

PRACTICE QUESTIONS

Microsoft

AB-620

AI Agent Builder Associate

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EDITION Free Set 1

QUESTIONS 10

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EXAM Microsoft AB-620, AI Agent Builder Associate

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10 practice questions for the Microsoft AB-620 exam, AI Agent Builder Associate, each followed by its answer and a short explanation. More free sets and the full practice exam: www.aiexamcerts.com/microsoft/ab-620. Spotted a mistake? Email support@aiexamcerts.com with the exam code AB-620 and the question number.

1. Which requirement best distinguishes a suitable agent use case from one better served by a simple web form?
 - A The request is a single field that needs one fixed validation rule
 - B The request varies in wording and needs a conversation plus lookups or actions
 - C The request is identical for every user
 - D The request never involves any stored data

Answer: B

Agents add value where requests vary in wording and need conversation, retrieval or actions across systems. A fixed single-step field is tempting to automate with an agent, but a form is simpler and more predictable. Identical or data-free requests do not need language understanding at all.

2. Testing an agent's conversations before publication is done in the Copilot Studio _____ pane.

Answer: test

The test pane lets a builder run conversations with the agent and inspect the steps it took, which is where topics are debugged before publishing. A published channel is tempting because it shows the agent to real users, but it is the live experience rather than the place to debug. Debugging needs the step-by-step view that the test pane provides.

3. A builder wants a topic to continue only when the user has provided an order number. Which node is most appropriate?
 - A A message node telling the user that an order number is needed
 - B A redirect to the general fallback topic
 - C A question node that asks for the customer's name
 - D A condition node that checks whether the order number variable has a value

Answer: D

A condition node tests the variable and routes the conversation, so the flow proceeds only when the required value is present. A message asking for the number is tempting, but it checks nothing. Redirecting to fallback and asking for a name do not enforce the requirement.

4. Once generative answers are enabled, every question an agent receives is answered from knowledge sources and topics no longer run.
- A True
 - B False

Answer: B (False)

Topics still run for authored paths such as triggers, actions and redirects, and generative answers are one way to respond when no topic matches or when a topic hands off to them. Assuming topics stop running is a common misunderstanding that leads to broken flows. The statement is false.

5. Which two practices help manage an agent's lifecycle after launch? (Choose two.)
- A Maintaining a named owner and a scheduled review for the agent
 - B Deleting the agent's version history to save space
 - C Recording each change together with the approval behind it
 - D Disabling analytics so there is less data to review
 - E Making production changes without a test environment

Answer: A, C

A named owner and scheduled reviews keep the agent current, and recording changes with their approvals supports audit and rollback. Deleting version history is tempting for tidiness, but it removes the rollback path. Disabling analytics and skipping test environments remove the signals and safeguards needed to run the agent safely.

6. Which measure best defines success for an agent that handles product returns?
- A The share of returns completed without a person and checked for accuracy on sampled cases
 - B The number of messages exchanged in the chat
 - C The number of topics created
 - D The number of channels the agent is published to

Answer: A

A completion rate with accuracy checks on sampled cases measures whether returns are handled correctly without a person, which is the business outcome. Message counts are tempting as an engagement measure, but high volume can signal confusion. Topic counts and channel counts describe the build rather than its results.

7. An action must post a message to a Teams channel after an order is approved. Which implementation is most appropriate?
- A A Power Automate flow called as an action that posts the message
 - B A hardcoded message in the greeting
 - C A topic message that asks the customer to notify the team
 - D A knowledge source that lists the channel name, the posting rules and the approvers

Answer: A

A flow called as an action performs the posting and can include error handling, which keeps the work in a governed, reusable component. A hardcoded greeting is tempting because it is simple, but it cannot run when orders are approved. A request for the customer to notify the team and knowledge sources cannot perform actions.

8. Power Platform's packaging feature lets a team move agents from development to test to production as one _____.

Answer: solution (also accepted: package)

A solution packages the agent and its dependencies so they can be exported and imported across environments in a repeatable way. An environment is tempting because it is also part of the lifecycle, but it is the target container rather than the package. A workspace is not the Power Platform term for this package.

9. After a change to a topic, a builder wants to confirm that earlier conversations still work. What should they do?
- A Trust the change because the edited topic looks correct in the editor and the first test worked
 - B Rerun a saved set of test conversations that cover the earlier behavior
 - C Publish immediately and wait for complaints
 - D Test only the topic that was edited

Answer: B

Rerunning saved conversations that cover earlier behavior is a regression check that catches side effects of a change. Trusting an edit that looks right is tempting, but changes often affect other paths. Publishing first and testing only the edited topic both remove the safety check.

10. An agent answers from a public website used as a knowledge source, and the website changes often. What should the builder confirm?
- A That the website never changes
 - B That the website loads quickly on mobile devices
 - C That the knowledge source refreshes on an agreed schedule and the content is approved for answering customers
 - D That the website is hosted in the same region as the agent

Answer: C

Knowledge freshness depends on how the source is refreshed, so the builder should confirm the schedule and that the content is approved for answering customers. Assuming a website never changes is tempting once the design is set, but it leads to stale answers. Page load speed or hosting region does not affect answer quality.