

- **Vendor: Microsoft**
- **Exam Code: PL-200**
- **Exam Name: Microsoft Power Platform Functional Consultant**
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**QUESTION 84**

Drag and Drop Question

You need to recommend a role for users to perform several required tasks. The solution must use the principle of least privilege.

Which roles should you recommend? To answer, drag the appropriate roles to the correct functions. Each role 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.

Roles	Answer Area	
	Function	Role
Office 365 global administrator	Create new users.	Role
Office 365 service administrator	Assign roles to users.	Role
Dynamics 365 service administrator	Perform backups for an instance.	Role
Dynamics 365 system administrator		

Answer:

Roles	Answer Area	
	Function	Role
Office 365 service administrator	Create new users.	Office 365 global administrator
	Assign roles to users.	Dynamics 365 system administrator
	Perform backups for an instance.	Dynamics 365 service administrator

**Explanation:**

Box 1: Office 365 Global Administrator

You may think that the Dynamics 365 system administrator would have power to do all the actions needed to manage Dynamics 365, but this is not the case. What's different in Microsoft cloud deployments is that licenses and user accounts are managed in Office 365 by an Office 365 Global Administrator. This role is analogous to a network administrator for an on premises deployment. The Global Administrator is the only role to create new user accounts and assign subscription licenses for Dynamics 365 (and other Office 365 apps such as Skype, Power BI and SharePoint).

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Box 2: Dynamics 365 system administrator

The Dynamics 365 system administrator may assign roles and permissions to the Dynamics 365 user within an instance of Dynamics 365. The Dynamics 365 system administrator also controls all the settings in Dynamics 365.

Box 3: Dynamics 365 admin

The Dynamics 365 admin can perform backups and restores.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/use-service-admin-role-manage-tenant>

<https://community.dynamics.com/crm/b/govandthecity/posts/understanding-dynamics-365-and-office-365-admin-roles>

**QUESTION 85**

Hotspot Question

You have a canvas app that contains the following text input fields: Id, FirstName, LastName. The app also has a button named Button1.

The OnSelect property for Button1 contains the following expression:

`Collect(People, {Id:Id.Text, FirstName:FirstName.Text, LastName:LastName.Text})`

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

NOTE: Each correct selection is worth one point.

Statement	Yes	No
The People collection is automatically created if it does not already exist.	<input type="radio"/>	<input type="radio"/>
When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated.	<input type="radio"/>	<input type="radio"/>
If you update the record in the Collection function to include the value from a new field named Age, it will result in an error.	<input type="radio"/>	<input type="radio"/>

Answer:

Statement	Yes	No
The People collection is automatically created if it does not already exist.	<input checked="" type="radio"/>	<input type="radio"/>
When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated.	<input type="radio"/>	<input checked="" type="radio"/>
If you update the record in the Collection function to include the value from a new field named Age, it will result in an error.	<input type="radio"/>	<input checked="" type="radio"/>

**Explanation:**

Box 1: Yes

If the data source doesn't already exist, a collection is created.

Box 2: No

Note: The Collect function adds records to a data source. The items to be added can be:

A single value: The value is placed in the Value field of a new record. All other properties are left blank.

A record: Each named property is placed in the corresponding property of a new record. All other properties are left blank.

A table: Each record of the table is added as a separate record of the data source as described above. The table isn't added as a nested table to a record. To do this, wrap the table in a record first.

Box 3: No

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-clear-collect-clearcollect>

**QUESTION 86**

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**Hotspot Question**

You are a Dynamics 365 Customer Service administrator.

A user must be able to view system posts and activities in a dashboard.

You need to create the dashboard for the user.

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

NOTE: Each correct selection is worth one point.

