



Microsoft

Exam Questions PL-200

Microsoft Power Platform Functional Consultant

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NEW QUESTION 1

- (Exam Topic 1)

A guest asks about the start time of a specific scheduled event and wants to know what the snow conditions will be like during their stay.

You need to determine how to design the chat solution to answer those questions. What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Scenario	Action
Identify and reference the company event a guest mentions.	<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;">Load the response into a variable</div> <div style="padding: 2px;">Use smart matching to load an entity into a topic</div> <div style="padding: 2px;">Load the extracted topic into a variable</div> </div>
Identify attributes for snow conditions.	<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;">Create a custom entity</div> <div style="padding: 2px;">Create a new topic</div> <div style="padding: 2px;">Create a new variable</div> <div style="padding: 2px;">Create an escalation</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface Description automatically generated

Box 1: Load the extracted topic into a variable

Power Virtual Agents uses entities to understand and identify a specific type of information from a user's responses. When saving the identified information to a variable, a variable type will be associated with it. The variable type is analogous with the entity.

In Power Virtual Agents, a topic defines a how a bot conversation plays out.

A topic has trigger phrases – these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue – and conversation nodes – these are what you use to define how a bot should respond and what it should do.

Box 2: Create a custom entity

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.

Reference:

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

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 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.	<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;">Auto-populate the invitation code field on the sign-in screen from the email link.</div> <div style="padding: 2px;">Embed the invitation code in the email link URL.</div> <div style="padding: 2px;">Send the customer their username and temporary password in the email link.</div> </div>
Validate the user's email.	<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;">Two-factor authentication</div> <div style="padding: 2px;">Azure Active Directory authentication</div> <div style="padding: 2px;">Social provider sign-in</div> <div style="padding: 2px;">Invitation code sign-up</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

NEW QUESTION 4

- (Exam Topic 2)

You need to address the executive's concerns regarding unnecessary data access.

Which security changes should you make? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Concern – Unnecessary user access to client data during verification

Security Measure –

Assign records to the user doing the verification and change table security to basic.

Assign records to a service account and share the record with the team member doing the verification.

Assign records to a service account and add the team member doing the verification by using an access team.

Concern – Unnecessary user access to client data after the request is completed

Security Measure –

Assign records to the QV team when the service request is completed.

Assign records to a service account when the service request is completed.

Assign records to the team member doing the verification when the service request is completed.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Assign records to a service account and add the team member doing the verification by using an access team.

When to use access teams

* The teams are dynamically formed and dissolved. This typically happens if the clear criteria for defining the teams, such as established territory, product, or volume aren't provided.

* The team members require different access rights on the records. You can share a record with several access teams, each team providing different access rights on the record. For example, one team is granted the Read access right on the account and another team, the Read, Write and Share access rights on the same account.

* A unique set of users requires access to a single record without having an ownership of the record. Box 2: Assign records to the QV team when the service request is completed.

Issues: More employees than are required can access individual client information and continue to have access after a service request is completed.

Management has decided to create a new qualification verification (QV) role to help ensure that clients get the most accurate results. This role examines completed work to ensure that nothing is missed.

• When users go on vacation, all their outstanding Service Request records are assigned to a substitute employee. The substitute employees are unable to see all the qualifications related to their service requests.

Reference:

<https://docs.microsoft.com/en-us/power-apps/developer/data-platform/use-access-teams-owner-teams-collaborat>

NEW QUESTION 5

- (Exam Topic 2)

You need to coordinate updates and deployment for managed solutions containing completed work without disrupting the system.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Deployment option for changes to an unrelated table

Deploy a patch with the changes made from the current solution.

Deploy a full copy of the new solution with the changes using the upgrade option.

Deploy a full copy of the current solution with the changes using the upgrade option.

Deployment option for automation enhancements

Deploy the new solution and then deploy a full copy of the original solution. Use the upgrade option for both deployments.

Deploy a full copy of the original solution and then deploy the new solution. Use the upgrade option for both deployments.

Deploy a full copy of the original solution using the upgrade option. Then, deploy the new solution by using the update option.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Deploy a patch with the changes made from the current solution. Scenario:

The Onsite Visit managed solution has a table that is not in the Verification Process Automation managed solution. This table must be upgraded prior to the go-live date without the other shared components.

Box 2: Deploy a full copy of the original solution using the upgrade option. Then, deploy the new solution by using the update option.

Scenario: All components required for the verification process must be included in a new solution. Corporate security requires that deployments to non-development environments must be automated using service accounts.

Managed solutions are used to move customizations from the development environment to other higher-level environments. These solutions are created and maintained by the power users and provided to internal IT for deployment when they are ready.

Note:

Upgrade This is the default option and upgrades your solution to the latest version and rolls up all previous patches in one step. Any components associated to the previous solution version that are not in the newer solution version will be deleted. This is the recommended option as it will ensure that your resulting configuration state is consistent with the importing solution including removal of components that are no longer part of the solution.

Update This option replaces your solution with this version. Components that are not in the newer solution won't be deleted and will remain in the system. This option is not recommended as your destination environment will differ in configuration from your source environment and could cause issues that are difficult to reproduce and diagnose.

Reference: <https://docs.microsoft.com/en-us/power-apps/maker/data-platform/update-solutions>

NEW QUESTION 6

- (Exam Topic 2)

You create a desktop flow to interact with a certification authority's website. You need to get data in and out of the desktop flow.

