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PL-200

Microsoft Power Platform Functional Consultant (beta)



Question Set 1

QUESTION 1

HOTSPOT

The owner of a company needs to know who signs into the system.

You need to ensure that the owner can view the user audit logs.

Where does each action need to be performed? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Action	Location
Activate user auditing.	<div> <div></div> <div> System Settings Personal Settings Customize the System Microsoft 365 Compliance </div> </div>
View the user audit logs.	<div> <div></div> <div> Advanced Find Individual record User Summary report Microsoft 365 Compliance </div> </div>

Correct Answer:

Action	Location
Activate user auditing.	<div> <div></div> <div> System Settings Personal Settings Customize the System Microsoft 365 Compliance </div> </div>
View the user audit logs.	<div> <div></div> <div> Advanced Find Individual record User Summary report Microsoft 365 Compliance </div> </div>

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/audit-data-user-activity>

QUESTION 2

HOTSPOT

You are a Dynamics 365 administrator. You create a new solution in Dynamics 365.

You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview>

QUESTION 3

You create a Power Apps portal to provide training and documentation for students. Students create a profile on the portal and then select and pay for courses.

You plan to add free courses to the training portfolio. Free courses must be automatically available to all students when they sign in.

You need to assign default permissions to students.

What should you do?

- A. Create a Students web role and set the Authenticated Users Role option to **true**. Assign the web role to each registered user.
- B. Create an entity for managing free courses. Create entity permission records to provide access to entity records for free courses and assign the entity permissions to users when they register on the portal for the first time.
- C. Create an entity for managing free courses. Create a Students web role and set the Authenticated Users role option to **true**. Create appropriate entity permissions to access the free course entity records and assign the entity permissions to the web role.

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

QUESTION 4

HOTSPOT

You create workflows to automate business processes.

You need to configure a workflow to meet the following requirements:

- Be triggered when a condition is met.
- Run immediately.
- Perform an action when a condition is met.

You need to create a workflow that automatically sends emails based on a mail merge template. To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

QUESTION 5

HOTSPOT

You are a Dynamics 365 Customer Service administrator.

You need to configure the following automation for the sales team:

- Send an email when the status changes on an Opportunity.
- Text the sales manager when an Opportunity is created.
- Create a Wunderlist task when an Opportunity is open for 30 days.

Which tool should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:



QUESTION 6

A company uses Common Data Service to manage prospects. The company has a business process flow named BPFA that is associated with the Prospect entity to streamline the prospect management process.

You add a field named Category to the Prospect entity. You create additional business process flows. You apply the business process flows to Prospect records based on the selected category. Users can switch to any other newly configured business process flows but must not use BPFA.

You need to configure the solution.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Remove all of the privileges for BPFA.
- B. Use a business rule to prevent users from switching to BPFA.
- C. Deactivate BPFA.
- D. Change the display order of the business process flows to move BPFA to the bottom of the list.

Correct Answer: AC

Section: [none]

Explanation

Explanation/Reference:

QUESTION 7

You are creating a business rule to implement new business logic.

You must apply the business logic to a canvas app that has a single screen named Screen1.

You need to configure the scope for the business rule.

Which scope should you use?

- A. Screen1
- B. Entity
- C. All Forms
- D. Global

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Note: Some terminology has changed. Entity is now Table. If you're building a Canvas app, you must use table (entity) as the scope.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-create-business-rule>

QUESTION 8

HOTSPOT

You are a Dynamics 365 Customer Services administrator. You have a Production instance and Sandbox instance.

Users record Production instance data in the Sandbox instance.

You need to ensure that the users only record data in the Production instance.

Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Application area	Security function
Microsoft 365 admin center	<div> <input type="text"/> </div> <div> <ul style="list-style-type: none"> Roles Groups Licenses Access rights </div>
Dynamics 365 Sandbox instance	<div> <input type="text"/> </div> <div> <ul style="list-style-type: none"> Roles Groups Access rights </div>

Correct Answer:

Answer Area

Application area	Security function
Microsoft 365 admin center	<div>▼</div> <ul style="list-style-type: none"> Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	<div>▼</div> <ul style="list-style-type: none"> Roles Groups Access rights

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

QUESTION 9 You must create a new entity to support a new feature for an app. Entity data will be transactional and will be associated with business units.

