



## **Microsoft**

### **Exam Questions PL-200**

Microsoft Power Platform Functional Consultant

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#### NEW QUESTION 1

- (Exam Topic 1)

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 2

- (Exam Topic 1)

You need to design the resort portal to meet the business requirements. Which data source should you use?

- A. Microsoft Excel
- B. Azure SQL Database
- C. SQL Server
- D. Common Data Service

**Answer:** A

#### NEW QUESTION 3

- (Exam Topic 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

**Answer:** B

#### NEW QUESTION 4

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**  
[MISSING]

#### NEW QUESTION 5

- (Exam Topic 2)

A company uses Common Data Service to store sales data.

For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting.

The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction.

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 6

- (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 7

- (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 8

- (Exam Topic 2)

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### **NEW QUESTION 9**

- (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 ForAall( ) 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 collectio
- E. Clear the collection when the user selects the button.

**Answer:** A

#### **NEW QUESTION 10**

- (Exam Topic 2)

You are designing a Power Virtual Agents chatbot.

The chatbot must be able to maintain customer information if the conversation topic changes during a dialog. You need to configure variables to store customer name and email address.

Which type of variable should you create?

- A. session
- B. topic
- C. bot
- D. slot

**Answer:** A

#### **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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

**NEW QUESTION 14**

- (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 18**

- (Exam Topic 2)

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.D18912E1457D5D1DDCDBD40AB3BF70D5D

**Answer:** D

**NEW QUESTION 22**

- (Exam Topic 2)

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

### **NEW QUESTION 23**

- (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 28**

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

### NEW QUESTION 30

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 34**

- (Exam Topic 2)

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

**NEW QUESTION 37**

- (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 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 39**

- (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.

- 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 43**

- (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 47**

- (Exam Topic 2)

You create and publish a Power BI report that contains an embedded canvas app. The report will be used by multiple people.

The canvas app has an issue that must be corrected.

You update the canvas app.

You need to ensure that the updated canvas app is available in the published Power BI report. What should you do?

- A. Publish the Power BI report from Power BI Desktop.
- B. Manually refresh the data source on the published Power BI report.
- C. Publish the Power BI report from Power BI Desktop and reshare to any users.
- D. Publish the canvas app.

**Answer:** D

**NEW QUESTION 49**

- (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 54**

- (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 Desktop
- 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 57

- (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.

- 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 58

- (Exam Topic 2)

You manage Dynamics 365 for a company.

You must prevent users from launching and using Power Automate. You need to hide the Flows button on the user interface.

Which configuration setting should you change?

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

**Answer: A**

#### Explanation:

Reference:

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

#### NEW QUESTION 63

- (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 65

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### **NEW QUESTION 68**

- (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 69**

- (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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

#### **NEW QUESTION 73**

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