How should you set up the input and output parameters? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Parameter direction	Configuration
Inbound	<ul style="list-style-type: none"> Copy and paste qualification data into the desktop flow. Run a cloud flow from the Dataverse qualification record to send data to the desktop flow. Connect by using the Dataverse connector from the desktop flow and retrieve the qualification data.
Outbound	<ul style="list-style-type: none"> Copy and paste the verification data into the qualification record. Send data from the desktop flow to a cloud flow to update the qualification record. Connect by using the Dataverse connector from the desktop flow and the qualification record

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Connect by using the Dataverse connector from the desktop flow and retrieve the qualification data. All information sent by clients for services is stored in Microsoft Dataverse with a model-driven app as the interface.

Qualification verification

The qualification table contains details about an individual school degree, professional qualifications, and other qualifications that must be verified.

A service request can have one or more Qualification records associated with it.

Record status is pending verification until the initial team member finishes, at which point the member changes the status to Complete.

When all qualification records related to a service request are verified either by manual or automated processes, the results are made available to ADatum Corporation's client.

In the rare event that results are questioned, a new service request is created and verified independently of the previous work that took place.

Box 2: Send data from the desktop flow to a cloud flow to update the qualification record. To complete a service request, users perform the following actions:

Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.

Change the service request status to Completed. Currently, service requests do not indicate when all Qualification records are addressed.

NEW QUESTION 7

- (Exam Topic 2)

You need to configure a Power Automate flow to send the email with the results to the client. What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Control

Process qualification records for a service request.

▼
Switch
Condition
Apply to Each

Evaluate a qualification.

▼
Do until
Condition
Apply to Each

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Apply to each

You can use the Apply to each action to process a list of items periodically. Box 2: Do until

The Do Until control in Power Automate is a loop that repeatedly forces an action until a certain condition becomes true.

Reference: <https://docs.microsoft.com/en-us/power-automate/apply-to-each> <https://blog.enterprisedna.co/do-until-loop-control-in-power-automate/>

NEW QUESTION 8

- (Exam Topic 3)

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

Explanation:

Entity: Refers to a table in Dataverse. Table and entity are often used interchangeably for data access. Edit public views through tables

- > Expand Data, select Tables, select the table you want, and then select the Views area.
- > On the toolbar, select Add view. Add view to table
- > On the Create a view dialog, enter a name and, optionally, a description, and then select Create. Reference: <https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-edit-views-app-designer>

NEW QUESTION 9

- (Exam Topic 3)

A company plans to implement chatbots by using Power Virtual Agents. The company has the following requirements for the bots:

- Users in the accounting department must be able to create a bot for frequently asked questions.
- The support desk users must be able to use the bot.

The users must not be able to change environment parameters in the Microsoft Power Platform environment. You need to configure the permissions for the bots. Which actions should you implement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Users can create a bot.	<input type="checkbox"/> Assign users the Maker permissions. <input type="checkbox"/> Assign users to a security role. <input checked="" type="checkbox"/> Share the bot with a security group. <input checked="" type="checkbox"/> Assign users the Maker permissions. <input type="checkbox"/> Assign users the System Administrator role.
Support desk users can use the bot.	<input checked="" type="checkbox"/> Share the bot with a security group. <input type="checkbox"/> Assign users to a security role. <input checked="" type="checkbox"/> Share the bot with a security group. <input type="checkbox"/> Assign users the Maker permissions. <input type="checkbox"/> Assign users the System Administrator role.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement

Users can create a bot.

Action

- Assign users the Maker permissions.
 - Assign users to a security role.
 - Share the bot with a security group.
 - Assign users the Maker permissions.
 - Assign users the System Administrator role.
-
- Share the bot with a security group.
 - Assign users to a security role.
 - Share the bot with a security group.
 - Assign users the Maker permissions.
 - Assign users the System Administrator role.

Support desk users can use the bot.

NEW QUESTION 10

- (Exam Topic 3)

You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.

You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.

You need to configure the relationship behavior type. What should you use?

- A. Parental
- B. Referential, Restrict Delete
- C. Referential
- D. Restrict

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationship> A parental table relationship is any 1:N table relationship where one of the cascading options in the Parental column of the following table is true.

Graphical user interface, application Description automatically generated

Action	Parental	Not Parental
Assign	Cascade All Cascade User-owned Cascade Active	Cascade None
Delete	Cascade All	RemoveLink Restrict
Reparent	Cascade All Cascade User-owned Cascade Active	Cascade None
Share	Cascade All Cascade User-owned Cascade Active	Cascade None
Unshare	Cascade All Cascade User-owned Cascade Active	Cascade None

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships>

NEW QUESTION 10

- (Exam Topic 3)

You are creating tables for use with Microsoft Power components.

The display names of the tables must not be changed when the solution is promoted to the user acceptance testing environment.

You need to apply this restriction to the solution, Where should you make the changes?

- A. Power Apps
- B. Default solution
- C. Segmented solution
- D. Unmanaged solution
- E. Managed solution

Answer: C

NEW QUESTION 12

- (Exam Topic 3)

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 15

- (Exam Topic 3)

You are a consultant. A client asks you to remove several solutions in one of their Microsoft Dataverse environments

The client wants to know what effect removing the solutions will have on the rest of the system. You need to explain the results of removing the solutions.

Which components be affected? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Solution description	Component or components removed
An unmanaged solution contains a custom table. The table is in a parent-child relationship with another table.	<input type="checkbox"/> The solution only. <input type="checkbox"/> The solution and the lookup column. <input type="checkbox"/> The solution, the table, and any data in the table.
A managed solution patch contains an update to a column label. The column is used in several forms and views.	<input type="checkbox"/> The solution and the updated column label. <input type="checkbox"/> The solution, the column, and any data in the column. <input type="checkbox"/> The solution, the table, and the updated column label.
A managed solution that was created by an independent solution provider (ISV) contains a custom table and changes to the site map.	<input type="checkbox"/> The solution only. <input type="checkbox"/> The solution and the site map. <input type="checkbox"/> The solution, the table, and any data in the table.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

NEW QUESTION 18

- (Exam Topic 3)

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.D18912E1457D5D1DDCDBD40AB3BF70D5D

Answer: D

NEW QUESTION 21

- (Exam Topic 3)

You plan to create a dataflow to import data into Microsoft Dataverse by using Power Query. The dataflow has the following requirements:

- A table of aggregated data must be created in dataflow storage.
- A unique identifier must be created for the table.

