

Exam Questions PL-200

Microsoft Power Platform Functional Consultant

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NEW QUESTION 1

- (Exam Topic 1)

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

Which solutions should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Solution
Implement the invitation code redemption process.	<input type="checkbox"/> Auto-populate the invitation code field on the sign-in screen from the email link. <input type="checkbox"/> Embed the invitation code in the email link URL. <input type="checkbox"/> Send the customer their username and temporary password in the email link.
Validate the user's email.	<input type="checkbox"/> Two-factor authentication <input type="checkbox"/> Azure Active Directory authentication <input type="checkbox"/> Social provider sign-in <input type="checkbox"/> Invitation code sign-up

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Requirement	Solution
Implement the invitation code redemption process.	<input type="checkbox"/> Auto-populate the invitation code field on the sign-in screen from the email link. <input checked="" type="checkbox"/> Embed the invitation code in the email link URL. <input type="checkbox"/> Send the customer their username and temporary password in the email link.
Validate the user's email.	<input type="checkbox"/> Two-factor authentication <input type="checkbox"/> Azure Active Directory authentication <input type="checkbox"/> Social provider sign-in <input checked="" type="checkbox"/> Invitation code sign-up

NEW QUESTION 2

- (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	Answer Area	
quick create	Case type	Form type
main	Case type A	Form type
quick view	Case type B	Form type
card	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 3

- (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 4

- (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 5

- (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

Answer: A

Explanation:

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

NEW QUESTION 6

- (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.	<div>Escalate</div> <div>Fallback topic</div> <div>Failure path</div>
Redirect a guest with an unknown question to a live staff member.	<div>Power Apps</div> <div>Power Virtual Agents web application</div> <div>Microsoft Teams</div> <div>Omnichannel for Dynamics 365 Customer Service</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 7

- (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 8

- (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 9

- (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 10

- (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

Topics

Entities

Variables

Flows

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Features

Topics

Entities

Variables

Flows

Answer Area

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

NEW QUESTION 10

- (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 13

- (Exam Topic 2)
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.	<div><div>Yes</div><div>No</div></div>
Configure a business rule to show an error message.	<div><div>Yes</div><div>No</div></div>
Edit values in calculated fields.	<div><div>Yes</div><div>No</div></div>
Edit the Address composite field.	<div><div>Yes</div><div>No</div></div>
Use the editable grid on mobile phones.	<div><div>Yes</div><div>No</div></div>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Action	Can be performed?
Group by or sort columns in the current view.	<div><div>Yes</div><div>No</div></div>
Configure a business rule to show an error message.	<div><div>Yes</div><div>No</div></div>
Edit values in calculated fields.	<div><div>Yes</div><div>No</div></div>
Edit the Address composite field.	<div><div>Yes</div><div>No</div></div>
Use the editable grid on mobile phones.	<div><div>Yes</div><div>No</div></div>

NEW QUESTION 18

- (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 19

- (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 OneNote integration.

Does the solution meet the goal?

- A. Yes
B. No

Answer: B

NEW QUESTION 20

- (Exam Topic 2)

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.	<div><div></div><div>System Settings</div><div>Personal Settings</div><div>Customize the System</div><div>Microsoft 365 Compliance</div></div>
View the user audit logs.	<div><div></div><div>Advanced Find</div><div>Individual record</div><div>User Summary report</div><div>Microsoft 365 Compliance</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

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

NEW QUESTION 25

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