> **Vendor: Microsoft**

> **Exam Code: PL-200**

> **Exam Name: Microsoft Power Platform Functional Consultant**

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QUESTION 63
Hotspot Question
You are a Dynamics 365 Customer Service administrator.
You need to configure the following automation for the sales team:
* Send an email when the status changes on an Opportunity.
* Text the sales manager when an Opportunity is created.
* Create a Wunderlist task when an Opportunity is open for 30 days.
Which tool should you use for each requirement? To answer, select the appropriate options in the answer area. NOTE Each correct selection is worth one point.

Automation	Tool
Email when the status changes.	Dynamics 365 workflow ▼ Microsoft Flow Business Process Flow
Text when the Opportunity is created.	Dynamics 365 workflow ▼ Microsoft Flow Business Process Flow
Create a Wunderlist task.	Dynamics 365 workflow ▼ Microsoft Flow Business Process Flow

Answer:

Automation   **Tool**

Email when the status changes.

| Dynamics 365 workflow |
| Microsoft Flow |
| Business Process Flow |

Text when the Opportunity is created.

| Dynamics 365 workflow |
| Microsoft Flow |
| Business Process Flow |

Create a Wunderlist task.

| Dynamics 365 workflow |
| Microsoft Flow |
| Business Process Flow |

QUESTION 64
Drag and Drop Question
You have a business process flow.
You need to update the business process flow while minimizing administrative and maintenance efforts.
What should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features

| Action step |
| Classic workflow |
| Power Automate flow |

Answer Area

Requirement	Feature
Allow users to navigate to the previous stage only from specific stages.	Feature
Create checklist records in specific stages on demand.	Feature

Answer:

Features

| Classic workflow |

Answer Area

Requirement	Feature
Allow users to navigate to the previous stage only from specific stages.	Power Automate flow
Create checklist records in specific stages on demand.	Action step

QUESTION 65
Drag and Drop Question
You are designing a chatbot for a sports outlet.
You need to complete the chatbot.
Which features should you use? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features	Answer Area		
Topics	**Requirement**		**Feature**
Entities	Enable the chatbot to relate to a real-world object or topic in a dialog.		Feature
Variables	Define the path and triggers for a chatbot conversation.		Feature
Flows	Implement conditional logic to dynamically route a conversation across different paths.		Feature

Answer:

Features	Answer Area		
Topics	**Requirement**		**Feature**
Entities	Enable the chatbot to relate to a real-world object or topic in a dialog.		Entities
Variables	Define the path and triggers for a chatbot conversation.		Topics
Flows	Implement conditional logic to dynamically route a conversation across different paths.		Variables

Explanation:
Box 1: Entities
Out of the box, Power Virtual Agents comes with a set of prebuilt entities, which represent the most commonly used stereotype information in real-world dialogs, such as age, colors, numbers, and names.
With the knowledge granted by entities, a bot can smartly recognize the relevant information from a user input and save it for later use.
Box 2: Topics
In Power Virtual Agents, a topic defines a how a bot conversation plays out.
You can author topics by customizing provided templates, create new topics from scratch, or get suggestions from existing help sites.
A topic has trigger phrases – these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue – and conversation nodes – these are what you use to define how a bot should respond and what it should do.
Box 3: Variables
Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.
For example, you can save a customer's name in a variable called UserName. The bot can then address the customer by name as the conversation continues.
You can use variables to create logical expressions that dynamically route the customer down different conversation paths.
Incorrect Answers:
・Flows: You can enable your bot to perform an action by calling a Microsoft Power Automate flow. Flows can help you automate activities, or call backend systems. For example, you can use flows with end-user authentication to retrieve information about a user after they've signed in.
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling

https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-flow
https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables

QUESTION 66
Hotspot Question
You set up a new instance of Dynamics 365 for Customer Service.
Users report a variety of issues working with cases on mobile devices.
You need to configure the mobile app to be able to view cases.
NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	▼ Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	▼ Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	▼ Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

Answer:

Scenario	Action needed
Users cannot see case records on mobile devices.	▼ **Configure mobile settings set on the case entity level.** Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	▼ Configure mobile settings set at the case entity level. **Configure mobile settings at the field level within the case form.** Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	▼ Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. **Configure a security role in the mobile permission set for appropriate users.**

Explanation:
1. User is able to login but can't see Case Records --> "Configure Mobile Settings on Case Entity Level"
2. Users can open cases but cannot see the subject of the case - "configure mobile settings at the field level within the case form
3. User reports that they cannot access the system from Dynamics 365 mobile app --> Configure a security role in the mobile permission set of the appropriate user
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phones-and-dynamics-365-for-tablets

QUESTION 67
Drag and Drop Question
You are a Dynamics 365 Customer Service developer.
A salesperson creates a chart.
You need to ensure that the chart is available to all users on the team.
Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action 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.