You need to configure the dataflow.

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

Answer Area

Requirement	Solution
Table of aggregated data	<ul style="list-style-type: none"> Merge query Fact table Merge query Linked entity Computed entity
Unique identifier	<ul style="list-style-type: none"> Key column Key column Pivot column Alternate key

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Solution
Table of aggregated data	<ul style="list-style-type: none"> Merge query Fact table Merge query Linked entity Computed entity
Unique identifier	<ul style="list-style-type: none"> Key column Key column Pivot column Alternate key

NEW QUESTION 23

- (Exam Topic 3)

A company plans to implement a voice-enabled Power Virtual Agents bot. The company has the following requirements for the bot:

- Recognize when a caller states Tennis or any variation of the word.
- Provide options when a caller states the name of a sport. You need to configure the bot.

Answer Area

Requirement	Feature
Recognize when caller states Tennis .	<ul style="list-style-type: none"> Entity Entity Topic Variable
Provide options when caller states name of sport.	<ul style="list-style-type: none"> Topic Entity Topic Variable

- A. Mastered
- B. Not Mastered

Answer: A

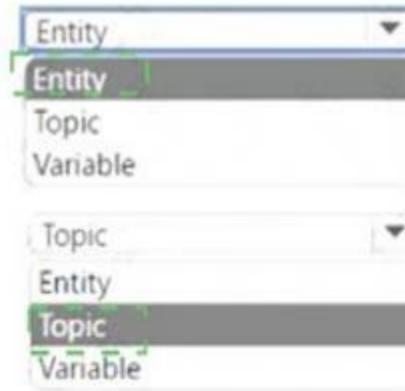
Explanation:

Answer Area

Requirement

Recognize when caller states **Tennis**.
 Provide options when caller states name of sport.
 Provide options when caller states name of sport.

Feature



The screenshot shows two dropdown menus under the 'Feature' header. The first dropdown menu has 'Entity' selected, and the second dropdown menu has 'Topic' selected. Both dropdowns also show 'Topic' and 'Variable' as available options.

NEW QUESTION 26

- (Exam Topic 3)

You plan to implement Microsoft Dataverse.

You must track changes for two columns in the Account table. You must maintain a historical log of changes for the two columns and track only what is necessary.

You configure the appropriate organization settings.

You need to configure the system to track changes for the two columns.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Enable auditing for the Account table.
- B. Enable auditing for the two specific columns.
- C. Enable change tracking for the Account table.
- D. Enable change tracking for the two specific columns.

Answer: AB

Explanation:

By setting the IsAuditEnabled property of a table's definition and the IsAuditEnabled property of each desired column's definition to true, data changes to records of those tables can be logged by the platform.

Note: There are three levels where auditing can be configured: organization, table, and column. The organization level is the highest level, followed by the table level, and finally the column level. For column auditing to take place, auditing must be enabled at the column, table, and organization levels. For table auditing to take place, auditing must be enabled at the table and organization levels.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entities-attributes-auditing>

NEW QUESTION 31

- (Exam Topic 3)

You create a report by using Power BI Desktop and a Power BI dataset that is connected to Azure SQL Database.

Multiple groups of employees will use the report.

You need to ensure that each group of employees can see only data that pertains to their group. What should you do?

- A. Create and assign file security profiles.
- B. Create and assign Common Data Service security roles.
- C. Create and assign roles by using row-level security.

Answer: C

Explanation:

Reference:

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

NEW QUESTION 33

- (Exam Topic 3)

A company creates a Microsoft Power Apps app through the Power Apps designer portal for use in Microsoft Teams.

This app needs to be promoted to the user acceptance testing environment.

You need to complete the Microsoft recommended actions before you export the solution. Which two actions should you complete? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Write validation tests.
- B. Set the Optimized embedding appearance field to true.
- C. Publish all changes.
- D. Run the solution checker.
- E. Clone a solution.

Answer: DE

Explanation:

The Power Apps solution checker performs a rich static analysis check on your solutions against a set of best practice rules to quickly identify problematic patterns. After the check completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.

The solution checker analyzes these solution components: Common Data Service plug-ins

Common Data Service custom workflow activities
 Common Data Service web resources (HTML and JavaScript) Common Data Service configurations, such as SDK message steps
 Reference: <https://www.eimagine.com/ui/>

NEW QUESTION 38

- (Exam Topic 3)

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

Explanation:

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>

NEW QUESTION 39

- (Exam Topic 3)

A company deploys several model-driven apps. The company uses shared devices in their warehouse. The devices are always powered on. Users log on to the devices and then launch the apps to perform actions. Unauthorized users recently uploaded several files after another user failed to log out of a device. The company needs to prevent these incidents from occurring in the future. You need to configure the solution to prevent the reported security incidents. What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Action
Prevent unauthorized access to devices.	<div style="border: 1px solid gray; padding: 5px;"> <ul style="list-style-type: none"> Set an inactivity limit in the user's group policy. Set a timeout in the Power Platform admin center. Configure access controls in Azure Active Directory. Configure a Power Automate flow to poll for user inactivity on the devices. </div>
Prevent users from uploading a specific type of file.	<div style="border: 1px solid gray; padding: 5px;"> <ul style="list-style-type: none"> Enter the restricted file types in the SharePoint admin center. Enter the allowed file types in the Power Platform admin center. Enter the restricted file types in the Power Platform admin center. </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated

Box 1: Set a timeout in the Power Platform admin center.

