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- **Vendor:** Microsoft
- **Exam Code:** PL-400
- **Exam Name:** Microsoft Power Platform Developer
- **New Updated Questions from Braindump2go (Updated in Feb./2021)**

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QUESTION 116
Case Study 4 - Adventure Works Cycles
Background
Current environment
Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. The company has one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.
Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair work. The company has six maintenance vans that repair bicycles at various events and residences.
Adventure Works Cycles recently deployed Dynamics 365 Finance and Dynamics 365 Manufacturing in a Microsoft-hosted environment for financials and manufacturing. The company plans to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.
The customer uses Dynamics 365 Sales. Dynamics 365 Customer Service and Dynamics 365 Field Service.
Retail store information
- Adventure Works Cycle has one legal entity, four warehouses, and six field service technicians.
- Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
- The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups.
- Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
- Adventure Works Cycles uses a Power Apps app for local bike fairs to attract new customers.
- A canvas app is being developed to capture customer information when customers check in at the retail location. The app has the following features:

- Customer selects yes or no if they are on the mailing list.
- Customer selects the amount of times they have visited the store.
- Customer selects the type of service needed.
- The search result returns all last name records that match the search term.

Technology
Requirements
- A plug-in for Dynamics 365 Sales automatically calculated the total billed time from all activities on a particular customer account, including sales representative visits, phone calls, email correspondence, and repair time compared with hours spent.
- A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.
- Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Finance.
- Microsoft Teams is used for all collaboration.
- All testing and problem diagnostics are performed in a copy of the production environment.
- Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.

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Automation

- A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.
- Ecommerce sales orders must be integrated into Dynamics 365 Finance and then exported to Azure every night.
- A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.
- Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Reporting

- The warehouse manager's dashboard must contain warehouse counting variance information.
- A warehouse manager needs to quickly view warehouse KPIs by using a mobile device.
- Power BI must be used for reporting across the organization.

User experience

- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
- All customer repairs must be tracked in the system no matter where they occur.
- Qualified leads must be collected from local bike fairs.

Issues

- Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
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Internal

- User1 reports receives an intermittent plug-in error when viewing the total bill customer time.
- User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month.
- User2 reports that sales orders have increased.
- User5 receives the error message: 'Endpoint unavailable' during a test of the technician dispatch ISV solution.
- The parts department manager who is the approver for the department is currently on sabbatical.

External

- CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
- Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to reduce response time for the information email on the website.
What should you create?

A. a flow that creates a SharePoint item for each email response
B. a flow that creates a notification in Microsoft Teams
C. a Power Apps app that displays the number of email received in a dashboard
D. a logic app that moves all emails received to Azure Blob storage

Answer: B
Explanation:
Scenario:

- Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
- Microsoft Teams is used for all collaboration.

Microsoft teams support email notifications.
Reference:
https://support.microsoft.com/en-us/office/manage-notifications-in-teams-1cc31834-5fe5-412b-8edb-43fecc78413d

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・Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.

・CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to improve the efficiency of counting warehouse inventory.
What should you create?

A. a model-driven app that allows the user to key in inventory counts
B. a Power BI dashboard that shows the inventory counting variances
C. a flow that updates the warehouse counts as the worker performs the count
D. a canvas app that scans barcodes to allow a warehouse worker to select inventory counts

Answer: D
Explanation:
Scenario: Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
Barcode scanner control for canvas apps: Scans barcodes, QR codes, and data-matrix codes on an Android or iOS device.
Description
The control opens a native scanner on an Android or iOS device. The scanner automatically detects a barcode, a QR code, or a data-matrix code when in view.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/controls/control-new-barcode-scanner

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・Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.

・Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.

・CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to modify the Power Automate flow to resolve CustomerC's issue.
What should you do?

A. Add a configure run that is set to is successful.
B. Add a data operation that specifies the false conditions.
C. Add a condition containing approval hierarchy.
D. Add a timeout setting to the approval flow.

Answer: C
Explanation:
Scenario: CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.
Reference:
https://docs.microsoft.com/en-us/power-automate/sequential-modern-approvals

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Issues
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- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

You need to ensure that Adventure Works Cycles can track information from visitors to bike fairs.
What should you create?

