

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

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?

Does this meet the (

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 Ul flows.

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**One Time!** 

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.

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**One Time!** 

- 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.



**One Time!** 

	Actions	A	nswer 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.	(O)		00
	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	A	inswer 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 an action to send a mobile notification.		Create a trigger to search for the new posts with the hashlag.	
		(S)	Create a trigger to send a mobile notification.	80
	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

Base record field

## Value



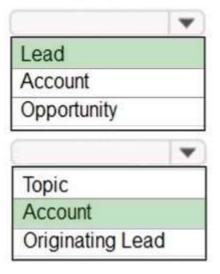
#### Answer:

## Duplicate detection rule criteria

Base record type

Base record field

## Value



### **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.	-
	Yes
	No
Configure a business rule to show an error message.	
	Yes
	No
Edit values in calculated fields.	( v
	Yes
	No
Edit the Address composite field.	( v
	Yes
	No
Use the editable grid on mobile phones.	( ▼
coo uno canadio gira cirmodio priorico.	Yes
	No



### Answer Area

Action	Can be performed?
Group by or sort columns in the current view.	-
	Yes
	No
Configure a business rule to show an error message.	( ▼)
ust mit view n <del>a 17. destation (little view to </del>	Yes
	No
Edit values in calculated fields.	▼)
	Yes
	No
Edit the Address composite field.	<b>V</b>
	Yes
	No
Use the editable grid on mobile phones.	( v
oss the suitable gira on mobile phones.	Yes
	No

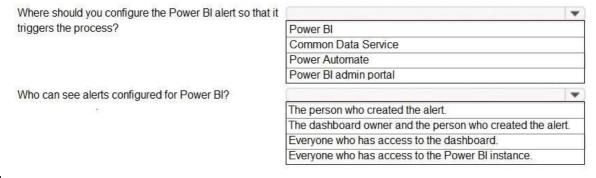
## **QUESTION 53**

**Hotspot Question** 

You configure an alert in Power Bl.

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.





Everyone who has access to the Power BI instance.

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.

### **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 Al Builder model types to use.

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

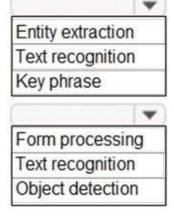
NOTE: Each correct selection is worth one point.

## Recognition requirement

## Model type

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

Identify items and prices from an invoice.



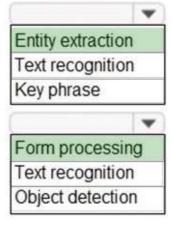
## Answer:

## Recognition requirement

## Model type

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

Identify items and prices from an invoice.



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**One Time!** 

### **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	Answer Area	
quick create	Case type	Form type
main	Case type A	Form type
quick view	Case type B	Form type
card	Case type C	Form type
	Case type D	Form type
	Case type E	Form type

Form types	Answer Area	
quick create	Case type	Form type
main	Case type A	main
quick view	Case type B	main
card	Case type C	main
	Case type D	quick create
	Case type E	quick view

## **QUESTION 56**

**Drag and Drop Question** 

Actions

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 Al 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.

Answer area

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

Export data from Common Data Service into Microsoft Excel.

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

Import the Al model analysis into Common Data Service.

Publish the Al model.

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

Use the model with Power Apps.



**One Time!** 

Actions	Answer area
Train the Al model by using data exported to Microsoft Excel.	Train the prediction Al model by using Common Data Service data.
Export data from Common Data Service into Microsoft Excel.	Publish the Al model.
	Use the model with Power Apps.
Import the Al model analysis into Common Data Service.	
Train the category classification Al model by using	1

#### **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	Answer Area		
Actions	Requ	uirement	Component
Conditions	Lock	a form field.	
Recommendation	Trigg	ger business logic based on a field val	ue.
		rage existing business information nhance data entry.	



One Time!

Components	Answer Area	
	Requirement	Component
	Lock a form field.	Actions
	Trigger business logic based on a fie	eld value. Conditions
	Leverage existing business informat to enhance data entry.	ion 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	Process	Metric
	Session outcomes over time	Determine which topics are transferred to live agents most often.	Metric
	Escalation rate drivers	Determine the number of chats per day that	Metric
	Escalation rate	are transferred to live agents.	3002000
Answer:	100.00	l in a	
	Metrics	Answer Area	
	Engagement 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	Session outcomes over time
	Escalation rate	are transferred to live agents.	

### **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.



One Time!

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0

	Actions	A	nswer Area		
	Add a subarea.				
	Add a view.	(S)			<b>⊗</b>
	Add a group.	<b>③</b>			$\odot$
	Add an area.				
Answer:	• "				
	Actions	А	nswer Area		
			Add an area.		
	Add a view.	<b>(</b>	Add a group.		$\odot$
		<b>(</b> )	Add a subarea.		<b>⊗</b>
The OnVisit Set(AgeGro For each of		lowing e	xpression.		
	Statements			Yes	No
	AgeGroups can be accessed from	Scree	n1 and Screen2.	0	0

### Answer:

AgeGroups is a collection.

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You can use the Update function to change values in AgeGroups.



One Time!

Statements	Yes	No	
AgeGroups can be accessed from Screen1 and Screen2.	0	0	
AgeGroups is a collection.	0	0	
You can use the Update function to change values in AgeGrou	ps. O	0	

#### **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	Answer Area	
	Attended UI flow	Process	Component
	Unattended UI flow	Access data from an internally created web application with basic REST API functionality as	Component
	Flow that uses a custom connector	part of a nightly batch job.	
	Flow that uses a prebuilt connector	Access data from a public web site with no API functionality for emails processed through an unmonitored queue.	Component
Answer:	Components	Answer Area	
		Process	Component
		Access data from an internally created web	Unattended UI flow
		application with basic REST API functionality as	Griatterided Ot how
	Flow that uses a custom connector		Gradiended Othow

## **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.

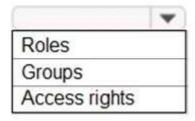
## Security function

## Application area

Microsoft 365 admin center

	-
Roles	
Groups	
Licenses	
Access rights	

Dynamics 365 Sandbox instance



Answer:

## Application area

Security function

Microsoft 365 admin center



Dynamics 365 Sandbox instance