You need to configure entity ownership.

Which entity ownership type should you use?

- A. user or team owned
- B. organization-owned
- C. none
- D. business-owned

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

QUESTION 10

HOTSPOT

You need to ensure that there are no leads for a customer before you create a new opportunity for the customer.

How can you use duplicate detection rules to achieve this goal? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Duplicate detection rule criteria	Value
Base record type	<div> <div></div> <div>▼</div> </div> <div> Lead Account Opportunity </div>
Base record field	<div> <div></div> <div>▼</div> </div> <div> Topic Account Originating Lead </div>

Correct Answer:

Answer Area

Duplicate detection rule criteria	Value
Base record type	<div> <div></div> <div>▼</div> </div> <div> Lead Account Opportunity </div>
Base record field	<div> <div></div> <div>▼</div> </div> <div> Topic Account Originating Lead </div>

Section: [none]

Explanation

Explanation/Reference:

QUESTION 11 A car dealership has a Dynamics 365 Sales environment for its sales company and another environment for its leasing company.

Users in one environment must not be able to see the other environment.

You need to grant salespeople access to the sales company environment.

What should you do?

- A. Add salespeople to an Office 365 security group.
- B. Add salespeople to a security role.

- C. Set privileges.
- D. Set app security.

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

QUESTION 12 You are a Dynamics 365 administrator for a veterinarian clinic.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.

You need to create a dynamically visible field.

What should you configure?

- A. field visibility on the form
- B. workflow
- C. business process flow
- D. business rule

Correct Answer: D

Section: [none]

Explanation

Explanation/Reference:



Question Set 1

QUESTION 1

DRAG DROP

You must create a form for team members to use. The form must provide the ability to:

- Lock a field on a form.
- Trigger business logic based on a field value.
- Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

QUESTION 2 You have a form that displays a custom field from an entity.

A customer wants to restrict users from filtering on the custom field.

You need to prevent users from filtering the field in Advanced Find.

What should you modify?

- A. Fields in the Edit Filter Criteria option of the Quick Find view
- B. the Field Security field on the Field Properties form
- C. a searchable field on the Field Properties form
- D. Fields in the Add Find Columns option of the Quick Find view

Correct Answer: C

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://community.dynamics.com/365/b/dynamics365apps/posts/kb-understanding-dynamics-365-field-s-searchable-property>

QUESTION 3

HOTSPOT

You are designing a canvas app that connects to Common Data Service.

You need to configure the app to meet the requirements and ensure that the canvas app is available offline.

What should you implement? To answer, select the appropriate options in the answer area. **NOTE:**

Each correct selection is worth one point



Hot Area:

Answer Area

Requirement	Function
Pass values from the current screen when moving to another screen.	<div>▼</div> <div>Navigate</div> <div>Back</div> <div>MovePrevious</div>
Display data to a user when the app is offline.	<div>▼</div> <div>LoadData</div> <div>LoadDateOffline</div> <div>ShowData</div>

Correct Answer:

Answer Area

Requirement	Function
Pass values from the current screen when moving to another screen.	<div>▼</div> <div>Navigate</div> <div>Back</div> <div>MovePrevious</div>
Display data to a user when the app is offline.	<div>▼</div> <div>LoadData</div> <div>LoadDateOffline</div> <div>ShowData</div>

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/offline-apps>

QUESTION 4

You have a canvas app that allows users to view, select, and purchase products. The app uses a Gallery control to display products and checkboxes that allow users to select products.

When users select items from the product catalog, they move to a different screen to complete a purchase.

Users must be able to clear all product selections when they click the button.

You need to configure the button.

What should you do?

- A. Use the `Reset(Control)` formula and pass the gallery control as a parameter to the Reset formula.
- B. Use the `Reload(Control)` formula and pass the gallery control as a parameter to the Reload formula.
- C. Use the `ForAll()` function to iterate through each item of the Gallery and clear user selections.
- D. Set the `OnCheck` value to populate a collection and the `OnUncheck` value to remove the item from the collection. Clear collection when the user selects the button.