To enforce users to reauthenticate after a pre-determined period of time, admins can set a session timeout for their individual environments. Users can only remain signed in the application for the duration of session. The application signs out the user when the session expires. Users need to sign in with their credentials to return to customer engagement apps.

Note: Configure session timeout

- > In the Power Platform admin center, select an environment.
- > Select Settings > Product > Privacy + Security.
- > Set Session Expiration and Inactivity timeout. These settings apply to all users.

Incorrect:

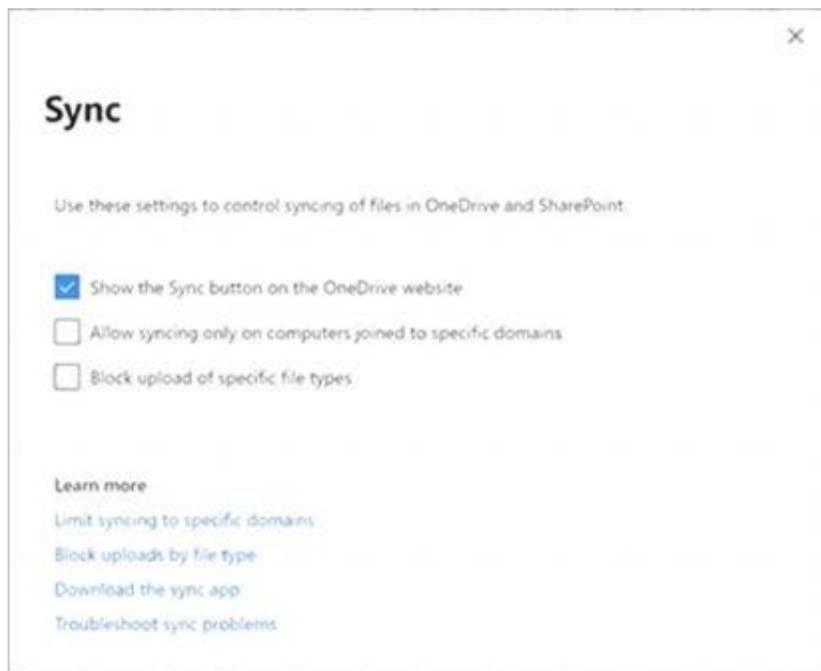
Configure inactivity timeout

- > In the Power Platform admin center, select an environment.
- > Select Settings > Product > Privacy + Security.
- > Set Session Expiration and Inactivity timeout. These settings apply to all users. Box 2: Enter the restricted file types in the SharePoint admin center.

To block uploading of specific file types

- > Go to the Settings page of the new SharePoint admin center,
- > Select Sync.

Graphical user interface, text, application Description automatically generated



- > Select the Block upload of specific file types check box.
- > Enter the file name extensions you want to block, for example: exe or mp3.
- > Select Save.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/user-session-management> <https://docs.microsoft.com/en-us/onedrive/block-file-types>

NEW QUESTION 41

- (Exam Topic 3)

A company uses a canvas app.

Supervisors must approve transactions when a user from the sales department enters a revenue amount that is over \$1 million.

You need to configure an approval process without using code. What should you create?

- A. Column Expression
- B. Power Automate cloud flow
- C. Azure Service Bus service
- D. Power Apps component framework (PCF) control

Answer: B

NEW QUESTION 44

- (Exam Topic 3)

You configure an alert in Power BI.

You need to alert users when the value of a tile exceeds a threshold. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Where should you configure the Power BI alert so that it triggers the process?

- Power BI
- Common Data Service
- Power Automate
- Power BI admin portal

Who can see alerts configured for Power BI?

- The person who created the alert.
- The dashboard owner and the person who created the alert.
- Everyone who has access to the dashboard.
- Everyone who has access to the Power BI instance.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts>

NEW QUESTION 45

- (Exam Topic 3)

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 49

- (Exam Topic 3)

A company is building a Power Virtual Agents chatbot.

Users in the accounting department require access to collaborate with the building of the bot. Users in the sales department require access to only chat with the bot.

You need to configure the bot.

Which sharing options should you use? To answer, drag the appropriate sharing options to the correct requirements. Each sharing option 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.

Sharing options	Requirement	Sharing option
Users	Users in the accounting department	
Active Directory security groups	Users in the sales department	
Everyone in the organization		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Sharing options	Requirement	Sharing option
Users	Users in the accounting department	Active Directory security groups
Active Directory security groups	Users in the sales department	Users
Everyone in the organization		

NEW QUESTION 53

- (Exam Topic 3)

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.	<ul style="list-style-type: none"> Escalate Fallback topic Failure path
Redirect a quest with an unknown question to a live staff member.	<ul style="list-style-type: none"> 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 58

- (Exam Topic 3)

You create a new independent software vendor (ISV) solution for a Power Apps app.

The Power Apps solution will be imported into multiple customer environments. The environments will have a large variety of solutions and publishers.

You need to avoid naming conflicts during solution import.

Which element should you configure?

- A. Package type
- B. Configuration page
- C. Marketplace
- D. Prefix
- E. Version

Answer: D

Explanation:

A solution publisher includes a prefix. The publisher prefix is a mechanism to help avoid naming collisions. This allows for solutions from different publishers to be installed in an environment with few conflicts. For example, the Contoso solution displayed here includes a solution publisher prefix of contoso.

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

NEW QUESTION 61

- (Exam Topic 3)

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: Create a custom Age group entity and synonyms for each individual age in the corresponding item.

