Exam Questions PL-200

Microsoft Power Platform Functional Consultant

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NEW QUESTION 1
- (Exam Topic 1)
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

NEW QUESTION 2
- (Exam Topic 1)
You need to embedded 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

A. Mastered
B. Not Mastered

Answer: A

Explanation:
[MISSING]

NEW QUESTION 3
- (Exam Topic 2)
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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/power-automate/ui-flows/inputs-outputs-desktop#use-outputs-to-extract-inform

NEW QUESTION 4
- (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 5
- (Exam Topic 2)
A customer tracks events by using a custom entity.
The custom entity includes a custom field for the venue of the events. The customer must be able to display the events by venue in a calendar.
You need to ensure that all events display by venue in the calendar. To which component should you add a control?

A. Form
B. view
C. Field
D. Chart

Answer: B

NEW QUESTION 6
- (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 7
- (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 meessage.	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 meessage.	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 8
- (Exam Topic 2)
You are designing a Power Virtual Agents chatbot.
The chatbot must be able to maintain customer information if the conversation topic changes during a dialog. You need to configure variables to store customer name and email address.
Which type of variable should you create?

A. session
B. topic
C. bot
D. slot

Answer: A

NEW QUESTION 9
- (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.	Import an existing app. / Create a new app. / Import a new page. / Import bot.
Configure the FAQ solution in Microsoft Teams.	Configure the FAQbot. / Import a chatbot. / Create a new chatbot.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10
- (Exam Topic 2)
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:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads

NEW QUESTION 10
- (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.

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**

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 15
- (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?

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

NEW QUESTION 19
- (Exam Topic 2)
You are using Power BI to build a dashboard for a company.
You must make the dashboard available to a specific set of users, including employees and five external users. The number of employees that require access to the dashboard varies, but usually less than 100. Employees and external users must not be permitted to share the dashboard with other users.
You need to share the dashboard with the employees and external users.
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 dynamic distribution lis
B. Add all users to the distribution group and use the list to share the dashboard.
C. Sign into the Power BI servic
D. Open the dashboard and select Share.
E. Enter the individual email address of internal and external users.
F. Sign into Power BI Deskto
G. Open the dashboard and select Share.
H. Clear the Allow recipients to share your dashboard (or report) option.
I. Create a distribution grou
J. Add all users to the distribution group and use the list to share the dashboard.

Answer: BEF

Explanation:
Reference:
https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards

NEW QUESTION 21
- (Exam Topic 2)
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.	Escalate / Fallback topic / Failure path
Redirect a quest with an unknown question to a live staff member.	Power Apps / Power Virtual Agents web application / Microsoft Teams / Omnichannel for Dynamics 365 Customer Service

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

NEW QUESTION 23
- (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 Date and time for Identify in the question and then add branches that use conditional logic to
determine the age group.
Does this meet the goal?

A. Yes

B. No

Answer: B

NEW QUESTION 25
- (Exam Topic 2)
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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 26
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service developer.
You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The notification will send email to the company's social media teams distribution list.
You need to create a connection to the Twitter service and build a solution.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

| Sign in to the Business platform admin center and create a new project and connection set. |

| Create a trigger to search for the new posts with the hashtag. |

| Create an action to send a mobile notification. |

| Sign in to Power Automate and create a new blank flow. |

| Create a trigger to send a mobile notification. |

| Select the social media connector, generate an authentication key from the service, and enter the key for the connection. |

| Create an action to search for the new posts with the hashtag. |

| Select the social media connector and enter the user credentials for the connection. |

Answer Area

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

| Sign in to the Business platform admin center and create a new project and connection set. |

| Create a trigger to search for the new posts with the hashtag. |

| Create an action to send a mobile notification. |

| Sign in to Power Automate and create a new blank flow. |

| Create a trigger to send a mobile notification. |

| Select the social media connector, generate an authentication key from the service, and enter the key for the connection. |

| Create an action to search for the new posts with the hashtag. |

| Select the social media connector and enter the user credentials for the connection. |

Answer Area

| Sign in to Power Automate and create a new blank flow. |

| Select the social media connector and enter the user credentials for the connection. |