A. a Power Automate flow that connects with the bike fair Power Apps app to create a lead in Dynamics 365 Sales
B. a Power Automate flow that generates a new customer record in SharePoint.
C. a Power Automate flow to capture customer data from the bike fair Power Apps app in SharePoint and create a lead in Microsoft Teams.
D. a business process flow in Dynamics 365 Sales for capturing leads.

Answer: A

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Explanation:
Scenario:
・Qualified leads must be collected from local bike fairs.
・Adventure Works Cycles uses a Power Apps app for local bike fairs to attract new customers.
By using a Dynamics 365 connector, you can create flows that initiate when an event occurs in Dynamics 365, or some other service, which then performs an action in Dynamics 365, or some other service.
In Power Automate, you can set up automated workflows between your favorite apps and services to synchronize files, get notifications, collect data, and more.
Reference:
https://docs.microsoft.com/en-us/power-automate/connection-dynamics365

QUESTION 120
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Background
Current environment
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Retail store information
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Automation
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Reporting

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You need to reduce the number of Azure consumption API calls for User2.

Which markup segment should you use?

A.
```
<policies>
  <inbound>
    <base />
    <rate-limit-by-key calls="100"
    renewal-period= "30"
    increment-condition= "@(context.Response.StatusCode = = 200)"
    counter-key= "@(context.Request.IpAddress)"/>
  </inbound>
  <outbound>
    <base />
  </outbound>
</policies>
```

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B.
```
<policies>
  <inbound>
    <base />
    <rate-limit calls=”1000” renewal-period= “90” />
  </inbound>
  <outbound>
    <base />
  </outbound>
</policies>
```

C.
```
<policies>
  <inbound>
    <base />
    <rate-limit-by-key calls=”1”
    renewal-period= “60”
    increment-condition= “@(context.Response.StatusCode = = 200)”
    counter-key=“@(context.Request.IpAddress)”/>
  </inbound>
  <outbound>
    <base />
  </outbound>
</policies>
```

D.
```
<policies>
  <inbound>
    <base />
    <quota calls=“100” bandwidth=”400” renewal-period=”30” />
  </inbound>
    <outbound>
        <base />
  </outbound>
</policies>
```

Answer: C
Explanation:
Scenario: User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month.
Example:
In the following example, the rate limit of 10 calls per 60 seconds is keyed by the caller IP address. After each policy execution, the remaining calls allowed in the time period are stored in the variable remainingCallsPerIP.

```
<policies>
<inbound>
<base />
<rate-limit-by-key calls="10"
renewal-period="60"
increment-condition="@(context.Response.StatusCode == 200)"
counter-key="@(context.Request.IpAddress)"
remaining-calls-variable-name="remainingCallsPerIP"/>
</inbound>
<outbound>
<base />
</outbound>
</policies>
```

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Note: The rate-limit-by-key policy prevents API usage spikes on a per key basis by limiting the call rate to a specified number per a specified time period. The key can have an arbitrary string value and is typically provided using a policy expression. Optional increment condition can be added to specify which requests should be counted towards the limit. When this call rate is exceeded, the caller receives a 429 Too Many Requests response status code.
Incorrect Answers:
A: With renewal-period="30" 200 calls/minute would be allowed.
B: This would increase the calls/minute limit to 1000.
Scenario: User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month.
Reference:
https://docs.microsoft.com/en-us/azure/api-management/api-management-access-restriction-policies

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・Qualified leads must be collected from local bike fairs.

Issues

・Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
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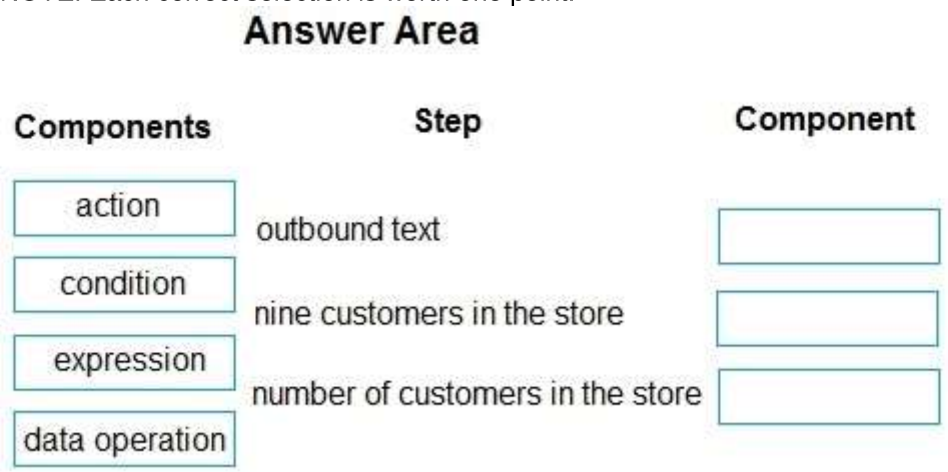
Internal