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:

QUESTION 5
HOTSPOT

A company has a canvas app that includes the following screens: Screen1 and Screen2.


The `OnVisible` property for Screen1 contains the following expression.

`Set(AgeGroups, ["1-25", "26-54", "55+"])`

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

<div>Answer Area</div> <div></div>			
Statements	Yes	No	
AgeGroups can be accessed from Screen1 and Screen2.	<input type="radio"/>	<input type="radio"/>	
AgeGroups is a collection.	<input type="radio"/>	<input type="radio"/>	
You can use the Update function to change values in AgeGroups.	<input type="radio"/>	<input type="radio"/>	

Correct Answer:

Answer Area

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	<input type="radio"/>	<input checked="" type="radio"/>
AgeGroups is a collection.	<input type="radio"/>	<input checked="" type="radio"/>
You can use the Update function to change values in AgeGroups.	<input checked="" type="radio"/>	<input type="radio"/>

Section: [none]

Explanation

Explanation/Reference:

QUESTION 6

DRAG DROP

You are a Dynamics 365 administrator.

You create a new app.

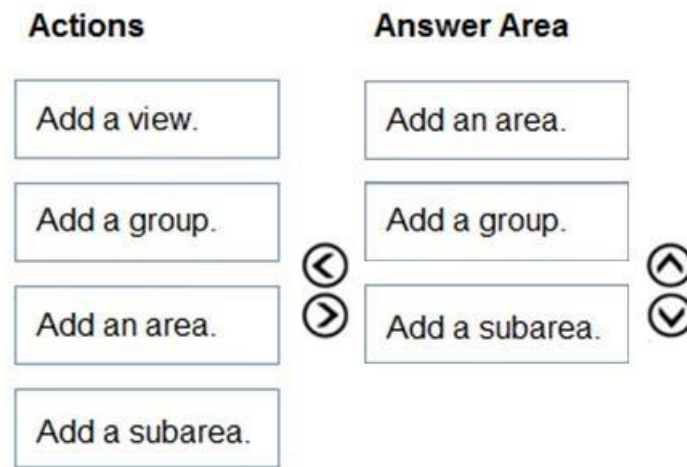
You need to create the site map for the app.

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.

Select and Place:

Actions		Answer Area
Add a view.		
Add a group.		
Add an area.	⬅️ ➡️	⬆️ ⬇️
Add a subarea.		

Correct Answer:



Section: [none]

Explanation

Explanation/Reference:

QUESTION 7 You are a Dynamics 365 Customer Service system administrator.

Your organization does not permit the use of custom code for solutions.

You need to create a view that can be viewed by all users in an organization.

Where should you create the view?

- A. Microsoft Excel template
- B. Entities component of a solution
- C. Microsoft Virtual Studio
- D. Templates area

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

QUESTION 8

DRAG DROP

You are a Dynamics 365 Customer Service help desk administrator.

Cases entered in forms require different types of data to be stored in different types of fields.

You need to create forms for each of the following case types:

Case type	Requirement
Case type A	A new case form that includes a timeline
Case type B	A new case form that includes a business process flow
Case type C	A new case form that can display case data on an interactive dashboard
Case type D	A new mobile-friendly case form that requires minimal fields for record creation
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Form types

quick create

main

quick view

card

Answer Area

Case type	Form type
Case type A	Form type
Case type B	Form type
Case type C	Form type
Case type D	Form type
Case type E	Form type

Correct Answer:

Form types

quick create

main

quick view

card

Answer Area

Case type	Form type
Case type A	main
Case type B	main
Case type C	main
Case type D	quick create
Case type E	quick view

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub>

QUESTION 9

DRAG DROP

You are a Dynamics 365 Customer Service developer.

A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

QUESTION 10

HOTSPOT

You implement an editable grid for the Account entity.

The business team provides the following list of features that they would like you to implement:

- Group by or sort columns in the current view.
- Configure a business rule to show an error message.
- Edit values in calculated fields.
- Edit the Address composite field.
- Use the editable grid on mobile phones.