Actions		Answer Area		
Share the chart with the team.		**Step**		**Action**
Assign the chart to each person on the team.		1		Action
Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.		2		Action
Export the user chart for import as a user chart.				
Export the user chart for import as a system chart.				

Answer:

Actions		Answer Area		
		Step		**Action**
Assign the chart to each person on the team.		1		Export the user chart for import as a user chart.
Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.		2		Share the chart with the team.
Export the user chart for import as a system chart.				

QUESTION 68
Hotspot Question
You ate a Dynamics 365 Customer Engagement administrator. You create workflows to automate business processes.
You need to configure a workflow to meet the following requirements:
- Be triggered when a condition is met.
- Run immediately.
- Perform an action when a condition is met.
How should you configure the workflow? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Workflow Requirement	Configuration Option
Be triggered when a condition is met.	▼
	Publish workflow.
	Subject contains data.
	Trigger when a Power Automate button is pressed.
Run immediately.	▼
	Approve the workflow.
	Configure the workflow to run now.
	Configure child workflow to run now.
Perform an action when a condition is met.	▼
	Send an email.
	View chart.
	Update a security role.

Answer:

Answer Area

Workflow Requirement	Configuration Option
Be triggered when a condition is met.	▼
	Publish workflow.
	Subject contains data.
	Trigger when a Power Automate button is pressed.
Run immediately.	▼
	Approve the workflow.
	Configure the workflow to run now.
	Configure child workflow to run now.
Perform an action when a condition is met.	▼
	Send an email.
	View chart.
	Update a security role.

Explanation:
1) Be triggered when a condition is met - Subject contains data
2) Run Immediately - Configure the workflow to run now
3) Perform an action when a condition is met - send an email

QUESTION 69
Hotspot Question
You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365.
You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.
Which actions should you perform? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Guide the user with actions to take.

▼
Configure views and charts.
Configure business process flows.
Configure workflows.

Ensure user interaction in manageable steps.

▼
Configure the timeline on the form.
Configure each stage with the actions that need to be completed.
Configure Insights.

Answer:

Guide the user with actions to take.

▼
Configure views and charts.
Configure business process flows.
Configure workflows.

Ensure user interaction in manageable steps.

▼
Configure the timeline on the form.
Configure each stage with the actions that need to be completed.
Configure Insights.

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview

QUESTION 70
Drag and Drop Question
You are designing a desktop user interface (UI) flow.
The UI flow automates legacy software.
You need to prepare data for transfer to a Microsoft SharePoint list.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions   **Answer Area**

Select information to pass to the SharePoint list.

Copy and paste the text in the output definition window.

On the Outputs menu of the UI flow, choose **Select text on screen**.

Enter a name and description for the output.

Start recording the UI flow.

Stop the recording and save the flow.

Answer:

Actions

Copy and paste the text in the output definition window.

Stop the recording and save the flow.

Answer Area

Start recording the UI flow.

On the Outputs menu of the UI flow, choose **Select text on screen**.

Select information to pass to the SharePoint list.

Enter a name and description for the output.

QUESTION 71
Hotspot Question
The owner of a company needs to know who signs into the system.
You need to ensure that the owner can view the user audit logs.
Where does each action need to be performed? To answer, select the appropriate options in the answer area.
NOTE Each correct selection is worth one point.

Action   **Location**

Activate user auditing.

| System Settings |
| Personal Settings |
| Customize the System |
| Microsoft 365 Compliance |

View the user audit logs.

| Advanced Find |
| Individual record |
| User Summary report |
| Microsoft 365 Compliance |

Answer:

Action

Activate user auditing.

Location

System Settings
Personal Settings
Customize the System
Microsoft 365 Compliance

View the user audit logs.

Advanced Find
Individual record
User Summary report
Microsoft 365 Compliance

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

QUESTION 72
Drag and Drop Question
You create a report by using Power BI Desktop and publish the report to the Power BI service. You enable Power BI visualization embedding in a model-driven app.
You need to configure the model-driven app to display a Power Bi tile.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions   **Answer area**

Pin the Power BI report to a new dashboard in the Power BI service.

Share the dashboard with the appropriate users.

Add a Power BI tile to the dashboard and select the Power BI dashboard in the app.

Create a new Power BI personal dashboard in the model-driven app.