Use Age group for Identify in the question.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION 63

- (Exam Topic 3)

You attempt to deactivate several currencies in a Microsoft Dataverse environment. You are not able to deactivate one of the currencies.

You need to determine why you cannot deactivate the currency. What is the reason?

- A. You are not the currency record owner.
- B. The currency is used by an active business process.
- C. The currency is the base currency.
- D. The currency is used by another record.

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/org-service/web-service-error-codes> <https://docs.microsoft.com/en-us/power-platform/admin/manage-transactions-with-multiple-currencies>

NEW QUESTION 65

- (Exam Topic 3)

A company has a portal. Users sign into the portal by using a social media account.

The company wants to replace the existing portal with a Power Apps portal. users must sign up for access to the portal by using a Microsoft account and a unique invitation code that will be provided to the users.

You need to configure authentication for the home page.

Which values should you use? To answer, drag the appropriate values to the appropriate authentication settings. Each value 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:
NO NO

NEW QUESTION 66

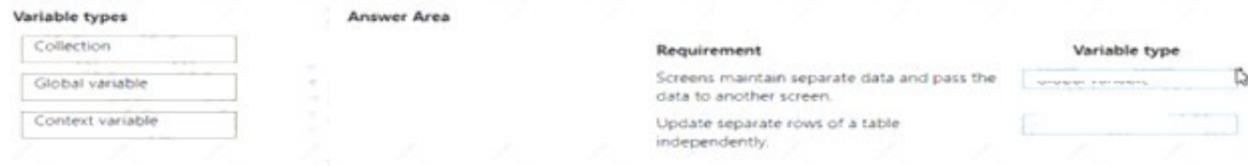
- (Exam Topic 3)

The app needs to store temporary data

- Each screen must maintain a separate copy of data and pass the data to another screen.
- The app must be able to update separate rows of a table independently. You need to configure variables for the data.

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



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text, application Description automatically generated with medium confidence

NEW QUESTION 68

- (Exam Topic 3)

A company uses a Power Apps app with Microsoft Dataverse.

The company requires the import of records into Dataverse. Duplicate records in the data must be deleted without user intervention.

You create a duplicate detection rule.

You need to configure the rule for the data import. Which option should you configure?

- A. Enable the Templates for Data Import option.
- B. Enable the When a record is created or updated option.
- C. Disable the Allow Duplicates option.
- D. Enable the During data import option.

Answer: D

Explanation:

When configuring a duplicate detection rule in Power Apps with Microsoft Dataverse, to automatically delete duplicate records during a data import, you should enable the "During data import" option. This option allows the detection rule to automatically delete duplicates as they are imported into the system, without requiring user intervention.

References:

- > <https://docs.microsoft.com/en-us/power-platform/admin/create-duplicate-detection-rule>
- > <https://docs.microsoft.com/en-us/power-platform/admin/data-integration-duplicate-detection>

NEW QUESTION 69

- (Exam Topic 3)

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.

Requirement

Component

Ensure that employees can only access the app from 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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

Reference:

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

NEW QUESTION 72

- (Exam Topic 3)

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 75

- (Exam Topic 3)

You are customizing a model-driven app for a company. You create a Theme template to ensure the company logo and colors are properly used within these apps.

The theme must meet the following requirements:

- Updated to add the logo
- Downloaded by the makers to create the app

You need to configure the assets. 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.

Configurations

- Edit the theme in System settings and upload a jpg file.
- Replace an existing UI item's hexadecimal number.
- Upload the theme elements as new web resources.
- Use the component library.

Answer Area

Requirement	Configuration
Update logo.	
Change model-driven app colors.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Upload the theme elements as new web resources.

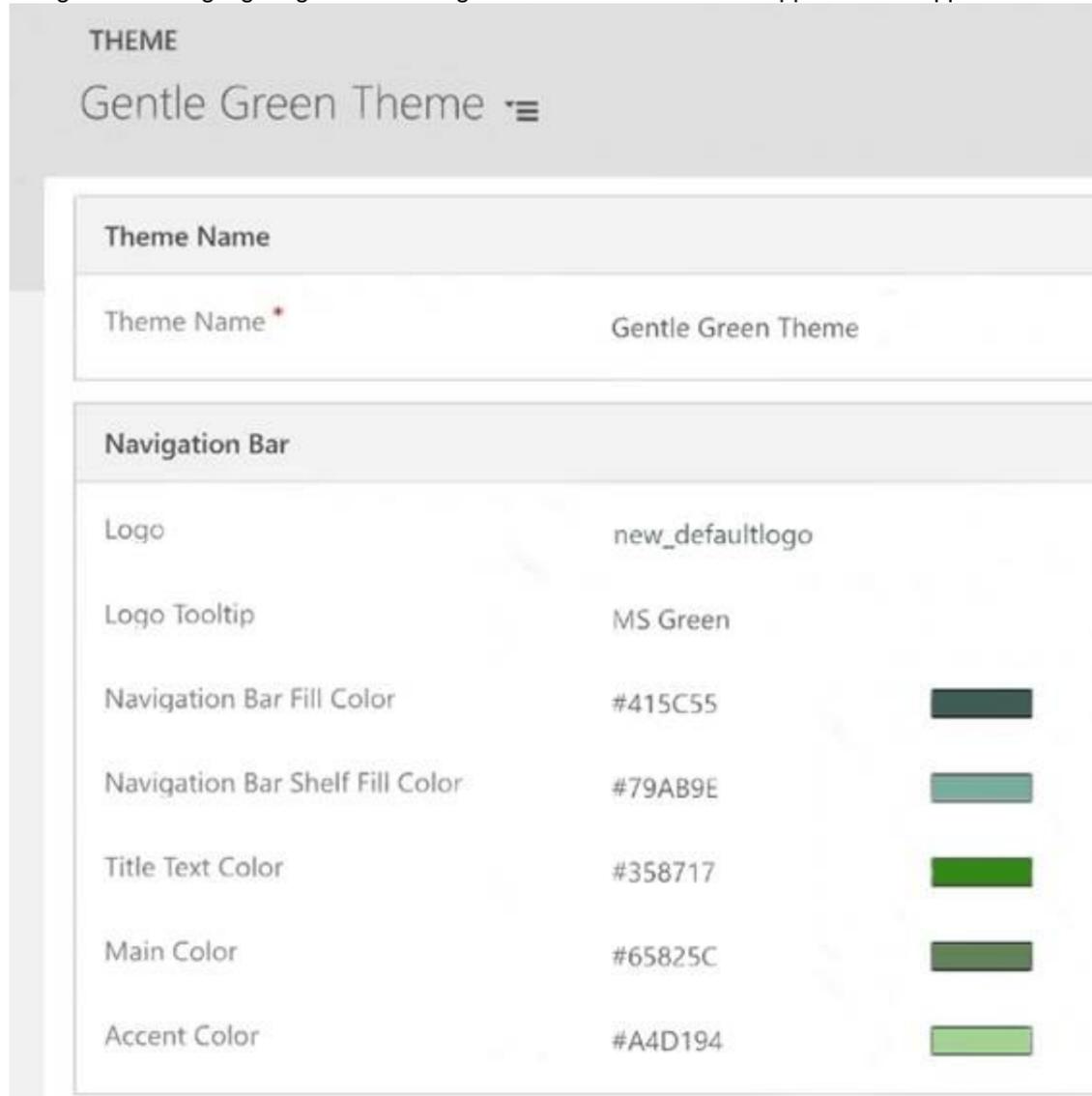
Each type of icon is stored as a web resource. Create a web resource first and then set the icons to use them. Alternatively, you can add the icon by creating a new web resource when you define the table properties.