Which actions can you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Action	Can be performed?
Group by or sort columns in the current view.	<input type="text"/> <div> Yes No </div>
Configure a business rule to show an error message.	<input type="text"/> <div> Yes No </div>
Edit values in calculated fields.	<input type="text"/> <div> Yes No </div>
Edit the Address composite field.	<input type="text"/> <div> Yes No </div>
Use the editable grid on mobile phones.	<input type="text"/> <div> Yes No </div>

Correct Answer:

Answer Area

Action	Can be performed?
Group by or sort columns in the current view.	<input type="text"/> <div> Yes No </div>
Configure a business rule to show an error message.	<input type="text"/> <div> Yes No </div>
Edit values in calculated fields.	<input type="text"/> <div> Yes No </div>
Edit the Address composite field.	<input type="text"/> <div> Yes No </div>
Use the editable grid on mobile phones.	<input type="text"/> <div> Yes No </div>

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/make-grids-lists-editable-custom-control>

Testlet 2

Case Study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

Current environment. General

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resort's existing FAQs.

Current environment. Communication

- Communication between staff members is primarily conducted through email and SMS text messages.
- Conversations between staff members and guests are often lost.
- Conference calls are used for all group meetings.



Current environment. Event registration

- Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.
- Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

- Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Current environment. Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

- A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event.
- Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

Requirements. General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- a centrally managed communication solution ▪
- a customer service solution ▪ a resort portal ▪ a chat solution
- a check-in solution

Requirements. Communication

- Communication between team members must be centrally managed and unified in Microsoft Teams.
- When the company confirms an event, they must provide a list of guest's names and email addresses.
- You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal. ▪

Guests must receive a separate email to verify proof of ownership for their registration. **Requirements. Event attendance**

- Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event. ▪
- Prior to the event, guests must be able to identify any personal dietary restrictions.

Requirements. Check-in processes

- Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
- The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
- The check-in solution must have a screen where the guest will select either **yes** or **no** to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
- Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time. ▪ Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing

- To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system. ▪
- The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

Requirements. Hotel policies and event inquiries

The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- Snow reports
- Weather conditions
- Start time
- End time
- Event date
- Outdoor activities
- Indoor activities
- Most popular

The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff member's attention, the solution must determine which staff member is best to assist the customer with the question.

The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions. **Issue**

Guest1 inquires about snow conditions several times during each day of their stay.

QUESTION 1 You need to add controls to the check-in solution for the health and wellness questions.

Which form control should you use?

A. Drop down

B. Check box

C. Text input

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

QUESTION 2 You need to design the resort portal to meet the business requirements.

Which data source should you use?

A. Common Data Service

B. Microsoft Excel

C. Azure SQL Database

D. SQL Server

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

QUESTION 3

HOTSPOT

You need to design the resort portal's email registration process.

Which solutions should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Question Set 1

QUESTION 1

DRAG DROP

You are developing an app.

You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The notification will send email to the company's social media teams distribution list.

You need to create a connection to the Twitter service and build a solution.

Which four 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.

Select and Place:

Correct Answer:



Section: [none]

Explanation

Explanation/Reference:

QUESTION 2

You manage Dynamics 365 for a company.

You must prevent users from launching and using Power Automate.

You need to hide the Flow button on the user interface.

Which configuration setting should you change?

- A. the SiteMap
- B. the Customizations section of System Settings
- C. the Entity component of the default solution
- D. the Buttons tab of Flow

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/>

QUESTION 3 You configure and test a user interface (UI) flow. You plan to run the flow as a scheduled flow.

The UI flow must run on a Windows 10 device. As part of process automation, the UI flow must sign into the Windows 10 device with the credentials for a user account named User1.

You need to ensure that the flow runs during non-peak hours and requires no physical user intervention.

What should you do?

- A. Ensure that the User1 account has an active user session on the device.
- B. Ensure that all user sessions are signed out.
- C. Ensure that there are no active user sessions on the device.
- D. Ensure that all user sessions are signed out except for locked user sessions.

