

Exam Questions PL-200

Microsoft Power Platform Functional Consultant

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NEW QUESTION 1

- (Exam Topic 1)

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.	Xamarin app Power Apps portal Model-driven app Canvas app
Access the check-in solution on the check-in devices.	
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

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Technology
Develop the base check-in solution.	Xamarin app Power Apps portal Model-driven app Canvas app
Access the check-in solution on the check-in devices.	
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

NEW QUESTION 2

- (Exam Topic 1)

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.	AI Builder Common Data Service Power Virtual Agents Power Automate
Implement the contact gathering solution.	Create a new entity extraction component. Integrate the solution with Azure Cognitive Services. Use a prebuilt AI model.

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Action

Solution

Extract business card data.	AI Builder Common Data Service Power Virtual Agents Power Automate
Implement the contact gathering solution.	Create a new entity extraction component. Integrate the solution with Azure Cognitive Services. Use a prebuilt AI model.

NEW QUESTION 3

- (Exam Topic 1)

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

NEW QUESTION 4

- (Exam Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Features

Action step

Classic workflow

Power Automate flow

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

NEW QUESTION 5

- (Exam Topic 2)

A company uses Common Data Service to store sales data.

For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting.

The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction.

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

Actions

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

Export data from Common Data Service into Microsoft Excel.

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

Import the AI model analysis into Common Data Service.

Publish the AI model.

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

Use the model with Power Apps.

Answer area

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- A. Mastered
- B. Not Mastered

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Answer: A

Explanation:

Actions

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

Export data from Common Data Service into Microsoft Excel.

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

Import the AI model analysis into Common Data Service.

Publish the AI model.

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

Use the model with Power Apps.

Answer area

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

Export data from Common Data Service into Microsoft Excel.

Publish the AI model.

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NEW QUESTION 6

- (Exam Topic 2)

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:

References:

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

NEW QUESTION 7

- (Exam Topic 2)

You are a Dynamics 365 Customer Service help desk administrator. Cases entered in forms require different types of data to be stored in different types of fields. You need to create forms for each of the following case types:

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

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

Form types

quick create

main

quick view

card

Answer Area

Case type

Form type

Case type A

Form type

Case type B

Form type

Case type C

Form type

Case type D

Form type

Case type E

Form type

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub>

NEW QUESTION 8

- (Exam Topic 2)

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:

References:

<https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/>

NEW QUESTION 9

- (Exam Topic 2)

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.

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

A. Mastered

B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10

- (Exam Topic 2)

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?

- A. Use the Reset (Control) formula and pass the gallery control as a parameter to the Reset formula.
- B. Use the Reload(control) formula and pass the gallery control as parameter to the Reload formula.
- C. Use the ForAall() function to iterate through each item of the Gallery and clear user selections.
- D. Set the OnCheck value to populate a collection and the OnUncheck value to remove the item from the collectio
- E. Clear the collection when the user selects the button.

Answer: A

NEW QUESTION 10

- (Exam Topic 2)
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><div>▼</div><div><div>Import an existing app.</div><div>Create a new app.</div><div>Import a new page.</div><div>Import bot.</div></div></div>
Configure the FAQ solution in Microsoft Teams.	<div><div>▼</div><div><div>Configure the FAQbot.</div><div>Import a chatbot.</div><div>Create a new chatbot.</div></div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	<div><div>▼</div><div><div>Import an existing app.</div><div>Create a new app.</div><div>Import a new page.</div><div>Import bot.</div></div></div>
Configure the FAQ solution in Microsoft Teams.	<div><div>▼</div><div><div>Configure the FAQbot.</div><div>Import a chatbot.</div><div>Create a new chatbot.</div></div></div>

NEW QUESTION 13

- (Exam Topic 2)
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.

A. Mastered
B. Not Mastered

Explanation:
Reference:
<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/offline-apps>

- (Exam Topic 2)
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?

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

NEW QUESTION 16

- (Exam Topic 2)
- 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

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

- (Exam Topic 2)

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 Quick Find search on the Notes list to search for the word run. Does the solution meet the goal?

- A. Yes
B. No

NEW QUESTION 22

- (Exam Topic 2)
- 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

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 area

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

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 area

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.

Ensure the dashboard is available to the appropriate security roles.

