



PL-200^{Q&As}

Microsoft Power Platform Functional Consultant

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QUESTION 1

HOTSPOT

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.

Hot Area:

Answer Area

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	

Correct Answer:

**Answer Area****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

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

QUESTION 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

Correct Answer: B



QUESTION 3

DRAG DROP

You are examining several processes to determine if you can automate the processes by using Power Automate.

The processes must run without human intervention when possible.

You need to determine which flow type should be used for each process.

Which flow type should you use? To answer, drag the appropriate processes to the correct flow types. Each process 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.

Select and Place:

Process	Flow type
Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.	<input type="text"/>
Read data from a text file and populate the data into a third-party desktop application by using saved credentials.	<input type="text"/>

Flow types

-
-
-

Correct Answer:



Flow types

Scheduled cloud flow

Process

Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.

Read data from a text file and populate the data into a third-party desktop application by using saved credentials.

Flow type

Attended desktop flow

Unattended desktop flow

Box 1: Attended desktop flow

Desktop flows are used to automate tasks on the Web or the desktop.

To run an attended desktop flow, you need to have an active Windows user session that matches the name of the user configured for your connection.

Note: Web applications are critical components of most organizations, and they are commonly used to access data from servers.

Most CRM and ERP platforms run through web browsers, while the most popular business productivity tools are web services. Web applications are unquestionably an integral part of the technological infrastructure of most companies.

To provide automation solutions for these applications, Power Automate Desktop supports all major browsers through its web automation actions.

Box 2: Unattended desktop flow.

Unattended desktop flows are best for applications that do not need human supervision.

References:

<https://docs.microsoft.com/en-us/learn/modules/pad-web/1-introduction>

<https://docs.microsoft.com/en-us/power-automate/desktop-flows/run-pad-flow>

QUESTION 4

HOTSPOT

A company has a canvas app that includes the following screens: Screen1 and Screen2.

The OnVisible property for Screen1 contains the following expression.



Set(AgeGroups, ["1-25", "26-54", "55+"])

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	<input type="radio"/>	<input type="radio"/>
AgeGroups is a collection.	<input type="radio"/>	<input type="radio"/>
You can use the Update function to change values in AgeGroups.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	<input checked="" type="radio"/>	<input type="radio"/>
AgeGroups is a collection.	<input type="radio"/>	<input checked="" type="radio"/>
You can use the Update function to change values in AgeGroups.	<input type="radio"/>	<input checked="" type="radio"/>

QUESTION 5

You create functionality for a company. The functionality includes a Microsoft Dataverse table with a form for data entry. The functionality will be distributed to other lines of business in the company, each with its own Dataverse environment.

New forms must not be created in order for updates to the functionality to work correctly.

You need to package the new functionality for distribution.

What should you do?



- A. Use a patch solution and disable the ability to create new forms for the table.
- B. Use a managed solution and include only the needed form.
- C. Use an unmanaged solution and include only the needed form.
- D. Use a managed solution and disable the ability to create new forms for the table.

Correct Answer: B

Managed solutions are used to deploy to any environment that isn't a development environment for that solution. This includes test, UAT, SIT, and production environments. Managed solutions can be serviced independently from other managed solutions in an environment. As an ALM best practice, managed solutions should be generated by exporting an unmanaged solution as managed and considered a build artifact. Additionally:

You can't edit components directly within a managed solution.

Reference: <https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm>

QUESTION 6

HOTSPOT

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.

Hot Area:

Answer Area

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.	

Correct Answer:



Answer Area

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.	

QUESTION 7

DRAG DROP

A company plans to create two Microsoft Power Platform applications.

One of the applications requires a custom control layout without using code. The other application will be used primarily by external users.

You need to create the applications.

Which application types should you use? To answer, drag the appropriate application types to the correct requirements. Each application type 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.

Select and Place:

Application types

Canvas app
Model-driven app
Power Pages portal
Power BI

Answer Area

Requirement

Custom control layout without coding

Used by external users

Application type



Correct Answer:

Application types

Answer Area

Requirement

Custom control layout without coding

Used by external users

Application type

QUESTION 8

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

Correct Answer: B

Instead use Relevance Search.

Note: Relevance Search finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed."

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search>

QUESTION 9

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

Correct Answer: B

Instead enable server-based SharePoint integration.

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

QUESTION 10

DRAG DROP

A company uses a Microsoft Power Platform environment.

The company plans to implement a Power Apps app. The application must meet the following requirements:

Audit all user activity and only retain the audit logs for one year.