・User1 reports receives an intermittent plug-in error when viewing the total bill customer time.
・User2 reports that Azure consumption for API calls has increased significantly to 100 calls per minute in the last month.
・User2 reports that sales orders have increased.
・User5 receives the error message: 'Endpoint unavailable' during a test of the technician dispatch ISV solution.
・The parts department manager who is the approver for the department is currently on sabbatical.

External

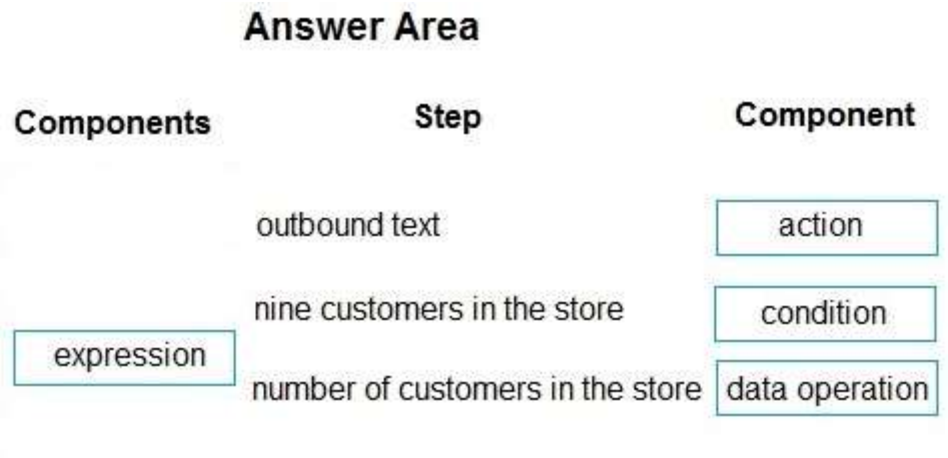
・CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
・Nine customers arrive in the repair area of the retail store, but no texts were sent to scheduled employees.
・Customers report that the response time from the information email listed on the Adventure Works Cycles website is greater than five days.
・CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Drag and Drop Question
You need to identify why employees are not receiving notification that nine customers are checked in and waiting in the repair area.
Which components should you test for each step? To answer, drag the appropriate components to the correct steps.
Each component may be used once, more than once, or not at all.
You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.



Answer:

PL-400 Exam Dumps PL-400 Exam Questions PL-400 PDF Dumps PL-400 VCE Dumps
https://www.braindump2go.com/pl-400.html



Explanation:
Scenario: A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.
Box 1: action
Box 2: condition
Box 3: data operation

QUESTION 122
Case Study 4 - Adventure Works Cycles
Background
Current environment
Adventure Works Cycles wants to replace their paper-based bicycle manufacturing business with an efficient paperless solution. The company has one manufacturing plant in Seattle that produces bicycle parts, assembles bicycles, and distributes finished bicycles to the Pacific Northwest.
Adventure Works Cycles has a retail location that performs bicycle repair and warranty repair work. The company has six maintenance vans that repair bicycles at various events and residences.
Adventure Works Cycles recently deployed Dynamics 365 Finance and Dynamics 365 Manufacturing in a Microsoft-hosted environment for financials and manufacturing. The company plans to leverage the Microsoft Power Platform to migrate all of their distribution and retail workloads to Dynamics 365 Unified Operations.
The customer uses Dynamics 365 Sales. Dynamics 365 Customer Service and Dynamics 365 Field Service.
Retail store information
- Adventure Works Cycle has one legal entity, four warehouses, and six field service technicians.
- Warehouse counting is performed manually by using a counting journal. All warehouse boxes and items are barcoded.
- The Adventure Works Cycles retail location performs bicycle inspections and performance tune-ups.
- Technicians use paper forms to document the bicycle inspection performed before a tune-up and any additional work performed on the bicycle.
- Adventure Works Cycles uses a Power Apps app for local bike fairs to attract new customers.
- A canvas app is being developed to capture customer information when customers check in at the retail location. The app has the following features:

- Customer selects yes or no if they are on the mailing list.
- Customer selects the amount of times they have visited the store.
- Customer selects the type of service needed.
- The search result returns all last name records that match the search term.