Box 2: Replace an existing UI item's hexadecimal number. Copy and alter the existing theme

The easiest and quickest way to create a new theme is to clone and alter an existing theme. Then save, preview, and publish it.

- > Sign in to Power Apps, select Settings icon (upper right), and then select Advanced settings.
- > Select Customizations, and then select Themes.
- > Under All themes, select the theme you want to clone, such as the CRM Default Theme. Select Clone on the command bar.
- > Replace an existing UI item's hexadecimal number, such as the Title Text Color, with the hexadecimal value that represents the color you want.

For example, the CRM Default Theme was cloned and changed using mostly varying shades of green color. The following screenshots show the new colors for navigation and highlighting. A custom logo was also added that will appear in the upper left corner of an app.



Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-themes-organization-branding>

NEW QUESTION 79

- (Exam Topic 3)

You are implementing a model-driven app to support a new line of business. There are several places where automated business logic must be applied. You need to determine how to apply the business logic.

Which method should you use? To answer, drag the appropriate methods to the appropriate business logic statements. Each method 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.

Methods	Answer Area	
	Business logic	Method
Business rule	Make a field read only until a predetermined value is exceeded.	Method
Real-time workflow	Automatically send an email when a record's status is changed to deactivated.	Method
Power Automate instant flow	Use the previous value of a field when the value is automatically updated as part of the	Method