Correct Answer: C

Section: [none]

Explanation

Explanation/Reference:

Explanation:

Answer B is incorrect because it will work if you have disconnected sessions. The sessions do not need to be signed out; they just cannot be active.

Reference: <https://docs.microsoft.com/en-us/power-automate/ui-flows/run-ui-flow>

QUESTION 4

You plan to create user interface (UI) flows to automate several web-based business processes that you currently perform manually.

You need to ensure that users can create and run web UI flows.

Which three components must you install and configure on user's devices? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. UI Flows application
- B. Latest version of Microsoft Edge
- C. On-premises data gateway
- D. Selenium IDE
- E. Latest version of Mozilla Firefox

Correct Answer: ABD

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-automate/ui-flows/setup>

QUESTION 5

DRAG DROP

You are designing a desktop user interface (UI) flow.

The UI flow automates legacy software.

You need to prepare data for transfer to Microsoft SharePoint list.

Which four 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.

Select and Place:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-automate/ui-flows/inputs-outputs-desktop#use-outputs-to-extract-information-from-the-app>

QUESTION 6

DRAG DROP

You have a business process flow.

You need to update the business process flow while minimizing administrative and maintenance efforts.

What should you implement? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

QUESTION 7 You are creating a new business process flow to qualify leads.

You create an action. The action is not available inside the Action Step.

You need to make the action available to the Action Step.

Which two steps must you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Ensure that the entity for the action matches the corresponding entity for the business process flow stage.
- B. Add at least one step to the action.
- C. Select **Run as an on-demand process**.
- D. Activate the action.

Correct Answer: AB

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow>

QUESTION 8

DRAG DROP

You plan to automate several different processes by using Power Automate.

Each process has unique characteristics.

You need to recommend components for each process.

Which components should you recommend? To answer, drag the appropriate components to the correct processes. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Question Set 1

QUESTION 1

You are creating a Power Virtual Agents chatbot that uses multiple topics.

Each user interaction can reference more than one topic.

You need to be able to capture a value in an initial topic and use it in subsequent topics.

Which type of variable should you create?

- A. Context
- B. Bot
- C. Topic

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:



Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables-bot>

QUESTION 2 A company has a custom website.

You need to embed a Power Virtual Agents chatbot into the website.

What should you use?

- A. Webpage URL
- B. Form ID
- C. Bot ID
- D. IFrame

Correct Answer: D

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/publication-connect-bot-to-web-channels>

QUESTION 3 A company is developing several Power Virtual Agents chatbots. The company manufactures more than 1,000 different products.

The chatbots must prompt users to enter or select a product.

You need to store the model information so that it can be reused across all chatbots.

Where should you store the model data?

- A. Global variables
- B. Custom entities
- C. Topics
- D. Multiple choice options

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

QUESTION 4

DRAG DROP

A company creates a Power Virtual Agents chatbot.

You need to determine when live agents are engaged to provide support.

Which metrics should you use? To answer, drag the appropriate metrics to the correct processes. Each metric may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Correct Answer:

Section: [none]

Explanation



Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/teams/analytics-summary-teams>

QUESTION 5

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are creating Power Virtual Agents chatbot that captures demographic information about customers.

The chatbot must determine the group a customer belongs to based on their age. The age groups are:

- 0 - 17
- 18 - 25
- 26 - 35
- 36 - 55
- 55 - 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group.

Solution: Use Date and time for **Identify** in the question and then add branches that use conditional logic to determine the age group.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation



Explanation/Reference:

QUESTION 6

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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The chatbot must determine the group a customer belongs to based on their age. The age groups are:

- 0 - 17
- 18 - 25
- 26 - 35
- 36 - 55
- 55 - 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group.

Solution: Use multiple choice for **Identify** in the question and create options that represent of the age groups.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

QUESTION 7

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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The chatbot must determine the group a customer belongs to based on their age. The age groups are:

- 0 - 17
- 18 - 25
- 26 - 35
- 36 - 55
- 55 - 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group.

Solution: Create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for **Identify** in the question.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Testlet 2

Case Study

This is a case study. **Case studies are not timed separately. You can use as much exam time as you would like to complete each case.** However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the **Next** button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an **All Information** tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the **Question** button to return to the question.