Create a personal dashboard in the model-driven app.

Ensure the dashboard is available to the appropriate security roles.

Answer:

Actions

	Answer area
	Add a Power BI tile to the dashboard and select the Power BI dashboard in the app.
Share the dashboard with the appropriate users.	Create a new Power BI personal dashboard in the model-driven app.
	Ensure the dashboard is available to the appropriate security roles.
	Pin the Power BI report to a new dashboard in the Power BI service.
Create a personal dashboard in the model-driven app.	

QUESTION 73
Hotspot Question
A company uses Common Data Service to manage account and contact information.
The company plans to use the AI Builder model to make key business decision.
You need to integrate prebuilt AI Builder models with Power Automate.
Which models should you use? To answer, select the appropriate option the answer area.
NOTE Each correct selection is worth one point.

Scenario	**Model**
Extract specific text from a PDF document.	[dropdown ▼]
	Text recognition model
	Key phrase extraction model
	Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	[dropdown ▼]
	Sentiment analysis model
	Category classification model
	Entity extraction model
	Prediction model

Answer:

Scenario	**Model**
Extract specific text from a PDF document.	[dropdown ▼]
	Text recognition model
	Key phrase extraction model
	Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	[dropdown ▼]
	Sentiment analysis model
	Category classification model
	Entity extraction model
	Prediction model

QUESTION 74
Hotspot Question
You create a new Power Virtual Agents chatbot for an organization.
Testing and production deployment of the chatbot are not complete.

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You need to ensure that appropriate users can access the chatbot.
Which methods should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Method
Test the chatbot with unlicensed internal users	Use the demo website / Share the chatbot to each user individually / Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	Share the chatbot to each user individually / Share the chatbot to a security group containing all users / Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	Embed the chatbot code in an IFrame on your company's public website / Deploy the chatbot to Microsoft Teams in your tenant / Deploy the chatbot to AppSource

Answer:

Answer Area

Requirement	Method
Test the chatbot with unlicensed internal users	**Use the demo website** / Share the chatbot to each user individually / Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	Share the chatbot to each user individually / **Share the chatbot to a security group containing all users** / Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	**Embed the chatbot code in an IFrame on your company's public website** / Deploy the chatbot to Microsoft Teams in your tenant / Deploy the chatbot to AppSource

QUESTION 75
Hotspot Question
You have a business process flow (BPF) that interacts with the Account entity.
You configure a new version for the BPF and add a new stage at the beginning. You need to identify the impact of the new version on the existing account records.
What is the outcome in each scenario? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action
What happens to existing acc...	Existing accounts show the old BPF. / Existing accounts show the new BPF. / Existing accounts only show the new stage.
What happens to new accoun...	No BPF is linked to a new account. / The new BPF shows only the new stage for a new account. / The new BPF is showing in a new account.

Answer:

Answer Area

Scenario	Action
What happens to existing acc...	Existing accounts show the old BPF. / Existing accounts show the new BPF. / **Existing accounts only show the new stage.**
What happens to new accoun...	No BPF is linked to a new account. / The new BPF shows only the new stage for a new account. / **The new BPF is showing in a new account.**

QUESTION 76
Hotspot Question

You ate a Dynamics 365 help desk administrator
You need to create a dashboard that displays information on help desk cases that ate handled each week.
Which dashboard components should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	▼ System chart Personal dashboard Area chart
Add a stacked column chart shared with your team.	▼ System chart Personal dashboard Area chart
Add a Microsoft Power BI visualization.	▼ System chart Personal dashboard Area chart
Add a chart from a view that a user creates.	▼ System chart Personal dashboard Area chart
Add a doughnut chart that shows cases by owner.	▼ System chart Personal dashboard Area chart

Answer:

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	▼ System chart Personal dashboard **Area chart**
Add a stacked column chart shared with your team.	▼ **System chart** Personal dashboard Area chart
Add a Microsoft Power BI visualization.	▼ System chart **Personal dashboard** Area chart
Add a chart from a view that a user creates.	▼ System chart **Personal dashboard** Area chart
Add a doughnut chart that shows cases by owner.	▼ System chart Personal dashboard **Area chart**

Explanation:
Box 1: Area chart
Box 2: System chart
System charts are organization-owned charts, which makes them available to anyone with access to read the data running the app. System charts can't be assigned or shared with specific app users.
Box 3: Personal dashboard
Box 4: Personal dashboard
Box 5: Area chart
Reference:
https://docs.microsoft.com/en-us/powerapps/user/add-powerbi-dashboards
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-system-chart

QUESTION 77
Hotspot Question
You implement an editable grid for the Account entity.
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.