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated

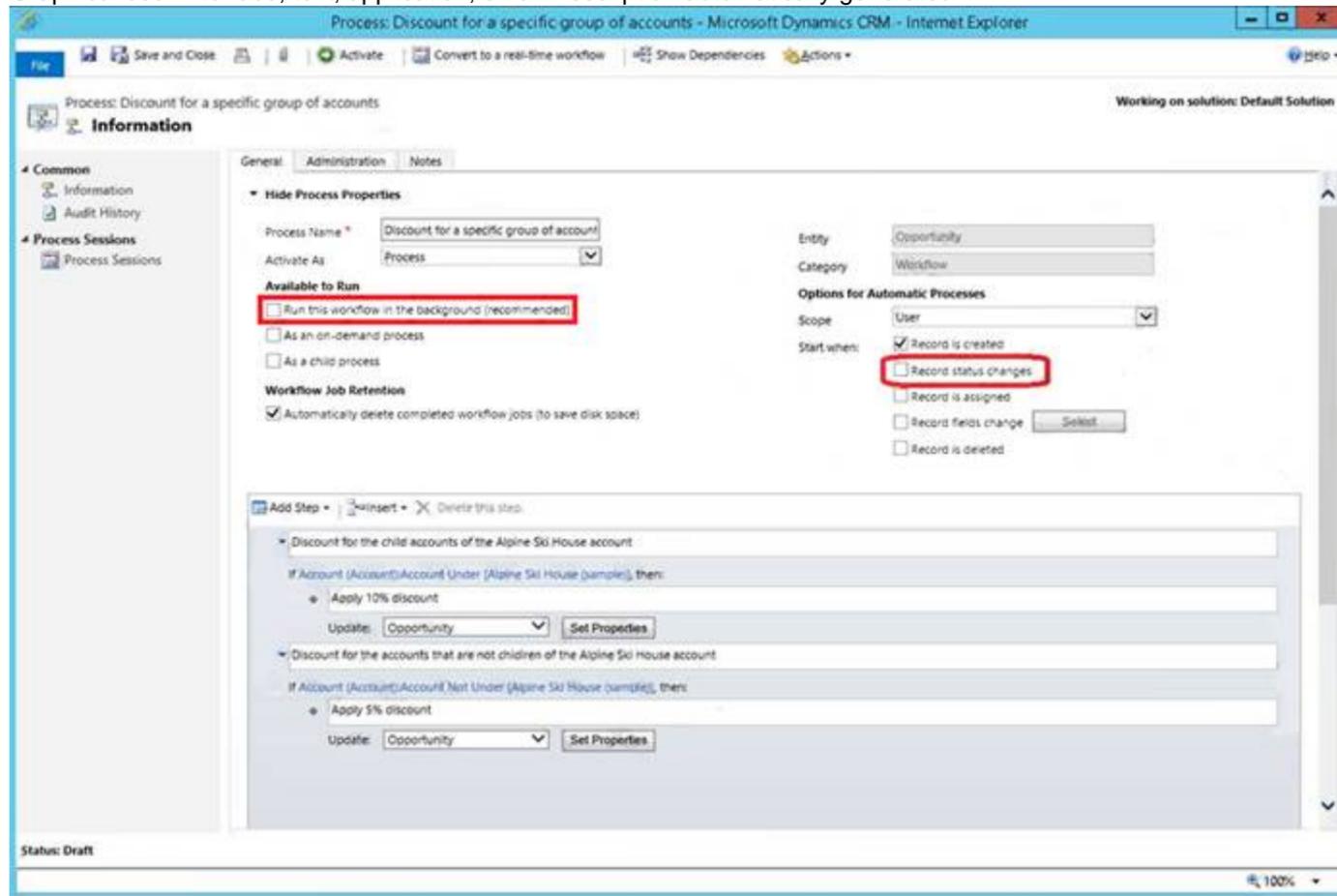
Box 1: Business rule

By combining conditions and actions, you can do any of the following with business rules:

- NSE5_FSM-5.2 Set column values
- Clear column values
- Set column requirement levels
- Show or hide columns
- Enable or disable columns
- Validate data and show error messages
- Create business recommendations based on business intelligence.

Box 2: Real-time workflow

Real-time workflows:
 Graphical user interface, text, application, email Description automatically generated



Box 3: Power Automate instant flow

Instant Flows don't have a trigger in the same way as the Automated flow. Instead, they are triggered manually or on-demand, such as a user clicking a Flow button in the mobile app.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-business-rules-recommendations-a> <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/configure-workflow-steps> <https://carldesouza.com/difference-between-instant-automated-and-scheduled-flows-in-power-automate-and-ho>

NEW QUESTION 84

- (Exam Topic 3)

A veterinary office plans to use Microsoft Power Platform to streamline customer experiences. The customer creates a canvas apps to manage appointments. 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, a text field must appear so that staff members can add details about the pet.

You need to create a dynamically visible field. What should you configure?

- A. business rule
- B. business process flow
- C. workflow

Answer: A

Explanation:

A business rule can be used to configure the visibility of a field based on the value selected in another field. In this case, a business rule could be created to make the text field for additional pet details visible when the "Other" option is selected in the dropdown field for the type of pet. This can be done by going to the Power Apps portal, navigating to the Common Data Service, and creating a new business rule for the entity that contains the appointment form. Within the rule, you can set the visibility of the text field to be dependent on the value selected in the dropdown field. Reference:

<https://docs.microsoft.com/en-us/power-platform/model-driven-apps/model-driven-business-rules>

It's important to note that the above feature is only available in the PowerApps Model Driven App and not in Canvas App.

NEW QUESTION 89

- (Exam Topic 3)

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 age for Identify in the question and then add branches for each group that use conditional logic.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Instead, create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question. 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. To do this, you need to create a custom entity. Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

NEW QUESTION 91

- (Exam Topic 3)

A Company plans to send escalation emails to all customers with overdue invoices. You are creating a Microsoft Power Automate flow to determine whether to send an escalation email.

The system must send an alert for all invoices that are seven days or more overdue. You need to configure the flow.

Which expression should you use?

- A. `TriggerEmail() = 'OverdueDate' >= 7;`
- B. `'OverdueDate' >= '7'?TriggerEmail():false`
- C. `@GreaterOrEquals(TriggerEmail()?['OverdueDate']: '7')`

- A. Option A
- B. Option B
- C. Option C

Answer: C

Explanation:

Example: `equals(triggerOutputs()?['body/PDFStatus/Value'],'Ready to Generate')` Reference: <https://evolvous.com/microsoft-power-automate-trigger-condition/>

NEW QUESTION 92

- (Exam Topic 3)

A company uses Power Apps with Microsoft Dataverse.

The company enables auditing on the Dataverse database. The company tenant reaches the maximum storage capacity.

You need to delete some auditing data.

Which three deletion options should you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. by table
- B. by record
- C. between two specified dates
- D. by column
- E. older than a specified date

Answer: ACE

Explanation:

* A. Deleting by table allows you to select specific tables in the Dataverse database for which you want to delete the auditing data. This can be done by going to the Power Apps portal, navigating to the Data tab, and selecting the table for which you want to delete the auditing data. You can then select the specific auditing data you want to delete and click the "Delete" button. This is useful if you want to only delete auditing data for specific tables and not for the entire database. Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/data/data-management-auditing#delete-audit-logs>

* C. Deleting between two specified dates allows you to select a range of dates within which the auditing data will be deleted. This can be done by going to the Power Apps portal, navigating to the Data tab, and selecting the "Audit" option. From there, you can select the "Delete" button, and select the "Between two dates" option. Then you can specify the start and end date for which you want to delete the auditing data. This is useful if you want to delete auditing data for a specific time period and not for the entire database. Reference: <https://docs.microsoft.com/en-us/power-platform/admin/data/data-management-auditing#delete-audit-logs>

* E. Deleting older than a specified date allows you to select a specific date, and any data older than that date will be deleted. This can be done by going to the Power Apps portal, navigating to the Data tab, and selecting the "Audit" option. From there, you can select the "Delete" button, and select the "Older than a specified date" option. Then you can specify the date for which you want to delete the auditing data. This is useful if you want to delete auditing data that is older than a certain date and not for the entire database. Reference: <https://docs.microsoft.com/en-us/power-platform/admin/data/data-management-auditing#delete-audit-logs>

It's always good to have a backup of Data before deletion and also check the retention period of the data you want to delete.

