

- **Vendor: Microsoft**
- **Exam Code: PL-200**
- **Exam Name: Microsoft Power Platform Functional Consultant**
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QUESTION 42

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 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

QUESTION 43

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

QUESTION 44

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.

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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:

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

QUESTION 45

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 Outlook integration

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Instead enable server-based SharePoint integration.

Reference:

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

QUESTION 46

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

You need to configure entity ownership.

Which entity ownership type should you use?

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

Answer: A

QUESTION 47

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.

Answer: D

QUESTION 48

You have a form that displays a custom field from an entity.
A customer wants to restrict users from filtering on the custom field.
You need to prevent users from filtering the field in Advanced Find.
What should you modify?

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

Answer: C

Explanation:

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

QUESTION 49

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:

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

QUESTION 50

Drag and Drop Question

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.

Actions	Answer Area
Sign in to the Business platform admin center and create a new project and connection set.	
Create a trigger to search for the new posts with the hashtag.	
Create an action to send a mobile notification.	
Sign in to Power Automate and create a new blank flow.	⬅️ ⬆️
Create a trigger to send a mobile notification.	⬆️ ⬇️
Select the social media connector, generate an authentication key from the service, and enter the key for the connection.	
Create an action to search for the new posts with the hashtag.	
Select the social media connector and enter the user credentials for the connection.	

Answer:

Actions	Answer Area
Sign in to the Business platform admin center and create a new project and connection set.	Sign in to Power Automate and create a new blank flow.
	Select the social media connector, generate an authentication key from the service, and enter the key for the connection.
	Create a trigger to search for the new posts with the hashtag.
Create an action to send a mobile notification.	⬅️ ⬆️
	Create a trigger to send a mobile notification.
	⬆️ ⬇️
Create an action to search for the new posts with the hashtag.	
Select the social media connector and enter the user credentials for the connection.	

QUESTION 51

Hotspot Question

You manage the Dynamics 365 environment for a company.

You need to ensure that there are no leads for a customer before you create a new opportunity for the customer. How can you use duplicate detection rules to achieve this goal? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Duplicate detection rule criteria

Base record type

Value

	▼
Lead	
Account	
Opportunity	

Base record field

	▼
Topic	
Account	
Originating Lead	

Answer:

Duplicate detection rule criteria

Base record type

Value

	▼
Lead	
Account	
Opportunity	

Base record field

	▼
Topic	
Account	
Originating Lead	

QUESTION 52

Hotspot Question

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.

Answer Area

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

Answer:

Answer Area

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

QUESTION 53

Hotspot Question

You configure an alert in Power BI.

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

NOTE: Each correct selection is worth one point.

Where should you configure the Power BI alert so that it triggers the process?	<div> <input type="text"/> </div> <div> <input type="checkbox"/> Power BI <input type="checkbox"/> Common Data Service <input type="checkbox"/> Power Automate <input type="checkbox"/> Power BI admin portal </div>
Who can see alerts configured for Power BI?	<div> <input type="text"/> </div> <div> <input type="checkbox"/> The person who created the alert. <input type="checkbox"/> The dashboard owner and the person who created the alert. <input type="checkbox"/> Everyone who has access to the dashboard. <input type="checkbox"/> Everyone who has access to the Power BI instance. </div>

Answer:

Where should you configure the Power BI alert so that it triggers the process?

Power BI
Common Data Service
Power Automate
Power BI admin portal

Who can see alerts configured for Power BI?

The person who created the alert.
The dashboard owner and the person who created the alert.
Everyone who has access to the dashboard.
Everyone who has access to the Power BI instance.

QUESTION 54

Hotspot Question

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.

Recognition requirement

Model type

Identify a person's age in a paragraph when written using the pattern **twenty years old**.

Entity extraction
Text recognition
Key phrase

Identify items and prices from an invoice.

Form processing
Text recognition
Object detection

Answer:

Recognition requirement

Model type

Identify a person's age in a paragraph when written using the pattern **twenty years old**.

Entity extraction
Text recognition
Key phrase

Identify items and prices from an invoice.

Form processing
Text recognition
Object detection

QUESTION 55

Drag and Drop Question

You are a Dynamics 365 Customer Service help desk administrator.

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

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

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

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

NOTE: Each correct selection is worth one point.

Form types

quick create

main

quick view

card

Answer Area
Case type
Form type

Case type A

Form type

Case type B

Form type

Case type C

Form type

Case type D

Form type

Case type E

Form type

Answer:

Form types

quick create

main

quick view

card

Answer Area

Case type

Case type A

Case type B

Case type C

Case type D

Case type E

Form type

main

main

main

quick create

quick view

QUESTION 56

Drag and Drop Question

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.

Actions

Train the AI model by using data exported to Microsoft Excel.

Export data from Common Data Service into Microsoft Excel.

Train the prediction AI model by using Common Data Service data.

Import the AI model analysis into Common Data Service.