Annually remove products that were created over a year ago.

You need to configure the automated processes.

What should you configure? To answer, drag the appropriate configurations to the correct requirements. Each configuration 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.

Select and Place:



Configurations

- Table auditing
- Bulk deletion job
- Environment auditing
- Filtered view

Answer Area

Requirement

Configuration

Audit log retention

Product removal

Correct Answer:



Configurations

Table auditing

Filtered view

Answer Area

Requirement

Audit log retention

Product removal

Configuration

Environment auditing

Bulk deletion job

Box 1: Environment auditing

Configure auditing for an environment

There are three levels where auditing can be configured: an environment, table, and column. For table auditing to take place, auditing must be enabled at the environment level. For column auditing to take place, auditing must be enabled at the environment level and the table level.

To enable user access auditing (Log access) or activity logging (Read logs), auditing must be enabled at the environment level.

Box 2: Bulk deletion job

Remove a large amount of specific, targeted data with bulk deletion

The bulk deletion feature helps you to maintain data quality and manage the consumption of system storage by deleting data that you no longer need.

For example, you can delete the following data in bulk:

Stale data.

Data that is irrelevant to the business.



Unneeded test or sample data.

Data that is incorrectly imported from other systems.

With bulk deletion you can perform the following operations:

Delete data across multiple tables.

Delete records for a specified table.

Receive email notifications when a bulk deletion finishes.

Delete data periodically.

Schedule the start time of a recurring bulk delete.

Retrieve the information about the failures that occurred during a bulk deletion.

Reference: <https://learn.microsoft.com/en-us/power-platform/admin/manage-dataverse-auditing>

QUESTION 11

HOTSPOT

A company uses a canvas app to manage production resources in a specific region. Employees must be at company locations to use the app.

Due to a sudden requirement for employees to work remotely, employees no longer commute to a specific location to conduct their work and cannot access the canvas app.

You must reconfigure the app to ensure that employees only access the app from a limited number of locations.

You need to restrict access to the app.

Which components should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement

Component

Ensure that employees can only access the app form a specific region

- Canvas app settings
- Power Platform admin center
- Azure Active Directory
- Office 365 admin center

Specify the locations where a user can access the app

- Security role
- Conditional Access policy
- Local Security policy
- Compliance policy

Correct Answer:

Answer Area

Requirement

Component

Ensure that employees can only access the app form a specific region

- Canvas app settings
- Power Platform admin center
- Azure Active Directory**
- Office 365 admin center

Specify the locations where a user can access the app

- Security role
- Conditional Access policy**
- Local Security policy
- Compliance policy

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/restrict-access-online-trusted-ip-rules>

QUESTION 12

A company sells all types of bicycles, bicycle parts, and accessories. You are creating a chatbot by using Microsoft Power Virtual Agent for the bicycle shop.

When someone types in a bicycle brand name or terms such as helmet or shoes, the chatbot must automatically go to the accessories section of the chatbot.



You need to configure the chatbot functions.

Which two functions should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Entities
- B. Fallback topic
- C. Smart matching
- D. Synonyms
- E. Slot filling

Correct Answer: AE

Use entities and slot filling in Power Virtual Agents bots.

One fundamental aspect of natural language understanding is to identify entities in a user dialog. An entity can be viewed as an information unit that represents a certain type of a real-world subject, like a phone number, zip code, city, or even a person's name. Custom entities

The prebuilt entities cover commonly used information types, but on some occasions, such as when building a bot that serves a specific purpose, you'll need to teach the bot's language understanding model some domain-specific knowledge. For instance, let's say you want to build a bot for an outdoor store. In this case, you'll need to teach the bot to acknowledge the "outdoor gears product" category in a dialog.

A:

Slot filling

Slot filling is a natural language understanding concept that means saving an extracted entity to an object. However, in Power Virtual Agents, slot filling means placing the extracted entity value into a variable.

Reference: <https://learn.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

QUESTION 13

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 Desktop. Selected required fields from the Accounts table.
- D. From the Power Apps Insert menu, add a Power BI



E. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data.

Correct Answer: CDE

Step 1 (B): Here's how we embed PowerApps into a Power BI report:

1.

Download and login to the Power BI desktop application

2.

Click on (...) and select "Import from the marketplace."

Step 2: Open Power BI desktop and use "Get data" to connect with the Common Data Service data source.

Step 3: Publish the report to Power BI service.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual>

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