URL is a nested requirement within the process of adding an external agent. When you create a new connection during the "Add an external agent" workflow, Copilot Studio will prompt you to enter the Foundry project endpoint URL to link to the correct project, followed by entering the specific Agent ID to link the correct agent.

Reference:

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

#### QUESTION 4

A company must enable an agent in Copilot Studio to execute operations exposed by an external MCP server.

The MCP server publishes callable tools and requires authentication.

The agent must be able to invoke MCP tools during conversations.

You need to configure MCP tools so the agent can execute MCP tool calls.

What should you do?

- A. Upload documentation about the MCP server so the agent can answer questions about it.
- B. Enable generative answers so the model can automatically invoke MCP tools.
- C. Publish the agent and rely on default settings for tool availability.
- D. Add the MCP server to the agent's tool configuration.

**Answer:** D

**Explanation:**

You must add a new Model Context Protocol tool to your agent and configure it with OAuth 2.0 authentication settings. This registers the server's published capabilities as native actions that the agent can orchestrate during conversation.

Reference:

<https://learn.microsoft.com/en-us/power-pages/configure/mcp-connect-clients>

## QUESTION 5

Drag and Drop Question

A company needs an agent to answer questions using live enterprise records and to execute a limited set of operations in the same system.

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

- The agent must update a record using authenticated access.
- The agent must answer questions using live data at runtime.
- The agent must avoid indexing enterprise data into a search index.

You need to select the correct Power Platform connector approach for each requirement.

Which option should you use for each requirement? 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                                               | Power Platform connector solutions                                 |          |
|---------------------------------------------------------|--------------------------------------------------------------------|----------|
| Power Platform connector tool.                          | Requirement                                                        | Solution |
| Power Platform connector as real-time knowledge.        | The agent must update a record using authenticated access.         |          |
| Copilot connector knowledge source for indexed content. | The agent must answer questions using live data at runtime.        |          |
|                                                         | The agent must avoid indexing enterprise data into a search index. |          |

**Answer:**

| Solutions                                               | Power Platform connector solutions                                 |                                                         |
|---------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------|
| Power Platform connector tool.                          | Requirement                                                        | Solution                                                |
| Power Platform connector as real-time knowledge.        | The agent must update a record using authenticated access.         | Power Platform connector tool.                          |
| Copilot connector knowledge source for indexed content. | The agent must answer questions using live data at runtime.        | Power Platform connector as real-time knowledge.        |
|                                                         | The agent must avoid indexing enterprise data into a search index. | Copilot connector knowledge source for indexed content. |

**Explanation:**

Box 1: Power Platform connector tool.

The most appropriate choice is to use the Power Platform connector tool.

**Executes Actions:** A tool connector allows the agent to perform actions (like updating a record), whereas a knowledge source is strictly for reading and retrieving data.

**Authenticated Access:** Power Platform connector tools use the user's credentials to securely write back and modify live enterprise records.

**Real-Time Operations:** It interacts directly with the host system API to execute the update instantly.

Box 2: Power Platform connector for real-time knowledge.

The best choice is to use the Power Platform connector for real-time knowledge.

For an agent that must answer from operational systems using live data at runtime without data replication—and execute limited system operations—Power Platform connectors serve as live API bridges.

Box 3: Power Platform connector for real-time knowledge.

The most appropriate option is to use the Power Platform connector for real-time knowledge.

**No Data Replication or Indexing:** Unlike Copilot Graph connectors—which copy and index external enterprise records into Microsoft Graph—Power Platform connectors act as live API bridges. For systems like Salesforce, ServiceNow, or SQL databases, Copilot Studio implements a real-time Retrieval-Augmented Generation (RAG) approach. It relies only on source metadata to build queries at runtime, meaning your actual enterprise records are never ingested, duplicated, or saved to a search index.

**Live System Integration:** This type of connector allows the agent to answer questions directly from live operational systems and preserves security configurations by requiring users to sign in and authenticate using their own source-level permissions.

Reference:

<https://learn.microsoft.com/en-us/microsoft-365/copilot/extensibility/overview-copilot-connector>

## QUESTION 6

A company uses an agent in Copilot Studio to coordinate user interactions.

The company wants the agent to delegate requests to a Microsoft Fabric Data Agent that accesses governed business data.

The agent must retrieve structured analytical data while enforcing data security and scope controls.

You need to select the integration approach that meets the requirements.

What should you use?

- A. A Microsoft Fabric Data Agent and bind it to the model.
- B. A REST API action that queries Fabric tables directly.
- C. A Power Automate flow and call it from a topic.
- D. A Copilot connector knowledge source that indexes Fabric data.

**Answer: A**

**Explanation:**

To coordinate interactions while accessing governed data, you should create a Microsoft Fabric Data Agent and integrate it into Microsoft Copilot Studio using the Add Agent / Generative Orchestration feature.

**Agent-to-Agent Collaboration:** Instead of writing custom APIs, you can publish a specialized Fabric Data Agent in Microsoft Fabric, and then simply bind it as an external agent within Copilot Studio.

**Built-in Security & Scope:** Fabric enforces existing data constraints. Data access runs under the authenticated user's identity, automatically respecting Power BI model-level read permissions, Row-Level Security (RLS), and Object-Level Security (OLS).

**Seamless Context:** This enables multi-step agent orchestration where Copilot Studio routes

queries to the Fabric agent for complex analytical insights (translating natural language to SQL/DAX/KQL) without exposing raw data.

Reference:

<https://learn.microsoft.com/en-us/fabric/data-science/data-agent-microsoft-copilot-studio>

### QUESTION 7

A company uses an agent in Copilot Studio to generate structured responses for internal users.

The agent must meet the following requirements:

- Consistently follow a reusable instruction template for response tone and structure.
- Use an enterprise-approved foundation model for responses generated through the template.

You need to configure custom prompts so the agent uses the Microsoft Foundry model catalog.

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

NOTE: Each correct selection is worth one point.

- A. Publish the agent to apply the Foundry model selection automatically.
- B. Configure Azure AI Search as the grounding source, so the model choice is enforced.
- C. Allow topic authors to define tone and structure directly in topic steps.
- D. Select a model from the Foundry model catalog for the custom prompt configuration.
- E. Create a custom prompt template and apply it where the agent generates the structured response.
- F. Enable citations, so the model is restricted to approved outputs.

**Answer:** DE

**Explanation:**

To configure your Copilot Studio agent to use an enterprise-approved model from the Microsoft Foundry model catalog and apply a consistent, reusable instruction template, follow these exact technical steps:

[D] Step 1: Select and Connect the Model from the Foundry Catalog

You must bridge your Microsoft Foundry (Azure AI Foundry) deployment with Copilot Studio via the prompt configuration panel.

[E] Step 2: Create the Template and Apply It to the Agent Flow

Now, write the reusable instruction template for structured responses and map it to your conversation topics.

Reference:

<https://learn.microsoft.com/en-us/microsoft-365/copilot/employee-self-service/design-best-practices>

### QUESTION 8

Drag and Drop Question

A company integrates an MCP service that exposes ticket-management operations.

The MCP service requires authenticated requests and exposes multiple callable operations that must be selectively governed for agent use.

To meet the business needs, the MCP configuration must meet the following requirements:

- Only the allowed capabilities must be callable during conversations.
- Requests must succeed without embedding credentials in topic steps.
- The agent must be configured to send requests to the correct backend.

You need to configure MCP tools for the agent.

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                                             | Agent-to-agent integration prerequisites in Copilot Studio            |
|------------------------------------------------------|-----------------------------------------------------------------------|
| Server URL                                           | Requirement                                                           |
| API key header X-API-Key                             | Only the allowed capabilities must be callable during conversations.  |
| CreateTicket, EscalateIncident, GetTicket, UpdateSLA | Requests must succeed without embedding credentials in topic steps.   |
|                                                      | The agent must be configured to send requests to the correct backend. |
|                                                      | Setting                                                               |
|                                                      |                                                                       |
|                                                      |                                                                       |
|                                                      |                                                                       |

Answer:

| Settings                                             | Agent-to-agent integration prerequisites in Copilot Studio            |
|------------------------------------------------------|-----------------------------------------------------------------------|
| Server URL                                           | Requirement                                                           |
| API key header X-API-Key                             | Only the allowed capabilities must be callable during conversations.  |
| CreateTicket, EscalateIncident, GetTicket, UpdateSLA | Requests must succeed without embedding credentials in topic steps.   |
|                                                      | The agent must be configured to send requests to the correct backend. |
|                                                      | Setting                                                               |
|                                                      | CreateTicket, EscalateIncident, GetTicket, UpdateSLA                  |
|                                                      | API key header X-API-Key                                              |
|                                                      | Server URL                                                            |

**Explanation:**

Box 1: CreateTicket, EscalateIncident, GetTicket, UpdateSLA

Granular Governance: Copilot agents govern capabilities by explicitly managing the individual tools, functions, or operations they are allowed to call during a session. Selecting specific operations like CreateTicket or GetTicket ensures the agent stays within its permitted scope.

Incorrect:

API Keys handle authentication and identity, not the selective restriction of specific sub-operations.

Server URLs handle routing and network connectivity to the Model Context Protocol (MCP) host, not function-level permissions.

Box 2: API key header X-API-Key

Authentication Security: Setting up an API key header (like X-API-Key) at the connection or agent configuration level ensures that credentials are automatically and securely injected into HTTP request headers by the platform.

Zero Credential Leakage: This satisfies your strict constraint that requests must succeed without embedding credentials in topic steps or hardcoding them into the LLM orchestration logic.



Selective Governance: Once the authenticated channel is safely established via headers, the platform's API policies or Copilot's action guardrails can selectively govern which operations are exposed to the agent.

#### Box 3: Server URL

To configure a Copilot agent to send requests to the correct backend service in a Model Context Protocol (MCP) integration, you must configure the Server URL setting.

When adding an MCP server using the onboarding wizard or custom connectors in Microsoft Copilot Studio, the Server URL is the primary endpoint used to establish the connection and discover the available tools. Once connected, Copilot can selectively govern which callable operations (like CreateTicket or EscalateIncident) are enabled for the agent directly through the Tools & Connections UI.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/agent-extend-action-mcp>

### QUESTION 9

An agent in Copilot Studio must complete tasks by automating interactions with a legacy desktop application that does not use APIs.

During testing, the builder must confirm that the automation runs in a supported execution context and can inspect how each automation step executes during conversations.

To meet the business needs, the solution must:

- Execute UI automation in a supported, platform-managed environment.
- Provide visibility into how automation steps run during agent conversations.

You need to configure the agent based on the requirements.

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

NOTE: Each correct selection is worth one point.

- A. Publish the agent so automation settings are applied at runtime.
- B. Inspect automation execution details by using the agent runtime view.
- C. Enable computer use for the agent so UI automation runs in the supported execution environment.
- D. Add the desktop application as a knowledge source so the agent can reference its UI structure.
- E. Configure a custom connector to simulate UI interactions through REST calls.

**Answer: BC**

**Explanation:**

[B]

The agent runtime view / Activity page is where a builder checks real-time actions and logs. It explicitly provides visibility into how the orchestration engine is making decisions, running individual automation steps, and processing conversation flows.

[C]

Computer use is the precise feature in Copilot Studio designed to automate legacy applications that do not have APIs. Turning it on allows the agent to interact with user interfaces using a

vision-based reasoning layer in a platform-managed environment.

Incorrect:

[Not A]

Publishing the agent makes the bot available to end-users on live channels. While it applies settings to production, publishing is a deployment step rather than a diagnostic or setup step used to confirm execution context or inspect granular automation steps while a builder is actively testing.

Reference:

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/configure-where-computer-use-runs>

## QUESTION 10

Drag and Drop Question

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       | Connectors and actions                                      | Connector or action |
|---------------------------|-------------------------------------------------------------|---------------------|
| Trigger a notification.   | <b>Requirement</b>                                          |                     |
| Make an HTTPS request.    | Call an external API.                                       |                     |
| Add a standard connector. | Retrieve stored data from a supported internal data source. |                     |
|                           | Send a Teams message.                                       |                     |

Answer:

| Connector or action       | Connectors and actions                                      | Connector or action       |
|---------------------------|-------------------------------------------------------------|---------------------------|
| Trigger a notification.   | <b>Requirement</b>                                          |                           |
| Make an HTTPS request.    | Call an external API.                                       | Make an HTTPS request.    |
| Add a standard connector. | Retrieve stored data from a supported internal data source. | Add a standard connector. |
|                           | Send a Teams message.                                       | Trigger a notification.   |

**Explanation:**

Box 1: Make an HTTPS request.

To call an external API within a Copilot agent flow, you should make an HTTPS request.

**Direct API Integration:** It allows the flow to send HTTP requests (GET, POST, PUT, DELETE) directly to any external REST API endpoint.

**Data Retrieval & Actions:** It can both fetch data from external systems and send data to trigger external processes in a single automated run.

**Flexibility:** It does not require a pre-built ecosystem connector, meaning you can connect to any custom or proprietary external service as long as you have the API URL and authentication details.

**Box 2:** Add a standard connector.  
You should add a standard connector.

Standard and custom Power Platform connectors provide the communication interface required for a Copilot agent flow to read from or write to external systems in real-time. They act as wrappers around APIs, enabling the agent to securely authenticate, integrate external services, retrieve stored data from internal data sources, and trigger actions across multiple business applications within a single automated flow run.

**Box 3:** Trigger a notification

**Reference:**  
<https://learn.microsoft.com/en-us/microsoft-copilot-studio/guidance/integrations>

#### QUESTION 11

A team is developing an agent in Copilot Studio and wants to evaluate its behavior before expanding access.

The team needs a repeatable, consistent method to test the agent using predefined interactions.

You need to ensure that agent responses can be evaluated consistently across multiple test runs.

What should you do?

- A. Review evaluation scores from previous production sessions.
- B. Enable telemetry and analytics to monitor intent matches, fallback usage, and response frequency.
- C. Define test sets of prompts and expectations.
- D. Change the evaluation method to a qualitative approach.
- E. Publish the agent to additional channels for broader usage.

**Answer:** C

#### **Explanation:**

Defining test sets of prompts and expectations is the correct and recommended action to take. Microsoft Copilot Studio includes a built-in feature specifically designed for this purpose called Agent Evaluation. This framework replaces subjective spot-checking with automated, scalable regression testing to ensure your agent behaves safely and consistently before you expand user access.

**Reference:**  
<https://techcommunity.microsoft.com/blog/copilot-studio-blog/agent-evaluation-in-microsoft-copilot-studio-is-now-generally-available/4507392>

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