Current environment. General

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resort's existing FAQs.

Current environment. Communication

- Communication between staff members is primarily conducted through email and SMS text messages.
- Conversations between staff members and guests are often lost.
- Conference calls are used for all group meetings.

Current environment. Event registration

- Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.
- Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

- Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Current environment. Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

- A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event.
- Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

Requirements. General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- a centrally managed communication solution
- a customer service solution
- a resort portal
- a chat solution
- a check-in solution



Requirements. Communication

- Communication between team members must be centrally managed and unified in Microsoft Teams.
- When the company confirms an event, they must provide a list of guest's names and email addresses.
- You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

Guests must receive a separate email to verify proof of ownership for their registration. **Requirements. Event attendance**

- Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
- Prior to the event, guests must be able to identify any personal dietary restrictions.

Requirements. Check-in processes

- Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
- The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
- The check-in solution must have a screen where the guest will select either **yes** or **no** to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
- Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
- Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing

- To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.
- The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

Requirements. Hotel policies and event inquiries

The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- Snow reports
- Weather conditions
- Start time
- End time
- Event date
- Outdoor activities
- Indoor activities
- Most popular

The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff member's attention, the solution must determine which staff member is best to assist the customer with the question.

The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions. **Issue**

Guest1 inquires about snow conditions several times during each day of their stay.

QUESTION 1

HOTSPOT

You need to design the FAQ solution to handle unknown responses.

Which component should you use? To answer, select the appropriate options in the answer area.



NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off>

QUESTION 2

HOTSPOT

You need to embed the FAQbot into the communication solution.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Question Set 1

QUESTION 1

HOTSPOT

A company plans to implement AI Builder to add intelligence to several business processes.

Each business process uses different sources and produces different outputs.

You need to determine which AI Builder model types to use.

Which model types should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Recognition requirement	Model type
Identify a person's age in a paragraph when written using the pattern twenty years old .	<div>▼</div> <div>Entity extraction</div> <div>Text recognition</div> <div>Key phrase</div>
Identify items and prices from an invoice.	<div>▼</div> <div>Form processing</div> <div>Text recognition</div> <div>Object detection</div>

Correct Answer:

Recognition requirement	Model type
Identify a person's age in a paragraph when written using the pattern twenty years old .	<div>▼</div> <div>Entity extraction</div> <div>Text recognition</div> <div>Key phrase</div>
Identify items and prices from an invoice.	<div>▼</div> <div>Form processing</div> <div>Text recognition</div> <div>Object detection</div>

Section: [none]
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/ai-builder/form-processing-model-overview>
<https://docs.microsoft.com/en-us/ai-builder/entity-extraction-overview>

QUESTION 2

HOTSPOT

You configure an alert in Power BI.

You need to alert users when the value of a tile exceeds a threshold. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts>

QUESTION 3 You are using Power BI to build a dashboard for a company.

You must make the dashboard available to a specific set of users, including employees and five external users. The number of employees that require access to the dashboard varies, but usually less than 100.

Employees and external users must not be permitted to share the dashboard with other users.

You need to share the dashboard with the employees and external users.

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

NOTE: Each correct selection is worth one point.

- A. Create a dynamic distribution list. Add all users to the distribution group and use the list to share the dashboard.
- B. Sign into the Power BI service. Open the dashboard and select **Share**.
- C. Enter the individual email address of internal and external users.
- D. Sign into Power BI Desktop. Open the dashboard and select **Share**.
- E. Clear the **Allow recipients to share your dashboard (or report)** option.
- F. Create a distribution group. Add all users to the distribution group and use the list to share the dashboard.

Correct Answer: BEF

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

QUESTION 4

You create a report by using Power BI Desktop and a Power BI dataset that is connected to Azure SQL Database.

Multiple groups of employees will use the report.

You need to ensure that each group of employees can see only data that pertains to their group.

What should you do?



- A. Create and assign file security profiles.
- B. Create and assign Common Data Service security roles.
- C. Create and assign roles by using row-level security.