Publish the AI model.

Train the category classification AI model by using Common Data Service data.

Use the model with Power Apps.

Answer area

Answer:

Actions	Answer area
Train the AI model by using data exported to Microsoft Excel.	Train the prediction AI model by using Common Data Service data.
Export data from Common Data Service into Microsoft Excel.	Publish the AI model.
Import the AI model analysis into Common Data Service.	Use the model with Power Apps.
Train the category classification AI model by using Common Data Service data.	

Explanation:

Step 1:

Before you can use your prediction model, you have to train it to perform the way you want.

Step 2:

After you train your model, publish it to make it available.

Publish your model when you want to make it available to users in your Power Apps environment.

Step 3: Use the model with Power Apps

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prediction-train-model>

QUESTION 57

Drag and Drop Question

You are a Dynamics 365 for Customer Service administrator.

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

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

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

NOTE: Each correct selection is worth one point.

Components	Requirement	Component
Actions	Lock a form field.	
Conditions	Trigger business logic based on a field value.	
Recommendation	Leverage existing business information to enhance data entry.	

Answer:

Components	Answer Area								
	<table> <tr> <th>Requirement</th><th>Component</th></tr> <tr> <td>Lock a form field.</td><td>Actions</td></tr> <tr> <td>Trigger business logic based on a field value.</td><td>Conditions</td></tr> <tr> <td>Leverage existing business information to enhance data entry.</td><td>Recommendation</td></tr> </table>	Requirement	Component	Lock a form field.	Actions	Trigger business logic based on a field value.	Conditions	Leverage existing business information to enhance data entry.	Recommendation
Requirement	Component								
Lock a form field.	Actions								
Trigger business logic based on a field value.	Conditions								
Leverage existing business information to enhance data entry.	Recommendation								

QUESTION 58

Drag and Drop Question

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							
Session outcomes over time							
Escalation rate drivers							
Escalation rate							
	<table> <tr> <th>Process</th><th>Metric</th></tr> <tr> <td>Determine which topics are transferred to live agents most often.</td><td>Metric</td></tr> <tr> <td>Determine the number of chats per day that are transferred to live agents.</td><td>Metric</td></tr> </table>	Process	Metric	Determine which topics are transferred to live agents most often.	Metric	Determine the number of chats per day that are transferred to live agents.	Metric
Process	Metric						
Determine which topics are transferred to live agents most often.	Metric						
Determine the number of chats per day that are transferred to live agents.	Metric						

Answer:

Metrics	Answer Area						
Engagement over time							
	<table> <tr> <th>Process</th><th>Metric</th></tr> <tr> <td>Determine which topics are transferred to live agents most often.</td><td>Escalation rate drivers</td></tr> <tr> <td>Determine the number of chats per day that are transferred to live agents.</td><td>Session outcomes over time</td></tr> </table>	Process	Metric	Determine which topics are transferred to live agents most often.	Escalation rate drivers	Determine the number of chats per day that are transferred to live agents.	Session outcomes over time
Process	Metric						
Determine which topics are transferred to live agents most often.	Escalation rate drivers						
Determine the number of chats per day that are transferred to live agents.	Session outcomes over time						
Escalation rate							

QUESTION 59

Drag and Drop Question

You are a Dynamics 365 administrator.

You create a new app.

You need to create the site map for the app.

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

Actions
Answer Area

Add a subarea.

Add a view.

Add a group.

Add an area.



Answer:

Actions
Answer Area

Add a view.



Add an area.

Add a group.

Add a subarea.


QUESTION 60

Hotspot Question

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

The OnVisible property for Screen1 contains the following expression.

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

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

NOTE: Each correct selection is worth one point.

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

Answer:

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

QUESTION 61

Drag and Drop Question

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

Each process has unique characteristics.

You need to recommend components for each process.

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

NOTE: Each correct selection is worth one point.

Components	Process	Component
<div>Attended UI flow</div> <div>Unattended UI flow</div> <div>Flow that uses a custom connector</div> <div>Flow that uses a prebuilt connector</div>	<div>Access data from an internally created web application with basic REST API functionality as part of a nightly batch job.</div> <div>Access data from a public web site with no API functionality for emails processed through an unmonitored queue.</div>	<div>Component</div> <div>Component</div>

Answer:

Components	Process	Component
<div>Flow that uses a custom connector</div> <div>Flow that uses a prebuilt connector</div>	<div>Access data from an internally created web application with basic REST API functionality as part of a nightly batch job.</div> <div>Access data from a public web site with no API functionality for emails processed through an unmonitored queue.</div>	<div>Unattended UI flow</div> <div>Attended UI flow</div>

QUESTION 62

Hotspot Question

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	

Answer:

Application area

Security function

Microsoft 365 admin center

	▼
Roles	
Groups	
Licenses	
Access rights	

Dynamics 365 Sandbox instance

	▼
Roles	
Groups	
Access rights	