Requirement	Component
Display system posts	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Timeline</p> <p>Organization insights</p> <p>Iframe</p> <p>Relationship Insights</p> </div> </div>
Display activities	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Lists</p> <p>Social Insights</p> <p>Organization Insights</p> <p>Relationship Insights</p> </div> </div>

**Answer:**

Requirement	Component
Display system posts	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Timeline</p> <p>Organization insights</p> <p>Iframe</p> <p>Relationship Insights</p> </div> </div>
Display activities	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Lists</p> <p>Social Insights</p> <p>Organization Insights</p> <p>Relationship Insights</p> </div> </div>

**Explanation:**

Box 1: Timeline

The timeline helps agents see all customer interaction history across channels, personnel, and the support lifecycle. The timeline is used across Dynamics 365 applications to capture activities like notes, appointments, emails, tasks, and more, to ensure that all interactions with the customer are tracked and visible over time. Agents use the timeline to quickly catch up on all of the latest activity details with the customer to provide the most personalized support experience.

Box 2: Lists

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-timeline-admin>

**QUESTION 87**

Hotspot Question

You are a Dynamics 365 Customer Service administrator.

Users report that the main form does not display data from other entities or allow them to edit data from other entities.

You need to embed information from other entities in the form and allow users to edit the data.

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
Edit data	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <ul style="list-style-type: none"> <li>Add a mobile form</li> <li>Add a quick create form</li> <li>Add a sub-grid</li> <li>Add a virtual entity</li> </ul> </div>
View data	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <ul style="list-style-type: none"> <li>Add a reference panel</li> <li>Add a quick view</li> </ul> </div>

Answer:

Requirement	Action
Edit data	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <ul style="list-style-type: none"> <li>Add a mobile form</li> <li style="background-color: #d9ead3;">Add a quick create form</li> <li>Add a sub-grid</li> <li>Add a virtual entity</li> </ul> </div>
View data	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <ul style="list-style-type: none"> <li>Add a reference panel</li> <li style="background-color: #d9ead3;">Add a quick view</li> </ul> </div>

**Explanation:**

Box 1: Add a quick create form

With quick create forms, your app can have a streamlined data entry experience with full support for logic defined by form scripts and business rules.

Box 2: Add a quick view

A quick view form can be added to another form as a quick view control. It provides a template to view information about a related entity record within a form for another entity record. This means your app users do not need to navigate to a different record to see the information needed to do their work.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-quick-create-forms>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-quick-view-forms>

**QUESTION 88**

Case Study - Alpine SKI House

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### **Background**

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

### **General**

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

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

### **Communication**

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

### **Check-in process**

- \* 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.

### **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.

### **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.

### **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

### **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.

### **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.

### **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.

#### **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.

#### **Hotel policies and event inquiries**

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

#### **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 each day of their stay.

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

Which solution should you use?

- A. Default the invitation code from the email upon logging into the portal
- B. Auto-populate the invitation code field on the sign in screen from the email link
- C. Embed the invitation code in the email link URL
- D. Send the customer their username and temporary password in the email link

**Answer: C**

#### **Explanation:**

Scenario: Guests must receive a separate email to verify proof of ownership for their registration.

Note: You can setup redeem an invitation code for power apps portal.

Reference:

<https://carldesouza.com/how-to-setup-redeem-an-invitation-code-for-power-apps-portal/>

#### **QUESTION 89**

##### **Case Study - Alpine SKi House**

##### **Background**

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

##### **General**

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

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

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### **Communication**

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

### **Check-in process**

- \* 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.

### **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.

### **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.

### **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
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### **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.

### **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.

### **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.

### **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.

**Hotel policies and event inquiries**

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

**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 each day of their stay.

Hotspot Question

A guest asks about the start time of a specific scheduled event and wants to know what the snow conditions will be like during their stay.

You need to determine how to design the chat solution to answer those questions.

