

- **Vendor: Microsoft**
- **Exam Code: PL-200**
- **Exam Name: Microsoft Power Platform Functional Consultant**
- **New Updated Questions from [Braindump2go](#)**
- **(Updated in [December/2021](#))**

[Visit Braindump2go and Download Full Version PL-200 Exam Dumps](#)

QUESTION 1

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.

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

[PL-200 Exam Dumps](#) [PL-200 Exam Questions](#) [PL-200 PDF Dumps](#) [PL-200 VCE Dumps](#)

<https://www.braindump2go.com/pl-200.html>

- * 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 add controls to the check-in solution for the health and wellness questions.

Which form control should you use?

- A. Drop down
- B. Check box
- C. Text input

Answer: B

QUESTION 2

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.

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 to meet the business requirements. Which data source should you use?

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

Answer: A

QUESTION 3

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

[PL-200 Exam Dumps](#) [PL-200 Exam Questions](#) [PL-200 PDF Dumps](#) [PL-200 VCE Dumps](#)

<https://www.braindump2go.com/pl-200.html>

- * 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 create the FAQ solution content

What should you do first?

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

Answer: A

QUESTION 4

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

[PL-200 Exam Dumps](#) [PL-200 Exam Questions](#) [PL-200 PDF Dumps](#) [PL-200 VCE Dumps](#)

<https://www.braindump2go.com/pl-200.html>

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.

Hotspot Question

You need to embed the check-in solution into the communication solution. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

What must you install prior to embedding the check-in solution?

Visual Studio
App Studio
AI Builder
Common Data Service

Where must the check-in solution be available within the communication solution?

chat section of the solution
Microsoft 365 Apps selection grid in an embedded webpage
in a tab

Answer:

Answer Area

What must you install prior to embedding the check-in solution?

Visual Studio
App Studio
AI Builder
Common Data Service

Where must the check-in solution be available within the communication solution?

chat section of the solution
Microsoft 365 Apps selection grid in an embedded webpage
in a tab

Explanation:

Box 1: Apps Studio

Scenario: 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.

PowerApps Studio is a browser application used to edit your apps. PowerApps Studio includes a drag-and-drop canvas in the center of the screen and a screen or object list pane on the left. Properties, Rules, and Advanced Properties for selected screens or controls are displayed in the right pane.

Box 2: in a tab

You can customize the Teams experience by adding Power Apps canvas apps to your channels in Teams using the PowerApps tab.

QUESTION 5

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.

[PL-200 Exam Dumps](#) [PL-200 Exam Questions](#) [PL-200 PDF Dumps](#) [PL-200 VCE Dumps](#)

<https://www.braindump2go.com/pl-200.html>

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.

Hotspot Question

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

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

NOTE: Each correct selection is worth one point.

Requirement	Solution
Implement the invitation code redemption process.	<input type="text"/> <ul style="list-style-type: none"> Auto-populate the invitation code field on the sign-in screen from the email link. Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
Validate the user's email.	<input type="text"/> <ul style="list-style-type: none"> Two-factor authentication Azure Active Directory authentication Social provider sign-in Invitation code sign-up

Answer:

Requirement	Solution
Implement the invitation code redemption process.	<input type="text"/> <ul style="list-style-type: none"> Auto-populate the invitation code field on the sign-in screen from the email link. <li style="background-color: #e0ffe0;">Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
Validate the user's email.	<input type="text"/> <ul style="list-style-type: none"> Two-factor authentication Azure Active Directory authentication Social provider sign-in <li style="background-color: #e0ffe0;">Invitation code sign-up

QUESTION 6

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.

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.

Hotspot Question

You need to design and create the solution for gathering contact information from guests for marketing purposes.

What should you use? To answer, select the appropriate options In the answer area.

NOTE: Each correct selection is worth one point.

