

PRACTICE QUESTIONS

Microsoft

AB-620

AI Agent Builder Associate

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EDITION Free Set 2

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. A stakeholder asks for an agent that will answer anything. What is the best response from the designer?
 - A Agree to build a general-purpose agent with every tool and knowledge source
 - B Define the specific questions, data sources and actions in scope, and agree on what is out of scope
 - C Connect the broadest knowledge source available
 - D Start building and add scope as stakeholders request it

Answer: B

Scoping the questions, data sources, actions and out-of-scope items turns a vague request into something that can be tested. Building everything is tempting because it sounds generous, but a broad agent is harder to test and secure. A broad knowledge source and open-ended building do not resolve the scope problem.

2. A topic's trigger phrases must match the user's message exactly, word for word, for the topic to start.
 - A True
 - B False

Answer: B (False)

Trigger phrases are used to recognize the intent in a user's message, so they match meaning rather than an exact string, and builders add varied phrasings to improve recognition. Relying on exact matching is a common misconception that produces brittle agents. The statement is false.

3. Which artifact is most useful to write before building an agent's topics?
 - A A conversation design listing intents, inputs, outputs and escalation rules
 - B A rollout plan that covers the launch date and the planned communications to users
 - C A deployment checklist for moving the agent to production
 - D A license inventory for the tenant's connectors and the makers who use them

Answer: A

A conversation design that lists intents, inputs, outputs and escalation rules gives the builder a specification to build and test against. A rollout plan is tempting for launch planning, but it describes the release rather than the design. Deployment checklists and license inventories do not specify behavior.

4. Power Automate flows are often called from an agent as _____ because each one performs a defined operation in an external system.

Answer: actions

An action is the unit an agent invokes to read or change data in an external system, with defined inputs and outputs. A topic is tempting because it contains the call, but it defines the conversation rather than the operation. A knowledge source supplies content and does not change anything.

5. Which two topic elements gather or route information during a conversation? (Choose two.)

- A A question node that asks the user for a value and stores the answer in a variable
- B A condition node that branches on the value of a variable
- C A message node that sends a fixed confirmation text
- D A topic description used by the maker for documentation
- E A welcome message shown when the conversation starts

Answer: A, B

Question nodes collect values from users, and condition nodes branch the conversation based on those values, which is the core of topic logic. A fixed confirmation message, a topic description and a welcome message neither gather nor route information. These options only tempt candidates who confuse topic content with the mechanics of the conversation.

6. A maker wants to publish an agent that uses a connector to a financial system. Who should approve use of that connector?

- A The governance or security owner responsible for that data
- B The maker alone, to keep things moving
- C The help desk team that supports the chat channel and its users
- D The end users who will chat with the agent

Answer: A

The owner of the data or system is accountable for whether the connector's access is appropriate, so approval belongs there. Self-approval by the maker is tempting for speed, but it removes independent review. The help desk and end users have no authority over access to the financial system.

7. Which evidence shows that an agent answers a set of policy questions correctly?
- A The builder's own opinion after reading through a handful of the answers in the test pane
 - B Evaluation results from a reviewed question set compared with the expected answers
 - C The number of topics in the agent
 - D The count of conversations handled last week

Answer: B

A reviewed question set compared with expected answers measures correctness across cases and can be repeated after every change. A builder's opinion is tempting because it is quick, but it is not repeatable evidence. Topic counts and conversation volumes say nothing about accuracy.

8. Managed environments add governance controls, such as usage insights and sharing limits, for environments that host business-critical agents.
- A True
 - B False

Answer: A (True)

Managed environments add governance features such as usage insights and sharing limits to protect environments that host important agents. Treating every environment as unmanaged is a gap that organizations often find during audits. The statement is true.

9. Which test is most important before handing an agent to customers in a regulated industry?
- A Testing only the greeting
 - B Testing the average response time for simple questions
 - C Testing sensitive requests and confirming that the agent refuses or escalates
 - D Testing that the agent greets users in every supported language

Answer: C

Sensitive and prohibited cases are where a regulated agent can cause harm, so confirming that it refuses or escalates correctly is the priority. Greeting tests are tempting because the greeting is seen first, but they do not test risk. Response-time and greeting checks matter, but they do not test risk.

10. Which approach passes a secret key to a custom connector most safely?
- A Typing the key into the topic's message text
 - B Storing the key in a shared chat channel
 - C Using the connector's authentication settings to keep the secret out of conversation text
 - D Emailing the key to the developer so that it is stored in an inbox where it can be found later

Answer: C

Connector authentication settings keep the secret out of conversation text and prompts, and they can be changed centrally when the key rotates. Typing the key into a message is tempting because it works immediately, but the text can be logged and displayed. Shared chats and email both create copies that nobody controls.