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

**NOTE:** Each correct selection is worth one point.

**Answer Area**

Scenario	Action
Identify and reference the company event a guest mentions.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Load the response into a variable                      Use smart matching to load an entity into a topic                      Load the extracted topic into a variable                 </div> </div>
Identify attributes for snow conditions.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">                     Create a custom entity                      Create a new topic                      Create a new variable                      Create an escalation                 </div> </div>

**Answer:**



## Answer Area

Scenario	Action
Identify and reference the company event a guest mentions.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;">                     Load the response into a variable                      Use smart matching to load an entity into a topic  <span style="background-color: #d9ead3; padding: 2px;">Load the extracted topic into a variable</span> </div> </div>
Identify attributes for snow conditions.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;"> <span style="background-color: #d9ead3; padding: 2px;">Create a custom entity</span>                      Create a new topic                      Create a new variable                      Create an escalation                 </div> </div>

### Explanation:

Box 1: Load the extracted topic into a variable

Power Virtual Agents uses entities to understand and identify a specific type of information from a user's responses. When saving the identified information to a variable, a variable type will be associated with it. The variable type is analogous with the entity.

In Power Virtual Agents, a topic defines a how a bot conversation plays out.

A topic has trigger phrases – these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue – and conversation nodes – these are what you use to define how a bot should respond and what it should do.

Box 2: Create a custom entity

The prebuilt entities cover commonly used information types, but on some occasions, such as when building a bot that serves a specific purpose, you'll need to teach the bot's language understanding model some domain-specific knowledge.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

### QUESTION 90

#### Case Study - Alpine SKi House

##### Background

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

##### General

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##### Communication

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##### Check-in process

- \* 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.

##### 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.

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### **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;
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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 each day of their stay.

You need to design the chat solution to answer the inquiry from Guest1.

Which three components can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Variables
- B. Escalations
- C. Smart match
- D. Synonyms
- E. Topics

**Answer:** ACD

**Explanation:**

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

Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.

Synonyms allows you to manually expand the matching logic by adding synonyms. Smart match and synonyms seamlessly work together to make your bot even smarter.

Reference:

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

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

**QUESTION 91**

**Case Study - Alpine SKi House**

**Background**

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

**General**

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

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

**Communication**

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

**Check-in process**

- \* 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.

**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.

**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;

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\* 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.

#### **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

#### **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.

#### **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.

#### **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.

#### **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.

#### **Hotel policies and event inquiries**

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

#### **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 each day of their stay.

You need to create the FAQ solution content.

What should you do first?

- A. AI Builder
- B. Automate
- C. Suggest topics
- D. Trigger phrases

**Answer: C**

**Explanation:**

You need to make sure there are three main steps need to do while doing import FAQ and add the topic to your bot application.

Import Suggested Topics from FAQ webpage.

Add a topic.

Enable the topics

Reference:

<https://social.technet.microsoft.com/wiki/contents/articles/53820.power-virtual-agents-faq-chatbot.aspx>

**QUESTION 92**

**Case Study - Alpine SKi House**

**Background**

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

**General**

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

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

**Communication**

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

**Check-in process**

- \* 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.

**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.

**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.

**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.

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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

#### **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.

#### **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.

#### **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.

#### **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.

#### **Hotel policies and event inquiries**

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

#### **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
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- \* 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 each day of their stay.

You need to embed the business card solution in the check-in app.

What should you use?

- A. Input control
- B. Custom component
- C. Button control
- D. AI Builder component

**Answer:** D

**Explanation:**

AI Builder provides two kinds of Power Apps components. Choose your component based on the models you want to use.

Components that use prebuilt AI models that are ready to use right away:

Business card reader (canvas app)

Business card reader (model-driven app)

Receipt processor (canvas app)

Text recognizer (canvas app)

Scenario: 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.

**QUESTION 93**

**Case Study - Alpine SKi House**

**Background**

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

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

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**Check-in process**

\* 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.

**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.

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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.

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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

#### **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.

#### **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.

#### **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.
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- \* The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions.
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#### **Marketing**

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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 each day of their stay.

Hotspot Question

You need to design the guest check-in solution.