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

NEW QUESTION 25

- (Exam Topic 2)

You are a Dynamics 365 administrator. You create a new app.

You need to create the site map for the app.

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

Actions

Add a subarea.

Add a view.

Add a group.

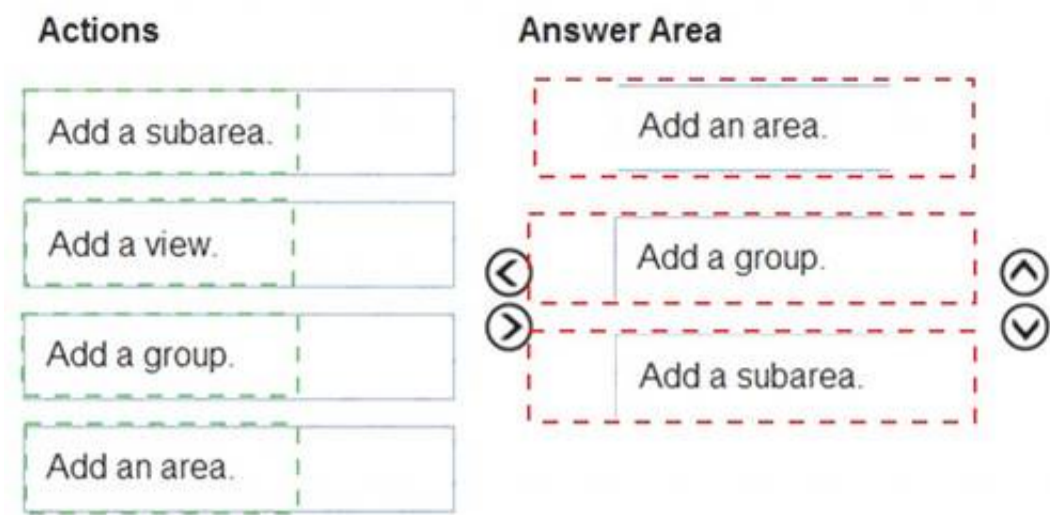
Add an area.

Answer Area

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 29

- (Exam Topic 2)
 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:

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

NEW QUESTION 30

- (Exam Topic 2)
 You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.
 The company does not have any Office 365 application integrations enabled. You need to recommend a storage solution that keeps storage costs low. Solution: Enable server-based SharePoint integration.
 Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

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

NEW QUESTION 33

- (Exam Topic 2)
 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.	<div>▼</div> <div>Configure mobile settings set on the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>
Users can open cases but cannot see the subject of the case.	<div>▼</div> <div>Configure mobile settings set at the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>
Users report that they cannot access the system from the Dynamics 365 mobile app.	<div>▼</div> <div>Configure mobile settings set at the case entity level.</div> <div>Configure mobile settings at the field level within the case form.</div> <div>Configure a security role in the mobile permission set for appropriate users.</div>

- A. Mastered
- B. Not Mastered

Answer: A

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-phon>

NEW QUESTION 35

- (Exam Topic 2)

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

NEW QUESTION 40

- (Exam Topic 2)

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 42

- (Exam Topic 2)

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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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.

NEW QUESTION 45

- (Exam Topic 2)

A company is developing several Power Virtual Agents chatbots. The company manufactures more than 1,000 different products. The chatbots must prompt users to enter or select a product.

You need to store the model information so that it can be reused across all chatbots. Where should you store the model data?

- A. Global variables
- B. Custom entities
- C. Topics
- D. Multiple choice options

Answer: A

NEW QUESTION 50

- (Exam Topic 2)

You manage Dynamics 365 for a company.

You must prevent users from launching and using Power Automate. You need to hide the Flows button on the user interface.

Which configuration setting should you change?

- A. the Customizations section of System Settings
- B. the Site Map
- C. the Buttons tab of Flow
- D. the Entity component of the default solution

Answer: A

Explanation:

Reference:

<https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/>

NEW QUESTION 53

- (Exam Topic 2)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are creating Power Virtual Agents chatbot that captures demographic information about customers. The chatbot must determine the group a customer belongs to based on their age. The age groups are:

- > 0 - 17
- > 18 - 25
- > 26 - 35
- > 36 - 55
- > 55 - 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group. Solution: Use multiple choice for Identify in the question and create options that represent of the age groups.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 55

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