Correct Answer: C

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

QUESTION 5

HOTSPOT

A company uses Common Data Service to manage account and contact information.

The company plans to use the AI Builder model to make key business decisions.

You need to integrate prebuilt AI Builder models with Power Automate flows.

Which models should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Model
Extract specific text from a PDF document.	<div> <div></div> <div> Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model </div> </div>
Determine the likelihood that customers will purchase additional products.	<div> <div></div> <div> Sentiment analysis model Category classification model Entity extraction model Prediction model </div> </div>

Correct Answer:

Answer Area

Scenario	Model
Extract specific text from a PDF document.	<div> <div></div> <div> Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model </div> </div>
Determine the likelihood that customers will purchase additional products.	<div> <div></div> <div> Sentiment analysis model Category classification model Entity extraction model Prediction model </div> </div>

Section: [none]

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-sentiment-analysis>

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-key-phrase>

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-text-recognition>

QUESTION 6

The sales manager receives a list of leads from a partner company monthly. The field names that are provided do not match the fields in Dynamics 365. A data map does not exist.

You need to import the leads without changing the data from the partner company.

What should you do?

- A. Create a data map on the first import by using the Import Data wizard.
- B. Add a template for Import Data.
- C. Use Import File Translations.
- D. Create a data map in Data Management.

Correct Answer: A

Section: [none]

Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads-other-data>

QUESTION 7

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable server-based SharePoint integration.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A
Section: [none]
Explanation

Explanation/Reference:

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

QUESTION 8

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable OneNote integration.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B
Section: [none]
Explanation

Explanation/Reference:

QUESTION 9

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable OneDrive for Business.

Does this meet the goal?

- A. Yes
- B. No



Correct Answer: B

Section: [none]

Explanation

Explanation/Reference:

QUESTION 10 You are a Dynamics Sales administrator for a car dealership. The dealership uses only out-of-the-box functionality. When a new car is sold, the salesperson uses a Word template to generate a letter from the quote to thank the customer.

You need to determine if you can revise the template.

Which Word template change can you make?

- A. Add the Discount field conditionally.
- B. Format the table to have alternating color rows.
- C. Format the Created On field to a long date format.
- D. Add the address of the customer.

Correct Answer: D

Section: [none]

Explanation

Explanation/Reference:

QUESTION 11 You manage the Dynamics 365 Customer Service environment for an organization.

Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Skype for Business
- B. Microsoft Exchange Online
- C. Microsoft OneNote
- D. Microsoft Yammer
- E. Microsoft OneDrive for Business

Correct Answer: ABD

Section: [none]

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/add-office-365-online-services>

Testlet 2

Case Study

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Current environment. General

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resort's existing FAQs.

Current environment. Communication

- Communication between staff members is primarily conducted through email and SMS text messages.
- Conversations between staff members and guests are often lost.
- Conference calls are used for all group meetings.

Current environment. Event registration

- Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.
- Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

- Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Current environment. Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

- A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event.
- Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

Requirements. General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- a centrally managed communication solution
- a customer service solution
- a resort portal
- a chat solution
- a check-in solution

Requirements. Communication

- Communication between team members must be centrally managed and unified in Microsoft Teams.
- When the company confirms an event, they must provide a list of guest's names and email addresses.
- You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

Guests must receive a separate email to verify proof of ownership for their registration. **Requirements. Event attendance**

- Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event ▪
- Prior to the event, guests must be able to identify any personal dietary restrictions.

Requirements. Check-in processes

- Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
- The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
- The check-in solution must have a screen where the guest will select either **yes** or **no** to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
- Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time. ▪ Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing

- To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system. ▪
- The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

Requirements. Hotel policies and event inquiries

The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- Snow reports
- Weather conditions
- Start time
- End time
- Event date
- Outdoor activities
- Indoor activities
- Most popular

The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff member's attention, the solution must determine which staff member is best to assist the customer with the question.

The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions. **Issue**

Guest1 inquires about snow conditions several times during each day of their stay.

QUESTION 1

HOTSPOT

You need to design and create the solution for gathering contact information from guests for marketing purposes.

What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: [none]

Explanation

Explanation/Reference:

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-overview>