Microsoft

Exam Questions PL-200

Microsoft Power Platform Functional Consultant

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NEW QUESTION 1
- (Exam Topic 1)
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.

Action	Solution
Extract business card data.	▾
	AI Builder
	Common Data Service
	Power Virtual Agents
	Power Automate
Implement the contact gathering solution.	▾
	Create a new entity extraction component.
	Integrate the solution with Azure Cognitive Services.
	Use a prebuilt AI model.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Action	Solution
Extract business card data.	▾
	AI Builder
	Common Data Service
	Power Virtual Agents
	Power Automate
Implement the contact gathering solution.	▾
	Create a new entity extraction component.
	Integrate the solution with Azure Cognitive Services.
	Use a prebuilt AI model.

NEW QUESTION 2
- (Exam Topic 2)
A customer tracks events by using a custom entity.
The custom entity includes a custom field for the venue of the events. The customer must be able to display the events by venue in a calendar.
You need to ensure that all events display by venue in the calendar. To which component should you add a control?

A. Form
B. view
C. Field
D. Chart

Answer: B

NEW QUESTION 3
- (Exam Topic 2)
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. Selenium IDE
C. Latest version of Microsoft Edge
D. On-premises data gateway
E. Latest version of Mozilla Firefox

Answer: ABC

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

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. filed 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 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.

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	Import an existing app. / Create a new app. / Import a new page. / Import bot.
Configure the FAQ solution in Microsoft Teams.	Configure the FAQbot. / Import a chatbot. / Create a new chatbot.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	Import an existing app. / Create a new app. / Import a new page. / Import bot.
Configure the FAQ solution in Microsoft Teams.	Configure the FAQbot. / Import a chatbot. / Create a new chatbot.

NEW QUESTION 6
- (Exam Topic 2)
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 in Data Management.
B. Add a template for Import Data.
C. Use Import Field Translations.
D. Create a data map on the first import by using the Import Data wizard.

Answer: D

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads

NEW QUESTION 7
- (Exam Topic 2)

You are designing a Power Virtual Agents chatbot.
You observe that the environment you plan to use does not appear as an option in the Power Virtual Agents user interface.
You need to ensure that you can create the chatbot in the environment that you want to use. What should you do?

A. Create an environment in a supported region.
B. Convert the environment to a sandbox environment.
C. Change the region for the environment.

Answer: A

NEW QUESTION 8
- (Exam Topic 2)
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. Bot
B. Topic
C. Context

Answer: A

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

NEW QUESTION 9
- (Exam Topic 2)
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 lis
B. Add all users to the distribution group and use the list to share the dashboard.
C. Sign into the Power BI servic
D. Open the dashboard and select Share.
E. Enter the individual email address of internal and external users.
F. Sign into Power BI Deskto
G. Open the dashboard and select Share.
H. Clear the Allow recipients to share your dashboard (or report) option.
I. Create a distribution grou
J. Add all users to the distribution group and use the list to share the dashboard.

Answer: BEF

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

NEW QUESTION 10
- (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.	Escalate Fallback topic Failure path
Redirect a quest with an unknown question to a live staff member.	Power Apps Power Virtual Agents web application Microsoft Teams Omnichannel for Dynamics 365 Customer Service

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer.
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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 11
- (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

Add a subarea.

Add a view.

Add a group.

Add an area.

Answer Area

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

Add a subarea.

Add a view.

Add a group.

Add an area.

Answer Area

Add an area.

Add a group.

Add a subarea.

NEW QUESTION 14
- (Exam Topic 2)
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. Activate the action.
B. Select Run as an on-demand process
C. Add at least one step to the action.
D. Ensure that the entity for the action matches the corresponding entity for the business process flow stage.

Answer: CD

Explanation:

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

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NEW QUESTION 19
- (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 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

Answer: B

NEW QUESTION 20
- (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 21
- (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.	▼ Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	▼ Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. 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.	▼ Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. 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 22
- (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.
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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: 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 24
- (Exam Topic 2)
You are designing a chatbot for a sports outlet. You need to complete the chatbot.
Which features should you use? 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

Topics

Entities

Variables

Flows

Answer Area

Requirement	Feature
Enable the chatbot to relate to a real-world object or topic in a dialog.	Feature
Define the path and triggers for a chatbot conversation.	Feature
Implement conditional logic to dynamically route a conversation across different paths.	Feature

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Features

Topics

Entities

Variables

Flows

Answer Area

Requirement	Feature
Enable the chatbot to relate to a real-world object or topic in a dialog.	Variables
Define the path and triggers for a chatbot conversation.	Topics
Implement conditional logic to dynamically route a conversation across different paths.	Flows

NEW QUESTION 28
- (Exam Topic 2)
You use Power BI Desktop to configure Power BI reports and dashboards.
You need to create a canvas app that displays account information and include the app in a Power BI report. Which three actions should you perform? Each correct answer presents part of the solution.
NOTE Each correct selection is worth one point.

A. Publish the report to the Power BI service.
B. Connect to Common Data Service from Power BI Desktop.
C. Connect Common Data Service from Power BI Deskto
D. Selected required fields from the Accounts table.
E. From the Power Apps Insert menu, add a Power BI
F. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data.

Answer: CDE

NEW QUESTION 30
- (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 31
- (Exam Topic 2)
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.

Actions		Answer Area		

Actions
Share the chart with the team.
Assign the chart to each person on the team.
Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.
Export the user chart for import as a user chart.
Export the user chart for import as a system chart.

Step	Action
1	Action
2	Action

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions
Share the chart with the team.
Assign the chart to each person on the team.
Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.
Export the user chart for import as a user chart.
Export the user chart for import as a system chart.

Step	Action
1	Export the user chart for import as a user chart.
2	Share the chart with the team.

NEW QUESTION 34
- (Exam Topic 2)
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.

Application area	Security function
Microsoft 365 admin center	Roles / Groups / Licenses / Access rights
Dynamics 365 Sandbox instance	Roles / Groups / Access rights

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 35

- (Exam Topic 2)
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 a security role.
B. Set privileges.
C. Add salespeople to an Office 365 security group.
D. Set app security

Answer: C

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

NEW QUESTION 37
- (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 Categorized Search to search for the word run. Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 39
- (Exam Topic 2)
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

Answer: B

NEW QUESTION 41
- (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.
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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: 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

Answer: B

NEW QUESTION 44
- (Exam Topic 2)
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.

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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 48
- (Exam Topic 2)
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.

Metrics		Answer Area	
Engagement over time		**Process**	**Metric**
Session outcomes over time		Determine which topics are transferred to live agents most often.	Metric
Escalation rate drivers		Determine the number of chats per day that are transferred to live agents.	Metric
Escalation rate			

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 49
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