

# Microsoft

## Exam Questions PL-200

Microsoft Power Platform Functional Consultant



**NEW QUESTION 1**

- (Exam Topic 1)

You need to embedded the check-in solution into the communication solution. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

What must you install prior to embedding the check-in solution?

Visual Studio  
 App Studio  
 AI Builder  
 Common Data Service

Where must the check-in solution be available within the communication solution?

chat section of the solution  
 Microsoft 365 Apps selection grid  
 in an embedded webpage  
 in a tab

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**  
 [MISSING]

**NEW QUESTION 2**

- (Exam Topic 2)

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.

Features	Answer Area	
	Requirement	Feature
Action step	Allow users to navigate to the previous stage only from specific stages.	Feature
Classic workflow		
Power Automate flow	Create checklist records in specific stages on demand.	Feature

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Features	Answer Area	
	Requirement	Feature
Action step	Allow users to navigate to the previous stage only from specific stages.	Power Automate flow
Classic workflow		
Power Automate flow	Create checklist records in specific stages on demand.	Action step

**NEW QUESTION 3**

- (Exam Topic 2)

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.

NOTE: Each correct selection is worth one point.

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

E. Microsoft Exchange Online

**Answer:** BDE

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

**NEW QUESTION 4**

- (Exam Topic 2)

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. business process flow
- C. workflow
- D. business rule

**Answer:** D

**Explanation:**

References:

<https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/>

**NEW QUESTION 5**

- (Exam Topic 2)

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 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.
- E. Clear the collection when the user selects the button.

**Answer:** A

**NEW QUESTION 6**

- (Exam Topic 2)

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.

Requirement	Component
Handle an unknown question from a guest in a conversation.	<ul style="list-style-type: none"> <li>Escalate</li> <li>Fallback topic</li> <li>Failure path</li> </ul>
Redirect a guest with an unknown question to a live staff member.	<ul style="list-style-type: none"> <li>Power Apps</li> <li>Power Virtual Agents web application</li> <li>Microsoft Teams</li> <li>Omnichannel for Dynamics 365 Customer Service</li> </ul>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

**NEW QUESTION 7**

- (Exam Topic 2)

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

**Answer: B**

**NEW QUESTION 8**

- (Exam Topic 2)

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record. You need to find the Note record.

Solution: Use Quick Find search on the Notes list to search for the word run. Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 9**

- (Exam Topic 2)

You manage the Dynamics 365 environment for a company.

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.

Duplicate detection rule criteria	Value
Base record type	<div style="border: 1px solid black; padding: 2px;">                     Lead                      Account                      Opportunity                 </div>
Base record field	<div style="border: 1px solid black; padding: 2px;">                     Topic                      Account                      Originating Lead                 </div>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Duplicate detection rule criteria	Value
Base record type	<div style="border: 1px solid black; padding: 2px;"> <span style="border: 1px solid green; padding: 1px;">Lead</span>                      Account                      Opportunity                 </div>
Base record field	<div style="border: 1px solid black; padding: 2px;"> <span style="border: 1px solid green; padding: 1px;">Topic</span>  <span style="border: 1px solid green; padding: 1px;">Account</span>                      Originating Lead                 </div>

**NEW QUESTION 10**

- (Exam Topic 2)

You create a report by using Power BI Desktop and publish the report to the Power BI service. You enable Power BI visualization embedding in a model-driven app.

You need to configure the model-driven app to display a Power Bi tile

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.

Actions	Answer area
Pin the Power BI report to a new dashboard in the Power BI service.	
Share the dashboard with the appropriate users.	
Add a Power BI tile to the dashboard and select the Power BI dashboard in the app.	
Create a new Power BI personal dashboard in the model-driven app.	
Create a personal dashboard in the model-driven app.	
Ensure the dashboard is available to the appropriate security roles.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Actions	Answer area
Pin the Power BI report to a new dashboard in the Power BI service.	Add a Power BI tile to the dashboard and select the Power BI dashboard in the app.
Share the dashboard with the appropriate users.	Create a new Power BI personal dashboard in the model-driven app.
Add a Power BI tile to the dashboard and select the Power BI dashboard in the app.	Ensure the dashboard is available to the appropriate security roles.
Create a new Power BI personal dashboard in the model-driven app.	Pin the Power BI report to a new dashboard in the Power BI service.
Create a personal dashboard in the model-driven app.	
Ensure the dashboard is available to the appropriate security roles.	

**NEW QUESTION 10**

- (Exam Topic 2)

You are a Dynamics 365 administrator. You create a new app.

You need to create the site map for the app.