Action	Solution
Extract business card data.	<div style="border: 1px solid gray; padding: 2px;"> <div style="border-bottom: 1px solid gray; padding: 2px;">▼</div> <div style="padding: 2px;">AI Builder</div> <div style="padding: 2px;">Common Data Service</div> <div style="padding: 2px;">Power Virtual Agents</div> <div style="padding: 2px;">Power Automate</div> </div>
Implement the contact gathering solution.	<div style="border: 1px solid gray; padding: 2px;"> <div style="border-bottom: 1px solid gray; padding: 2px;">▼</div> <div style="padding: 2px;">Create a new entity extraction component.</div> <div style="padding: 2px;">Integrate the solution with Azure Cognitive Services.</div> <div style="padding: 2px;">Use a prebuilt AI model.</div> </div>

Answer:

Action	Solution
Extract business card data.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #e0e0e0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <p style="background-color: #c8e6c9; margin: 0;">AI Builder</p> <p style="margin: 0;">Common Data Service</p> <p style="margin: 0;">Power Virtual Agents</p> <p style="margin: 0;">Power Automate</p> </div> </div>
Implement the contact gathering solution.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #e0e0e0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> <p style="margin: 0;">Create a new entity extraction component.</p> <p style="margin: 0;">Integrate the solution with Azure Cognitive Services.</p> <p style="background-color: #c8e6c9; margin: 0;">Use a prebuilt AI model.</p> </div> </div>

QUESTION 7

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.

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.

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.
Access the check-in solution on the check-in devices.

Xamarin app
Power APPs portal
Model-driven app
Canvas app

Access the check-in solution on the check-in devices.

Traditional desktop application
Web browser
Power APPS mobile app
Dynamics 365 for phones and tablets

Answer:

Answer Area

Requirement

Technology

Develop the base check-in solution.
Access the check-in solution on the check-in devices.

Xamarin app
Power APPs portal
Model-driven app
Canvas app

Access the check-in solution on the check-in devices.

Traditional desktop application
Web browser
Power APPS mobile app
Dynamics 365 for phones and tablets

QUESTION 8

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.

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.

Hotspot Question

You need to embed the FAQbot into the communication solution.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;"> <p>Import an existing app.</p> <p>Create a new app.</p> <p>Import a new page.</p> <p>Import bot.</p> </div> </div>
Configure the FAQ solution in Microsoft Teams.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;"> <p>Configure the FAQbot.</p> <p>Import a chatbot.</p> <p>Create a new chatbot.</p> </div> </div>

Answer:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;"> <p>Import an existing app.</p> <p style="background-color: #e0ffe0;">Create a new app.</p> <p>Import a new page.</p> <p>Import bot.</p> </div> </div>
Configure the FAQ solution in Microsoft Teams.	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;"> <p>Configure the FAQbot.</p> <p style="background-color: #e0ffe0;">Import a chatbot.</p> <p>Create a new chatbot.</p> </div> </div>

QUESTION 9

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.

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.

Hotspot Question

You need to design the FAQ solution to handle unknown responses.

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

NOTE: Each correct selection is worth one point.

Requirement	Component
Handle an unknown question from a guest in a conversation.	<div style="border: 1px solid gray; padding: 2px;"> <div style="border-bottom: 1px solid gray; padding: 2px;">Escalate</div> <div style="border-bottom: 1px solid gray; padding: 2px;">Fallback topic</div> <div style="padding: 2px;">Failure path</div> </div>
Redirect a quest with an unknown question to a live staff member.	<div style="border: 1px solid gray; padding: 2px;"> <div style="border-bottom: 1px solid gray; padding: 2px;">Power Apps</div> <div style="border-bottom: 1px solid gray; padding: 2px;">Power Virtual Agents web application</div> <div style="border-bottom: 1px solid gray; padding: 2px;">Microsoft Teams</div> <div style="padding: 2px;">Omnichannel for Dynamics 365 Customer Service</div> </div>

Answer:

Requirement	Component
Handle an unknown question from a guest in a conversation.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="background-color: #d9ead3; padding: 2px;">Escalate</div> <div style="padding: 2px;">Fallback topic</div> <div style="padding: 2px;">Failure path</div> </div>
Redirect a quest with an unknown question to a live staff member.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;">Power Apps</div> <div style="padding: 2px;">Power Virtual Agents web application</div> <div style="padding: 2px;">Microsoft Teams</div> <div style="background-color: #d9ead3; padding: 2px;">Omnichannel for Dynamics 365 Customer Service</div> </div>

QUESTION 10

The sales manager receives a list of leads from a partner company monthly. The field names that are provided do not match the fields in Dynamics 365. A data map does not exist. You need to import the leads without changing the data from the partner company. What should you do?

- A. Create a data map in Data Management.
- B. Add a template for Import Data.
- C. Use Import Field Translations.
- D. Create a data map on the first import by using the Import Data wizard.

Answer: D

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads-other-data>

QUESTION 11

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 12

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: Create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

QUESTION 13

You are designing a Power Virtual Agents chatbot.