Technology
Requirements
- A plug-in for Dynamics 365 Sales automatically calculated the total billed time from all activities on a particular customer account, including sales representative visits, phone calls, email correspondence, and repair time compared with hours spent.
- A shipping API displays shipping rates and tracking information on sales orders. The contract allows for 3,000 calls per month.

・Ecommerce orders are processed in batch daily by using a manual import of sales orders in Dynamics 365 Finance.
・Microsoft Teams is used for all collaboration.
・All testing and problem diagnostics are performed in a copy of the production environment.
・Customer satisfaction surveys are recorded with Microsoft Forms Pro. Survey replies from customers are sent to a generic mailbox.

Automation

・A text message must be automatically sent to a customer to confirm an appointment and to notify when a technician is on route that includes their location.
・Ecommerce sales orders must be integrated into Dynamics 365 Finance and then exported to Azure every night.
・A text alert must be sent to employees scheduled to assist in the repair area of the retail store if the number of repair check-ins exceeds eight.
・Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.

Reporting

・The warehouse manager's dashboard must contain warehouse counting variance information.
・A warehouse manager needs to quickly view warehouse KPIs by using a mobile device.
・Power BI must be used for reporting across the organization.

User experience

・Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
・All customer repairs must be tracked in the system no matter where they occur.
・Qualified leads must be collected from local bike fairs.

Issues

・Warehouse counting must be performed by using a mobile app that scans barcodes on boxes.
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・User1 reports receives an intermittent plug-in error when viewing the total bill customer time.
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・CustomerB reports that the check-in app returned only one search result for their last name, which is not the correct name.
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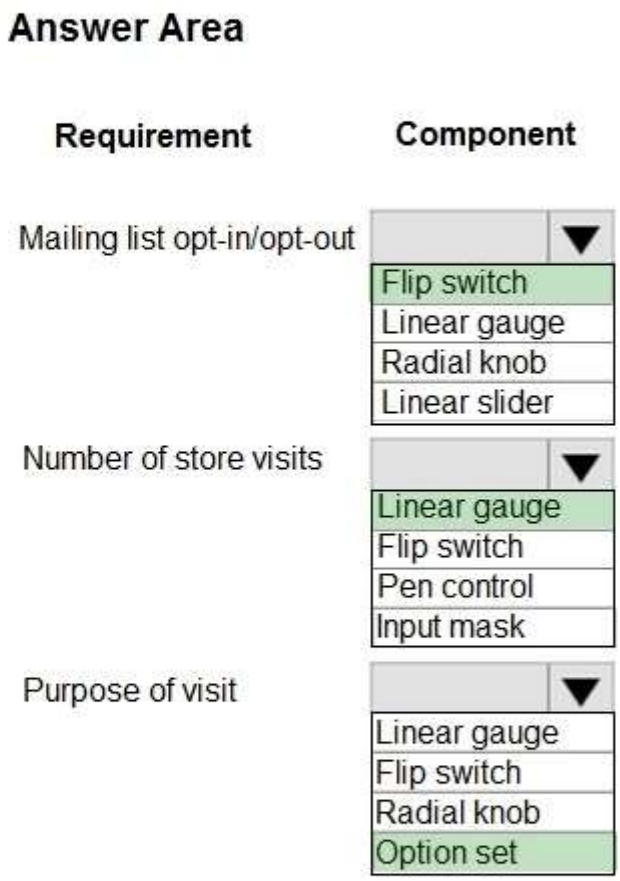
・CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Hotspot Question
You need to select visualization components.
What should you use? To answer, select the appropriate options from the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component
Mailing list opt-in/opt-out	Flip switch Linear gauge Radial knob Linear slider
Number of store visits	Linear gauge Flip switch Pen control Input mask
Purpose of visit	Linear gauge Flip switch Radial knob Option set

Answer:



Explanation:
Scenario: Customer satisfaction surveys are recorded with Microsoft Forms Pro.
Box 1: Flip switch
The flip switch is like an on/off switch, providing a choice between two values.
Box 2: Linear gauge
The linear gauge lets your users input numerical values by dragging a slider instead of typing in the exact quantity. The slider provides whole number input and display only. Use this control for any numerical and money columns.
Box 3: Option set
The choice control presents a set of options for your users to choose from when entering data.
You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select one, multiple, or all the values displayed in a drop-down list.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/additional-controls-for-dynamics-365-for-phones-and-tablets

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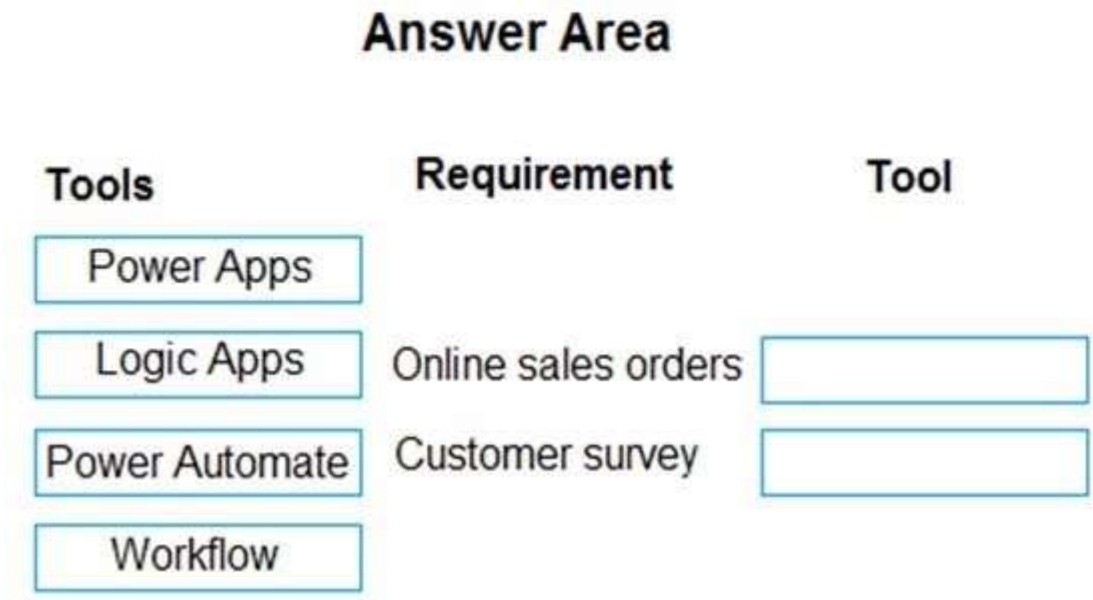
- CustomerC requested additional information from the parts department through the customer survey and has not received a response one week later.

Drag and Drop Question

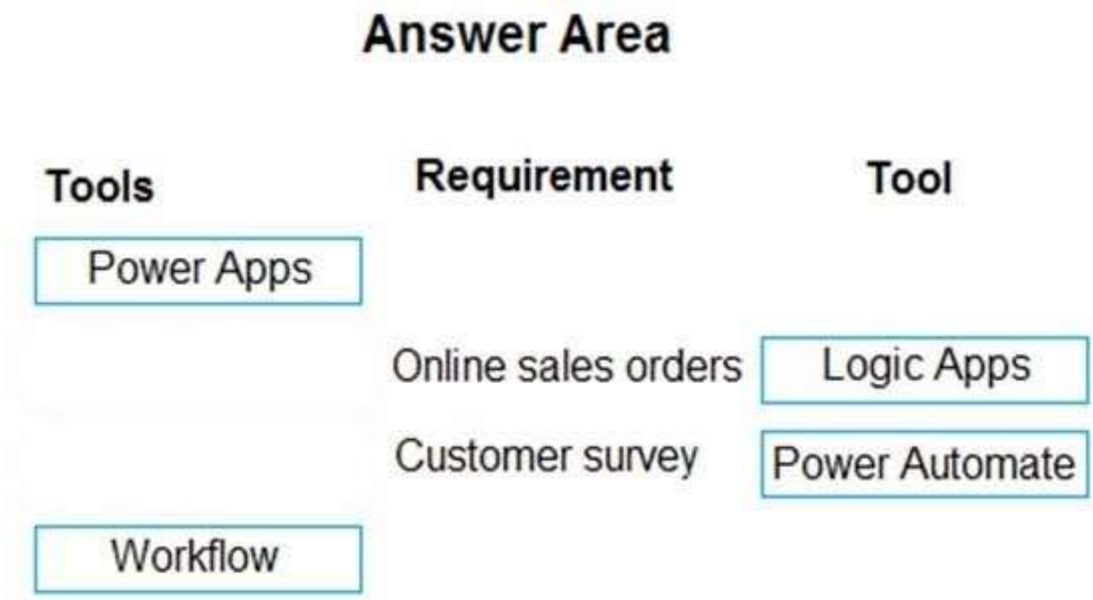
You need to recommend solutions to meet the e-commerce automation requirements.