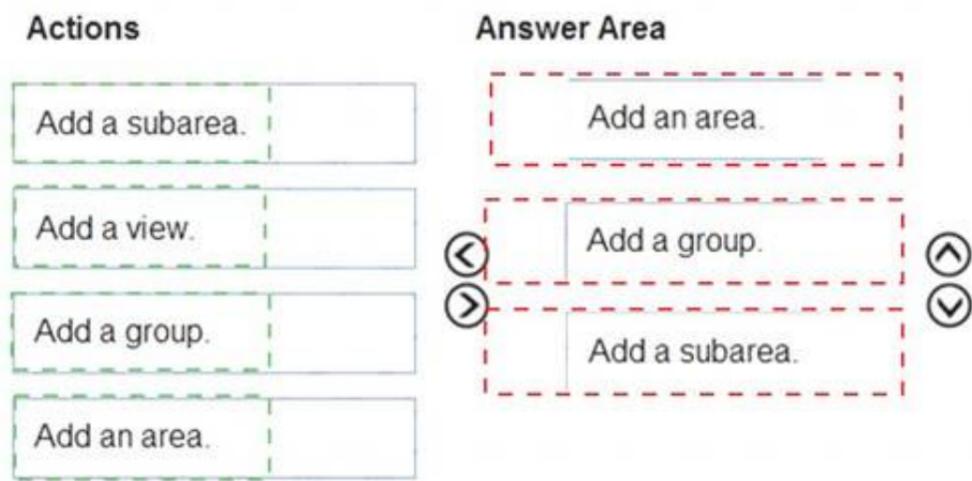
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Add a subarea.	
Add a view.	
Add a group.	
Add an area.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 12**

- (Exam Topic 2)

You are a Dynamics 365 Customer Service system administrator. You create an app for the sales team. Members of the sales team cannot access the app. You need to ensure that sales team members can access the app. Where should you configure app permissions?

- A. Security Roles
- B. Manage Roles
- C. Dynamics administration center
- D. Dynamics 365 home

**Answer: B**

**Explanation:**

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-r>

**NEW QUESTION 16**

- (Exam Topic 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

**Answer: D**

**Explanation:**

Reference:

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

**NEW QUESTION 18**

- (Exam Topic 2)

You set up a new instance of Dynamics 365 for Customer Service. Users report a variety of issues working with cases on mobile devices. You need to configure the mobile app to be able to view cases. NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	<input type="checkbox"/> Configure mobile settings set on the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	<input type="checkbox"/> Configure mobile settings set at the case entity level. <input type="checkbox"/> Configure mobile settings at the field level within the case form. <input type="checkbox"/> Configure a security role in the mobile permission set for appropriate users.

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

- \* 1. User is able to login but can't see Case Records --> "Configure Mobile Settings on Case Entity Level"
  - \* 2. Users can open cases but cannot see the subject of the case - "configure mobile settings at the field level within the case form"
  - \* 3. User reports that they cannot access the system from Dynamics 365 mobile app --> Configure a security role in the mobile permission set of the appropriate user
- <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phon>

**NEW QUESTION 20**

- (Exam Topic 2)

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- > 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

**Answer: A**

**NEW QUESTION 22**

- (Exam Topic 2)

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

**Answer: AB**

**NEW QUESTION 26**

- (Exam Topic 2)

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 decision.

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

Which models should you use? To answer, select the appropriate option the answer area. NOTE Each correct selection is worth one point.

Scenario	Model
Extract specific text from a PDF document.	<ul style="list-style-type: none"> <li>Text recognition model</li> <li>Key phrase extraction model</li> <li>Text recognition model and key phrase extraction model</li> </ul>
Determine the likelihood that customers will purchase additional products.	<ul style="list-style-type: none"> <li>Sentiment analysis model</li> <li>Category classification model</li> <li>Entity extraction model</li> <li>Prediction model</li> </ul>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

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>

**NEW QUESTION 28**

- (Exam Topic 2)

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

**Answer: A**

**NEW QUESTION 30**

- (Exam Topic 2)

You are creating a canvas app.

A user will click a button on each screen of a Power Apps app to proceed to the next screen. You need to implement an action that selects the next screen that the user sees.

Which event should you handle?

- A. OnLoad
- B. OnCheck
- C. ScreenTransition
- D. OnSelect

**Answer: A**

**NEW QUESTION 35**

- (Exam Topic 2)

You create a new Power Virtual Agents chatbot for an organization. Testing and production deployment of the chatbot are not complete.

You need to ensure that appropriate users can access the chatbot. Which methods should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Method
Test the chatbot with unlicensed internal users.	<input type="checkbox"/> Use the demo website. <input type="checkbox"/> Share the chatbot to each user individually. <input type="checkbox"/> Share the chatbot to a security group containing all users.
Allow other licensed internal users to edit the chatbot.	<input type="checkbox"/> Share the chatbot to each user individually. <input type="checkbox"/> Share the chatbot a security group containing all users. <input type="checkbox"/> Deploy the chatbot to Microsoft Teams in your tenant.
Deploy the chatbot to production for public consumption.	<input type="checkbox"/> Embed the chatbot code in an iFrame on your company's public website. <input type="checkbox"/> Deploy the chatbot to Microsoft Teams in your tenant. <input type="checkbox"/> Deploy the chatbot to AppSource.

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Answer Area

Requirement	Method
Test the chatbot with unlicensed internal users.	<input type="checkbox"/> Use the demo website. <input type="checkbox"/> Share the chatbot to each user individually. <input type="checkbox"/> Share the chatbot to a security group containing all users.
Allow other licensed internal users to edit the chatbot.	<input type="checkbox"/> Share the chatbot to each user individually. <input type="checkbox"/> Share the chatbot a security group containing all users. <input type="checkbox"/> Deploy the chatbot to Microsoft Teams in your tenant.
Deploy the chatbot to production for public consumption.	<input type="checkbox"/> Embed the chatbot code in an iFrame on your company's public website. <input type="checkbox"/> Deploy the chatbot to Microsoft Teams in your tenant. <input type="checkbox"/> Deploy the chatbot to AppSource.

**NEW QUESTION 39**

- (Exam Topic 2)

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 the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 41**

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