You observe that the environment you plan to use does not appear as an option in the Power Virtual Agents user interface.

You need to ensure that you can create the chatbot in the environment that you want to use.

What should you do?

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

Answer: A

QUESTION 14

You are a Dynamics 365 administrator for a veterinarian clinic.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.

You need to create a dynamically visible field.

What should you configure?

- A. field visibility on the form
- B. business process flow
- C. workflow
- D. business rule

Answer: D

Explanation:

By combining conditions and actions, you can do any of the following with business rules:

Set column values

Clear column values

Set column requirement levels

Show or hide columns

Enable or disable columns

Validate data and show error messages

Create business recommendations based on business intelligence.

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

QUESTION 15

You have a canvas app that allows users to view, select and purchase products. The app uses a Gallery control to display products and checkboxes that allow users to select products.

When users select items from the product catalog, they move to a different screen to complete a purchase.

Users must be able to clear all product selections when they click the button.

You need to configure the button.

What should you do?

[PL-200 Exam Dumps](#) [PL-200 Exam Questions](#) [PL-200 PDF Dumps](#) [PL-200 VCE Dumps](#)

<https://www.braindump2go.com/pl-200.html>

- A. Use the `Reload(Control)` formula and pass the gallery control as parameter to the `Reload` formula.
- B. Use the `Reset(control)` formula and pass the checkbox to the formula to clear user selections.
- C. Set the `OnCheck` value to populate a collection and the `OnUncheck` value to remove the item from the collection. Clear the collection when the user selects the button.
- D. Use the `Revert(Products)` formula and pass the checkbox to the formula to clear user selections.
- E. Use the `Reset(Control)` formula and pass the gallery control as a parameter to the `Reset` formula.

Answer: B

Explanation:

The `Reset` function resets a control to its `Default` property value. Any user changes are discarded. You cannot reset controls that are within a `Gallery` or `Edit form control` from outside those controls. You can reset controls from formulas on controls within the same gallery or form.

Reference:

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

QUESTION 16

You are creating a Power Virtual Agents chatbot that uses multiple topics.

Each user interaction can reference more than one topic.

You need to be able to capture a value in an initial topic and use it in subsequent topics.

Which type of variable should you create?

- A. Bot
- B. Topic
- C. Context

Answer: A

Explanation:

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

QUESTION 17

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.

On a `Contact` record, a user creates a `Note` record that contains the word `running`.

One week later, the user reports that they cannot find the `Contact` record associated with the `Note` record.

You need to find the `Note` record.

Solution: Use `Categorized Search` to search for the word `run`.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Instead use `Relevance Search`.

Note: `Relevance Search` finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed."

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search>

QUESTION 18

You manage the Dynamics 365 Customer Service environment for an organization.

Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

NOTE: Each correct selection is worth one point.

- A. Microsoft OneDrive for Business
- B. Microsoft Yammer
- C. Microsoft OneNote
- D. Microsoft Skype for Business
- E. Microsoft Exchange Online

Answer: BDE

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

QUESTION 19

You are creating a canvas app.

A user will click a button on each screen of a Power Apps app to proceed to the next screen.

You need to implement an action that selects the next screen that the user sees.

Which event should you handle?

- A. OnLoad
- B. OnCheck
- C. ScreenTransition
- D. OnSelect

Answer: D

Explanation:

Add navigation

1. With the Source screen selected, open the Insert tab, select Icons, and then select Next arrow.

2. With the arrow still selected, select the Action tab, and then select Navigate.

3. The OnSelect property for the arrow is automatically set to a Navigate function.



4. When a user selects the arrow, the Target screen fades in.

5. On the Target screen, add a Back arrow, and set its OnSelect property to this formula:

6. `Navigate(Source, ScreenTransition.Fade)`

7. While holding down the Alt key, toggle between screens by selecting the arrow on each screen.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/add-screen-context-variables>

QUESTION 20

You are creating a new business process flow to qualify leads.

You create an action. The action is not available inside the Action Step.

You need to make the action available to the Action Step.

Which two steps must you perform? Each correct answer presents part of the solution.

NOTE Each correct selection is worth one point.

- A. Activate the action.

- B. Select Run as an on-demand process
- C. Add at least one step to the action.
- D. Ensure that the entity for the action matches the corresponding entity for the business process flow stage.

Answer: CD

Explanation:

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