Which platform tools should you recommend? To answer, drag the appropriate tools to the correct requirements. Each tool 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.



Answer:



Explanation:

Box 1: Logic Apps
Scenario: Ecommerce sales orders must be integrated into Dynamics 365 Finance and then exported to Azure every night.
For integration with Dynamics 365 Logic Apps can be used. It also supports scheduled actions. For integration with Azure use Logic Apps, instead of Power Automate.
Incorrect Answers:
Workflow does not support run on schedule.
Power Automate does not support Azure integration. (For integration with Dynamics 365 Power Automate can be used. It also supports scheduled actions.)
Box 2: Power Automate
Scenario: Submitted customer surveys must generate an email to the correct department. Approval and follow-up must occur within a week.
Power Automate has approval flows.
Incorrect Answers:
Workflow does not support Approval workflows.
Reference:
https://docs.microsoft.com/en-us/microsoft-365/community/power-automate-vs-logic-apps
https://docs.microsoft.com/en-us/power-automate/replace-workflows-with-flows

QUESTION 124
A company has an application that provides API access. You plan to connect to the API from a canvas app by using a custom connector.
You need to request information from the API developers so that you can create the custom connector.
Which two types of files can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. YAML
B. WSDL
C. OpenAPI definition
D. Postman collection

Answer: CD
Explanation:
OpenAPI definitions or Postman collections can be used to describe a custom connector.
Reference:
https://docs.microsoft.com/en-us/connectors/custom-connectors/faq

QUESTION 125
You plan to create a canvas app to manage large sets of records. Users will filter and sort the data.
You must implement delegation in the canvas app to mitigate potential performance issues.
You need to recommend data sources for the app.
Which two data sources should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. SQL Server
B. Common Data Service
C. Azure Data Factory
D. Azure Table Storage

Answer: AC
Explanation:
When you are creating reports from large data sources (perhaps millions of records), you want to minimize network traffic.
Working with large data sets requires using data sources and formulas that can be delegated. It's the only way to keep your app performing well and ensure users can access all the information they need. Delegation is supported for certain tabular data sources only.

These tabular data sources are the most popular, and they support delegation:
- Common Data Service
- SharePoint
- SQL Server

Reference:
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/delegation-overview

QUESTION 126
A travel company has a Common Data Service (CDS) environment.
The company requires the following:
```
- Custom entities that track which regions clients have traveled.
- The dates their clients traveled to these regions.
```
You need to create the entities and relationships to meet the requirements.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Create a N:N relationship from Contact to the Region entity.
B. Create a 1:N relationship from the ContactRegion intersect entity and Region.
C. Create an intersect entity named ContactRegion and create 1:N relationships to Contact and Region.
D. On the main form for ContactRegion, add lookup fields for Contact and Region, and a date field for the visit date.
E. Create a 1:N relationship from Contact to the Region entity.
F. Create the Region entity.
G. On the main form for ContactRegion, add a sub-grid to view country information.
H. Create an intersect entity named ContactRegion and create N:1 relationships to Contact and Region.

Answer: CDF
Explanation:
Need a Region entity, a intersect entity ContactRegion between Contact and Region, and a way to input region visits.

QUESTION 127
A company uses Common Data Service rollup fields to calculate insurance exposure and risk profiles for customers.
Users report that the system does not update values for the rollup fields when new insurance policies are written.
You need to recalculate the value of the rollup fields immediately after a policy is created.
What should you do?