| Create an action to search for the new posts with the hashtag. |

| Create a trigger to send a mobile notification. |

NEW QUESTION 28
- (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?
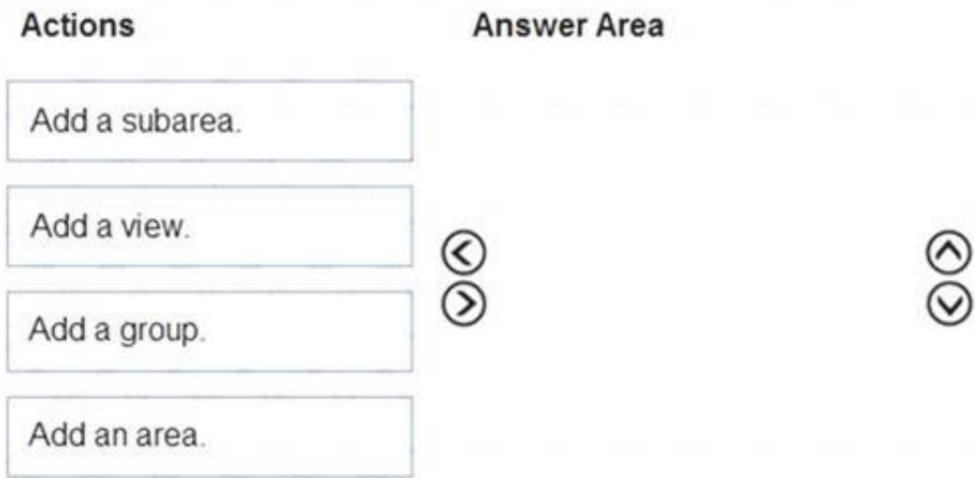
A. Yes
B. No

Answer: B

NEW QUESTION 32
- (Exam Topic 2)
You are a Dynamics 365 administrator. You create a new app.
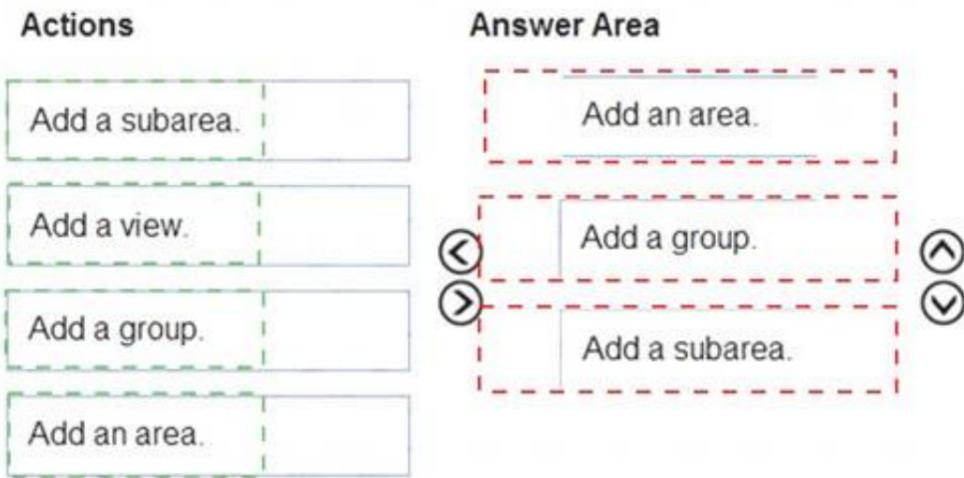You need to create the site map for the app.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

| Add a subarea. |
| Add a view. |
| Add a group. |
| Add an area. |

Answer Area

⊙ ⊙ ⊙ ⊙

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

| Add a subarea. |
| Add a view. |
| Add a group. |
| Add an area. |

Answer Area

| Add an area. |
| Add a group. |
| Add a subarea. |

⊙ ⊙ ⊙ ⊙

NEW QUESTION 36
- (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 39
- (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 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 OneDrive for Business.
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 44
- (Exam Topic 2)
You create and publish a Power BI report that contains an embedded canvas app. The report will be used by multiple people.
The canvas app has an issue that must be corrected.

You update the canvas app.
You need to ensure that the updated canvas app is available in the published Power BI report. What should you do?

A. Publish the Power BI report from Power BI Desktop.
B. Manually refresh the data source on the published Power BI report.
C. Publish the Power BI report from Power BI Desktop and reshare to any users.
D. Publish the canvas app.

Answer: D

NEW QUESTION 46
- (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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 51
- (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 Outlook integration
Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 52
- (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 56
- (Exam Topic 2)
You are a Dynamics 365 Customer Services administrator. You have a Production instance and Sandbox instance.
Users record Production instance data in the Sandbox instance.
You need to ensure that the users only record data in the Production instance.
Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Application area	Security function
Microsoft 365 admin center	▼
	Roles
	Groups
	Licenses
	Access rights
Dynamics 365 Sandbox instance	▼
	Roles
	Groups
	Access rights

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/control-user-access

NEW QUESTION 59
- (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 62
- (Exam Topic 2)
You are a Dynamics 365 Customer Service system administrator.
Your organization does not permit the use of custom code for solutions. You need to create a view that can be viewed by all users in an organization. Where should you create the view?

A. Microsoft Excel template
B. Entities component of a solution
C. Microsoft Virtual Studio
D. Templates area

Answer: B

NEW QUESTION 64
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