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

NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Technology
Develop the base check-in solution.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Xamarin app</div> <div style="border: 1px solid gray; padding: 2px;">Power Apps portal</div> <div style="border: 1px solid gray; padding: 2px;">Model-driven app</div> <div style="border: 1px solid gray; padding: 2px;">Canvas app</div>
Access the check-in solution on the check-in devices.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Traditional desktop application</div> <div style="border: 1px solid gray; padding: 2px;">Web browser</div> <div style="border: 1px solid gray; padding: 2px;">Power Apps mobile app</div> <div style="border: 1px solid gray; padding: 2px;">Dynamics 365 for phones and tablets</div>

**Answer:**

**Answer Area**

Requirement	Technology
Develop the base check-in solution.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Xamarin app</div> <div style="border: 1px solid gray; padding: 2px;">Power Apps portal</div> <div style="border: 1px solid gray; padding: 2px;">Model-driven app</div> <div style="border: 1px solid gray; padding: 2px; background-color: #e0ffe0;">Canvas app</div>
Access the check-in solution on the check-in devices.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Traditional desktop application</div> <div style="border: 1px solid gray; padding: 2px;">Web browser</div> <div style="border: 1px solid gray; padding: 2px;">Power Apps mobile app</div> <div style="border: 1px solid gray; padding: 2px; background-color: #e0ffe0;">Dynamics 365 for phones and tablets</div>

**Explanation:**

Box 1: Canvas app

Current environment. Check-in process

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.

Box 2: Dynamics 365 for phones and tablets

**QUESTION 94**

**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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name:

Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Change Elizabeth's username in the user record for the app.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: A**

**Explanation:**

Change a user's email address

You must be a global admin to complete these steps.

In the admin center, go to the Users > Active users page.

Select the user's name, and then on the Account tab select Manage username.

In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.

Select Save changes.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

#### **QUESTION 95**

**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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name:

Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the username.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: A**

**Explanation:**

Change a user's email address

You must be a global admin to complete these steps.

1. In the admin center, go to the Users > Active users page.

2. Select the user's name, and then on the Account tab select Manage username.

3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.

4. Select Save changes.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

#### **QUESTION 96**

**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**

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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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name:

Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Delete the user account in the Power Platform admin portal and recreate the account by using the new name.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**Explanation:**

Application history would be lost.

Note:

Change a user's email address

You must be a global admin to complete these steps.

1. In the admin center, go to the Users > Active users page.
2. Select the user's name, and then on the Account tab select Manage username.
3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.
4. Select Save changes.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

#### QUESTION 97

A user has access to an existing Common Data Service database.

You need to ensure that the user can create canvas apps that consume data from Common Data Service.

You must not grant permissions that are not required.

Which out-of-the-box security role should you assign to the user?

- A. Environment Admin
- B. System Customizer
- C. Common Data Service User
- D. Environment Maker

**Answer: D**

**Explanation:**

<https://docs.microsoft.com/en-us/power-platform/admin/database-security#predefined-security-roles>

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/data-platform-create-app>

#### QUESTION 98

You are developing a canvas app.

You need to apply business rules to the app without writing code.

Which three actions can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Validate data and show error messages.
- B. Enable or disable fields.
- C. Set field requirement levels.
- D. Set field values.
- E. Show or hide fields

**Answer:** ACD

**Explanation:**

The following actions are not available on Canvas apps:

Show or hide columns

Enable or disable columns

Create business recommendations based on business intelligence

Reference:

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

**QUESTION 99**

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. List view of the entity
- B. Microsoft Visual Studio
- C. Templates area
- D. Maker portal

**Answer:** A

**Explanation:**

Edit a public or system view in app designer

You can change the way a public or system view is displayed by adding, configuring, or removing columns.

1. In the Views list for a table, select the Show list of references down arrow Drop Down. Edit View.



2. Next to the view you want to edit, select Open the View Designer Open view Designer.

The view opens in the view designer.

When you edit a public or system view, you must save and publish your changes before they will be visible in the application.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views-app-designer>

**QUESTION 100**

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.

What should you do?

- A. Share the chart with the team.
- B. Assign the chart to each person on the team.
- C. Export the user chart to Power BI. Import the chart as a Power BI visualization.
- D. Export the user chart for import as a user chart.

**Answer:** A