A. Create a plug-in that uses the update method for the rollup field. Configure a step on the Create event for the policy entity for this plug-in.
B. Update the Mass Calculate Rollup Field job to trigger when a new policy record is created.
C. Change the frequency of the Calculate Rollup Field recurring job from every hour to every five minutes.
D. Create new fields on the customer entity for insurance exposure and risk. Write a plug-in that is triggered whenever a new policy record is created.

Answer: C
Explanation:
As a system administrator, you can modify the rollup job recurrence pattern, postpone, pause, or resume the rollup job.
To pause, postpone, resume, or modify the recurrence pattern, you must view the system jobs. More information View Rollup jobs
On the nav bar, choose Actions and select the action you want.
For the Calculate Rollup Field job, the available selections are: Modify Recurrence, Resume, Postpone, and Pause.
For the Mass Calculate Rollup Field job, the available selections are: Resume, Postpone, and Pause.
Note: Calculate Rollup Field is a recurring job that does incremental calculations of all rollup columns in the existing

rows for a specified table. There is only one Calculate Rollup Field job per table. The incremental calculations mean that the Calculate Rollup Field job processes the rows that were created, updated, or deleted after the last Mass Calculate Rollup Field job finished execution. The default maximum recurrence setting is one hour. The job is automatically created when the first rollup column on a table is created and deleted when the last rollup column is deleted.
Incorrect Answers:
B: Mass Calculate Rollup Field is a recurring job, created per a rollup column. It runs once, after you created or updated a rollup column. The job recalculates the specified rollup column value in all existing rows that contain this column. By default, the job will run 12 hours after you created or updated a column. After the job completes, it is automatically scheduled to run in the distant future, approximately, in 10 years. If the column is modified, the job resets to run again in 12 hours after the update. The 12-hour delay is needed to assure that the Mass Calculate Rollup Field runs during the non-operational hours of the environment.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/define-rollup-fields

QUESTION 128
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 once 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.
A university implements Dynamics 365 Sales. Several departments use opportunity records to bid for funding for projects within their own departments. You configure the system to ensure that each department can only work on their own records.
Employees in multiple departments often need to work together on an opportunity. Employees report that they are not able to see opportunities from other departments.
You need to ensure that employees from more than one department can work on the same opportunities when necessary.
Solution: Use position hierarchy security and define the two departments as positions.
Does the solution meet the goal?

A. Yes
B. No

Answer: A
Explanation:
Two security models can be used for hierarchies, the Manager hierarchy and the Position hierarchy. The Position hierarchy allows data access across business units. If you are a financial organization, you may prefer the Manager hierarchy model, to prevent managers' accessing data outside of their business units. However, if you are a part of a customer service organization and want the managers to access service cases handled in different business units, the Position hierarchy may work better for you.
Note: The hierarchy security model is an extension to the existing security models that use business units, security roles, sharing, and teams. It can be used in conjunction with all other existing security models. The hierarchy security offers a more granular access to records for an organization and helps to bring the maintenance costs down.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/hierarchy-security

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able to see opportunities from other departments.
You need to ensure that employees from more than one department can work on the same opportunities when necessary.
Solution: Create a security role that has organization-level access to opportunities. Give this security role to all members of the two departments who need access.
Does the solution meet the goal?

A. Yes
B. No

Answer: B
Explanation:
Instead use position hierarchy security and define the two departments as positions.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/hierarchy-security

QUESTION 130
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 once correct solution, while others might not have a correct solution.
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Employees in multiple departments often need to work together on an opportunity. Employees report that they are not able to see opportunities from other departments.
You need to ensure that employees from more than one department can work on the same opportunities when necessary.
Solution: Use access team templates and give access to members in the two departments.
Does the solution meet the goal?

A. Yes
B. No

Answer: B
Explanation:
Instead use position hierarchy security and define the two departments as positions.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/hierarchy-security

QUESTION 131
A company implements Dynamics 365 Supply Chain Management.
The company wants a button to display in the command bar when viewing accounts.
You need to add the button using the Ribbon Workbench.
In which three areas can you add a button for the Account entity? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. In the home area for Accounts.
B. In the main body of a form.
C. On the main application window.
D. On the associated view of the account.
E. On the Account form.

Answer: ADE
Explanation:

The Ribbon Workbench requires a solution to load that contains the entities that you wish to work on.
Reference:
https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/371643/add-a-button-on-account-list-view-in-dynamics-crm