Microsoft

Exam Questions PL-200

Microsoft Power Platform Functional Consultant

NEW QUESTION 1
- (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 2
- (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 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)
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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 5
- (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 6
- (Exam Topic 2)
You plan to create user interface (UI) flows to automate several web-based business processes that you currently perform manually. You need to ensure that users can create and run web UI flows.
Which three components must you install and configure on user's devices? Each correct answer presents part of the solution. NOTE Each correct selection is worth one point.

A. UI Flows application
B. Selenium IDE
C. Latest version of Microsoft Edge
D. On-premises data gateway
E. Latest version of Mozilla Firefox

Answer: ABC

Explanation:
Reference:
https://docs.microsoft.com/en-us/power-automate/ui-flows/setup

NEW QUESTION 7
- (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 8
- (Exam Topic 2)
You configure and test a user interface (UI) flow. You plan to run the flow as a scheduled flow.
The UI flow must run on a Windows 10 device. As part of process automation, the UI flow must sign into the Windows 10 device with the credentials for a user account named User1.
You need to ensure that the flow runs during non-peak hours and requires no physical user intervention. What should you do?

A. Ensure that all user sessions are signed out except for locked user sessions.
B. Ensure that the User1 account has an active user session on the device.
C. Ensure that all user sessions are signed out.
D. Ensure that there are no active user sessions on the device.

Answer: D

Explanation:
Reference:
https://docs.microsoft.com/en-us/power-automate/ui-flows/run-ui-flow

NEW QUESTION 9
- (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 Relevance Search to search for the word run. Does the solution meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 10
- (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 10
- (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 11
- (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 16
- (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 17
- (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 19
- (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	Answer Area
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.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
Sign in to the Business platform admin center and create a new project and connection set.	Sign in to Power Automate and create a new blank flow.
Create a trigger to search for the new posts with the hashtag.	Select the social media connector and enter the user credentials for the connection.
Create an action to send a mobile notification.	Create an action to search for the new posts with the hashtag.
Sign in to Power Automate and create a new blank flow.	Create a trigger to send a mobile notification.
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.	

NEW QUESTION 22
- (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	Answer Area
Add a subarea.	
Add a view.	
Add a group.	
Add an area.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions	Answer Area
Add a subarea.	Add an area.
Add a view.	Add a group.
Add a group.	Add a subarea.
Add an area.	

NEW QUESTION 25
- (Exam Topic 2)

A company plans to implement AI Builder to add intelligence to several business processes. Each business process uses different sources and produces different outputs.
You need to determine which AI Builder model types to use.
Which model types should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Recognition requirement	Model type
Identify a person's age in a paragraph when written using the pattern **twenty years old**.	Entity extraction / Text recognition / Key phrase
Identify items and prices from an invoice.	Form processing / Text recognition / Object detection

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/ai-builder/form-processing-model-overview https://docs.microsoft.com/en-us/ai-builder/entity-extraction-overview

NEW QUESTION 27
- (Exam Topic 2)
A company has a custom website.
You need to embed a Power Virtual Agents chatbot into the website. What should you use?

A. Webpage URL
B. Form ID
C. Bot ID
D. IFrame

Answer: D

Explanation:

Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/publication-connect-bot-to-web-channels

NEW QUESTION 30
- (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 33
- (Exam Topic 2)
You use Power BI Desktop to configure Power BI reports and dashboards.
You need to create a canvas app that displays account information and include the app in a Power BI report. Which three actions should you perform? Each correct answer presents part of the solution.
NOTE Each correct selection is worth one point.

A. Publish the report to the Power BI service.
B. Connect to Common Data Service from Power BI Desktop.
C. Connect Common Data Service from Power BI Deskto
D. Selected required fields from the Accounts table.
E. From the Power Apps Insert menu, add a Power BI
F. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data.

Answer: CDE

NEW QUESTION 37
- (Exam Topic 2)
A company uses Common Data Service to manage account and contact information. The company plans to use the AI Builder model to make key business decision.
You need to integrate prebuilt AI Builder models with Power Automate.
Which models should you use? To answer, select the appropriate option the answer area. NOTE Each correct selection is worth one point.

Scenario	Model
Extract specific text from a PDF document.	Text recognition model
	Key phrase extraction model
	Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	Sentiment analysis model
	Category classification model
	Entity extraction model
	Prediction model

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/ai-builder/prebuilt-sentiment-analysis https://docs.microsoft.com/en-us/ai-builder/prebuilt-key-phrase
https://docs.microsoft.com/en-us/ai-builder/prebuilt-text-recognition

NEW QUESTION 40
- (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)
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 47
- (Exam Topic 2)
You are creating a canvas app.
A user will click a button on each screen of a Power Apps app to proceed to the next screen. You need to implement an action that selects the next screen that the user sees.
Which event should you handle?

A. OnLoad
B. OnCheck
C. ScreenTransition
D. OnSelect

Answer: A

NEW QUESTION 50
- (Exam Topic 2)
A car dealership has a Dynamics 365 Sales environment for its sales company and another environment for its leasing company. Users in one environment must not be able to see the other environment. You need to grant salespeople access to the sales company environment. What should you do?

A. Add salespeople to a security role.
B. Set privileges.
C. Add salespeople to an Office 365 security group.
D. Set app security

Answer: C

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

NEW QUESTION 52
- (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 54
- (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 Categorized Search to search for the word run. Does the solution meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 55
- (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 58
- (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 60
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