Microsoft

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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 5
- (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. filed 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 6
- (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 7
- (Exam Topic 2)
You are a Dynamics 365 for Customer Service administrator.
You must create a form for team members to use. The form must provide the ability to:
> Lock a field on a form.
> Trigger business logic based on a field value.
> Use existing business information to enhance data entry.
You need to implement business rule components to create the form.
Which components should you use? To answer, drag the appropriate components to the correct requirements. 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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 8
- (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.

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 9
- (Exam Topic 2)

You are a Dynamics Sales administrator for a car dealership. The dealership uses only out-of-the-box functionality. When a new car is sold, the salesperson uses a Word template to generate a letter from the quote to thank the customer.
You need to determine if you can revise the template. Which Word template change can you make?

A. Add the Discount field conditionally.
B. Format the table to have alternating color rows.
C. Format the Created On field to a long date format.
D. Add the address of the customer.D18912E1457D5D1DDCBD40AB3BF70D5D

Answer: D

NEW QUESTION 10
- (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 10
- (Exam Topic 2)
You are a Dynamics 365 Customer Service system administrator. You create an app for the sales team. Members of the sales team cannot access the app.
You need to ensure that sales team members can access the app.
Where should you configure app permissions?

A. Security Roles
B. Manage Roles
C. Dynamics administration center
D. Dynamics 365 home

Answer: B

Explanation:

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-r

NEW QUESTION 13
- (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.	▼
	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.

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 17
- (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 18
- (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	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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 21
- (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 26
- (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
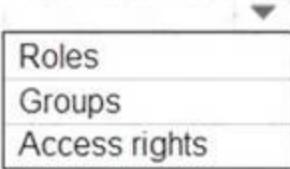
Answer: A

NEW QUESTION 28
- (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 29
- (Exam Topic 2)
You create a new Power Virtual Agents chatbot for an organization. Testing and production deployment of the chatbot are not complete.
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 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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
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 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.

NEW QUESTION 30
- (Exam Topic 2)
You are creating a business rule to implement new business logic.
You must apply the business logic to a canvas app that has a single screen named Screen1. You need to configure the scope for the business rule.
Which scope should you use?

A. All Forms

B. Entity
C. Screen1
D. Global

Answer: B

Explanation:
Note: Some terminology has changed. Entity is now Table. If you're building a Canvas app, you must use table (entity) as the scope.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-create-business-rule

NEW QUESTION 34
- (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 36
- (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 38
- (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.	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

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 42

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