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Exam : **AB-620**

Title : Designing and Building Integrated AI Solutions in Copilot Studio

Version : DEMO

1.DRAG DROP

Case Study
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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.

Current environment
Channels
Public website: Embedded web chat

Mobile app: In-app chatbot
Microsoft Teams: Internal support agent access

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.

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.

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).

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
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.

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

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

Technical requirements
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.

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.

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.

Monitoring and maintenance
All conversations and actions must be logged for auditing.
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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.
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Authentication UX: The agent must clearly explain when sign-in is required and handle transitions smoothly across channels.

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.

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	Answer Area	
Add custom prompt modifications.	1	
Conduct adversarial testing.	2	
Define Data Loss Prevention (DLP) policies.	3	
Integrate with Microsoft Purview.		
Disable generative answers.		
Configure content moderation filters.		

Answer:

Responsible AI and data protection requirements	Answer Area	
Add custom prompt modifications.	1	Define Data Loss Prevention (DLP) policies.
Conduct adversarial testing.	2	Add custom prompt modifications.
Define Data Loss Prevention (DLP) policies.	3	Conduct adversarial testing.
Integrate with Microsoft Purview.		
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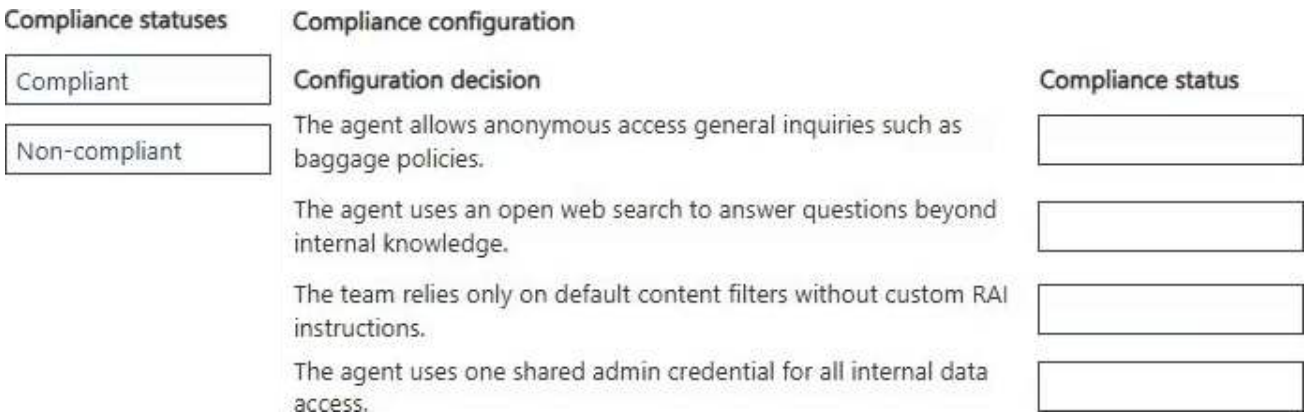
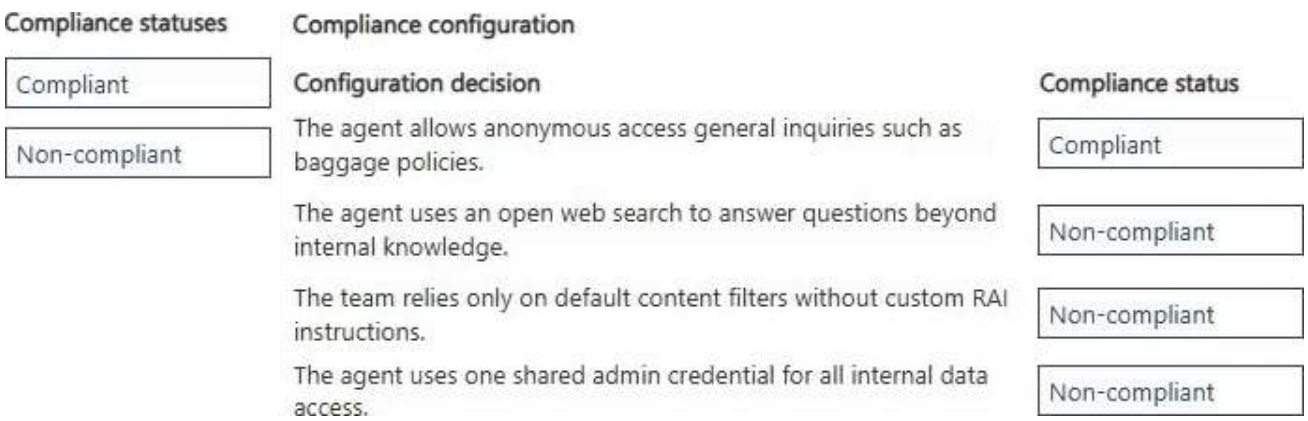
You need to evaluate whether the current configuration decisions for the Blue Yonder Copilot agent comply with the company's security and governance policies.
Which compliance status should you assign to each configuration decision? To answer, move the appropriate compliance statuses to the correct configuration 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.



Answer:



3.DRAG DROP

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Flow designers: Build agent flows and integrations.

IT/security and compliance: Oversees identity, data protection, and Responsible AI (RAI) compliance.

Current environment

Channels

Public website: Embedded web chat

Mobile app: In-app chatbot

Microsoft Teams: Internal support agent access

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).

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Data sources

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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
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You need to deploy the Blue Yonder Copilot agent to the public website and Microsoft Teams while ensuring compliance with the company's security and Responsible AI requirements.
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: AE

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Current environment
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Mobile app: In-app chatbot
Microsoft Teams: Internal support agent access

Identity and access
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Data sources
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You need to configure the Blue Yonder Copilot agent's responses in accordance with the company's content control and platform requirements.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.
A. Add required disclaimer text inside each individual topic.
B. Configure prompt instructions that include disclaimer text.
C. Use Markdown syntax within response content.
D. Insert HTML formatting directly into topic responses.
E. Duplicate disclaimer text across reusable topics.
Answer: BC

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Authentication UX: The agent must clearly explain when sign-in is required and handle transitions smoothly across channels.

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.

You need to configure the agent in Copilot Studio to use internal and external partner knowledge sources to answer user questions about the airline services.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.
A. Use a Microsoft Graph connector to index the partner's travel advisory content.
B. Write individual Q&A pairs for each document as separate topics.
C. Enable unrestricted web search for the agent.
D. Add the internal policy documents as a knowledge source.
Answer: AD