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.	▼ Yes / No
Edit the Address composite field.	▼ Yes / No
Use the editable grid on mobile phones.	▼ Yes / No

Answer:

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.	▼ **Yes** / No
Edit the Address composite field.	▼ Yes / **No**
Use the editable grid on mobile phones.	▼ Yes / **No**

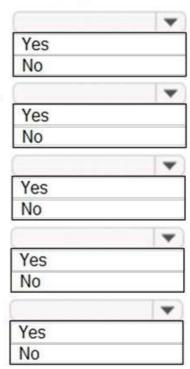**QUESTION 78**
Hotspot Question
You are designing a canvas app that connects to Common Data Service.
You need to configure the app to meet the requirements and ensure that the canvas app is available offline.
What should you implement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Function
Pass values from the current screen when moving to another screen.	Navigate / Back / MovePrevious
Display data to a user when the app is offline.	LoadData / LoadDateOffline / ShowData

Answer:

Requirement	Function
Pass values from the current screen when moving to another screen.	**Navigate** / Back / MovePrevious
Display data to a user when the app is offline.	**LoadData** / LoadDateOffline / ShowData

QUESTION 79
A company uses three apps to complete several business processes.
You need to identify solutions to help the company perform regression testing when the apps are updated.
Which two tools should you use? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Power Automate automated flow
B. Windows recorder (V1)
C. Power Automate desktop flow
D. Windows Steps Recorder

Answer: BD

QUESTION 80
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one

correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are creating Power Virtual Agents chatbot that captures demographic information about customers.
The chatbot must determine the group a customer belongs to based on their age. The age groups are:
0 - 17
18 - 25
26 - 35
36 - 55
55 - 100
You need to configure the chatbot to ask a question that can be used to determine the correct age group.
Solution: Use age for Identify in the question and then add branches for each group that use conditional logic.
Does this meet the goal?

A. Yes
B. No

Answer: B
Explanation:
Instead, create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question.
The prebuilt entities cover commonly used information types, but on some occasions, such as when building a bot that serves a specific purpose, you'll need to teach the bot's language understanding model some domain-specific knowledge.
To do this, you need to create a custom entity.
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling

QUESTION 81
You use Power BI Desktop to configure Power BI reports.
You need to create a canvas app that displays user account information and include the app in a Power BI report.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. From the Power Apps Insert menu, add a Power BI tile
B. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data
C. Publish the report to the Power BI service
D. Connect to Common Data Service from Power BI Desktop

Answer: BCD
Explanation:
Step 1 (B): Here's how we embed PowerApps into a Power BI report:
Download and login to the Power BI desktop application Click on (...) and select "Import from the marketplace."
Step 2: Open Power BI desktop and use "Get data" to connect with the Common Data Service data source.
Step 3: Publish the report to Power BI service.
Reference:
https://purple.telstra.com/blog/powerbi-integration-with-powerapps

QUESTION 82
Hotspot Question
You are designing a Power Virtual Agents chatbot for a store.
You need to teach the chatbot to acknowledge the store's product categories and the variations within specific categories.
You need to create custom entities to provide the chatbot with the knowledge of the product categories.
Which features should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic	Slot filling / Synonyms / Smart matching / Topics / Fuzzy matching
variations. Make the bot smarter by expanding the matching logic.	Slot filling / Synonyms / Topics
Extract a category selected by a user during a conversation into a variable for later use.	Slot filling / Synonyms / Smart matching / Topics

Answer:

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic	Slot filling / Synonyms / **Smart matching** / Topics / Fuzzy matching
variations. Make the bot smarter by expanding the matching logic.	Slot filling / **Synonyms** / Topics
Extract a category selected by a user during a conversation into a variable for later use.	Slot filling / Synonyms / Smart matching / **Topics**

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

QUESTION 83
Drag and Drop Question
A customer has a support website that includes FAQ pages, knowledge articles, and support content.
You plan to leverage an existing Power Virtual Agents bot to enhance and streamline existing support functionality for the existing support portal.
You need to create topics from existing website content. The process must minimize human errors during topic creation.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer area
Hover over the topic and select the Automate icon.	
Capture suggested topics.	
Add selected topics to the chatbot.	
Enable the topics.	
Identify the pre-filled trigger phases.	

Answer:

Actions	Answer area
Hover over the topic and select the Automate icon.	Capture suggested topics.
	Add selected topics to the chatbot.
	Enable the topics.
Identify the pre-filled trigger phases.	

Explanation: