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AB-620

Designing and Building Integrated AI Agent Solutions in Copilot Studio

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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)

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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:

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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.

Question: 1

DRAGDROP

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.



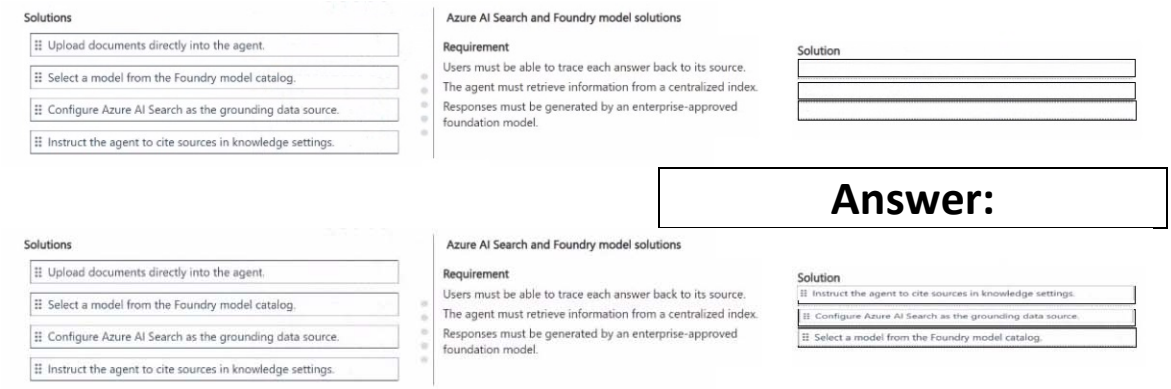
Answer:



Question: 2

DRAGDROP

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.



Answer:

Question: 3

You need to ensure that performance-related questions are handled in accordance with Fabrikam Inc.'s defined architecture and business requirements
Which capability should Operations Concierge use?

A. A Foundry agent configured for summarization and classification.
B. A data agent integrated into the multi-agent solution.
C. An MCP server tool that executes transactional operations.
D. An Azure AI Search knowledge source configured for enterprise policy retrieval.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: A Fabric Data Agent is the capability designed for questions that must be answered from governed analytical data. Fabrikam's backlog, SLA-risk, parts-shortage, and dispatch-delay measures already reside behind a Fabric semantic model, so delegating these requests to the data agent preserves the business definitions, relationships, and security applied in Fabric. The result can be returned in a structured form suitable for weekly operational review rather than being estimated from general model knowledge. A Foundry agent is already assigned to summarization and classification of long-form text; it is not the authoritative source for operational KPIs. An MCP server is appropriate when the user must perform a transaction, such as creating a parts request, but the question asks for performance information rather than an update. Azure AI Search supports document retrieval for policies and procedures, not calculation over the Fabric semantic model. The primary agent's description for the Fabric specialist should explicitly mention the supported metrics so generative orchestration consistently delegates those requests instead of attempting an unsupported generative answer. Study Guide alignment:

Integrate and extend agents in Copilot Studio > Configure multi-agent collaboration from Copilot Studio > Integrate a Fabric data agent.
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Question: 4

You need to enable collaboration requirements for Operations Concierge
Which two actions should you perform? Each correct answer presents part of the solution
Choose two. NOTE: Each correct selection is worth one point

A. Enable allow connections from other agents on the Service Desk Agent.
B. Replace the Service Desk Agent with an MCP server.
C. Publish Operations Concierge to enable delegation automatically.
D. Add the Service Desk Agent as an indexed knowledge source
E. Publish the Service Desk Agent

Answer: A, E

Explanation:
Comprehensive and Detailed Explanation From Microsoft AB-620 Study Guide: The Service Desk Agent must be both published and available for connections from other agents. Publishing establishes a runtime version that the primary agent can call; an unpublished draft is not a valid connected-agent target. On the Service Desk Agent, the setting that allows other agents to connect and use it must also be enabled. Microsoft additionally requires the connected agent to be in the same environment and the maker to own it or have it shared, but those conditions are not offered as choices. Replacing the agent with an MCP server would discard the existing agent's orchestration and ticket-routing logic. Adding it as a knowledge source would expose content for retrieval, not delegate an IT request to another agent. Publishing Operations Concierge alone does not satisfy the prerequisites of the target agent. After connection, the local description in Operations Concierge should clearly define when IT-specific work is delegated, because descriptions influence routing. Any later changes to the Service Desk Agent must be published before the main agent can use the updated version. Study Guide alignment: Integrate and extend agents in Copilot Studio > Configure multi-agent collaboration from Copilot Studio > Integrate an existing agent in Copilot Studio.
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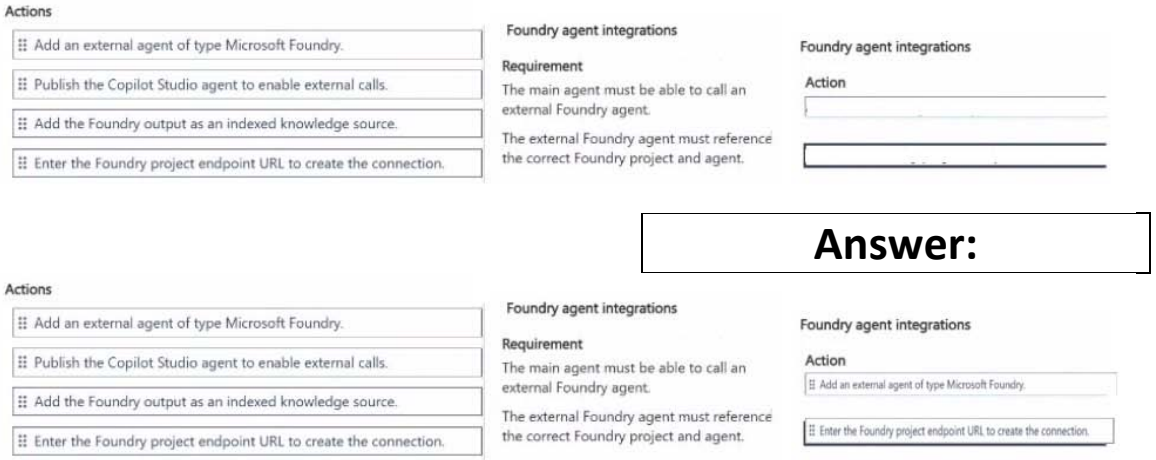
Question: 5

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

Which action should you perform for each requirement? To answer, move the appropriate actions to the correct requirements. You may use each action once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.



Answer:

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