NEW QUESTION 95

- (Exam Topic 3)

You plan to automate several different processes by using Power Automate. Each process has unique characteristics.

You need to recommend components for each process.

Which components should you recommend? To answer, drag the appropriate components to the correct processes. 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.

Components	Answer Area	Component
Attended UI flow	<p>Process</p> <p>Access data from an internally created web application with basic REST API functionality as part of a nightly batch job.</p> <p>Access data from a public web site with no API functionality for emails processed through an unmonitored queue.</p>	Component
Unattended UI flow		Component
Flow that uses a custom connector		
Flow that uses a prebuilt connector		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

1: Custom connector (REST API access) 2: Unattended UI flow

NEW QUESTION 97

- (Exam Topic 3)

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.	<div style="border: 1px solid gray; padding: 2px;"> <input type="checkbox"/> Dynamics 365 workflow <input checked="" type="checkbox"/> Microsoft Flow <input type="checkbox"/> Business Process Flow </div>
Text when the Opportunity is created.	<div style="border: 1px solid gray; padding: 2px;"> <input type="checkbox"/> Dynamics 365 workflow <input checked="" type="checkbox"/> Microsoft Flow <input type="checkbox"/> Business Process Flow </div>
Create a Wunderlist task.	<div style="border: 1px solid gray; padding: 2px;"> <input type="checkbox"/> Dynamics 365 workflow <input checked="" type="checkbox"/> Microsoft Flow <input type="checkbox"/> Business Process Flow </div>

- 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 100

- (Exam Topic 3)

A company uses a model-driven app with Microsoft Dataverse in a single environment

The company requires a canvas app that includes the same data as the model-driven app. You need to create the canvas 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

- Select the **Excel** option.
- Sign into the Microsoft Power Platform admin portal.
- Sign into the Power Apps Maker portal.
- Select the **Dataverse** option.
- Select the data source and tables to include in the canvas app and then save the app.

Answer area

Empty answer area with up and down arrow controls.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions

- Select the **Excel** option.
- Sign into the Microsoft Power Platform admin portal.
- Sign into the Power Apps Maker portal.
- Select the **Dataverse** option.
- Select the data source and tables to include in the canvas app and then save the app.

Answer area

Answer area containing:
 Sign into the Power Apps Maker portal.
 Select the **Dataverse** option.
 Select the data source and tables to include in the canvas app and then save the app.

NEW QUESTION 101

- (Exam Topic 3)

A company uses Dataverse to store the names of contacts. The company uses a shared Microsoft Excel file to collect the data. The company requires that the contacts be added to Dataverse automatically every day

You need to identify which tools are required to create and perform the import. What should you use? To answer, select the appropriate options in the answer area.

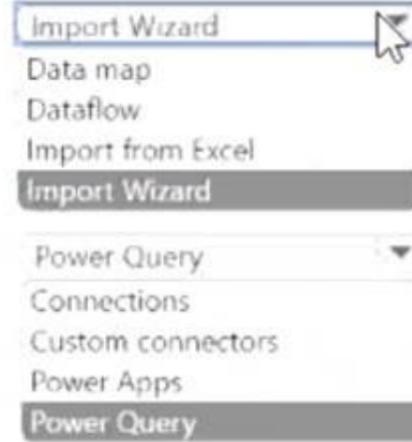
NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Create the import.

Tool



Perform the import.

- A. Mastered
- B. Not Mastered

Answer: A

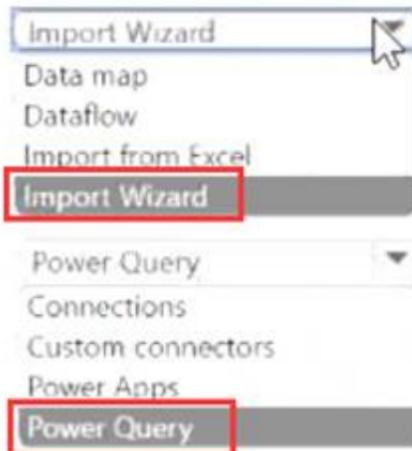
Explanation:

Answer Area

Requirement

Create the import.

Tool



Perform the import.

NEW QUESTION 106

- (Exam Topic 3)

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

Requirement

Feature

- Topics
- Entities
- Variables
- Flows

Enable the chatbot to relate to a real-world object or topic in a dialog.

Define the path and triggers for a chatbot conversation.

Implement conditional logic to dynamically route a conversation across different paths.

- Feature
- Feature
- Feature

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

Box 1: Entities

Out of the box, Power Virtual Agents comes with a set of prebuilt entities, which represent the most commonly used stereotype information in real-world dialogs, such as age, colors, numbers, and names.

With the knowledge granted by entities, a bot can smartly recognize the relevant information from a user input and save it for later use.

Box 2: Topics

In Power Virtual Agents, a topic defines a how a bot conversation plays out.

You can author topics by customizing provided templates, create new topics from scratch, or get suggestions from existing help sites.

A topic has trigger phrases – these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue – and conversation nodes – these are what you use to define how a bot should respond and what it should do.

Box 3: Variables

Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.

For example, you can save a customer's name in a variable called UserName. The bot can then address the customer by name as the conversation continues.

You can use variables to create logical expressions that dynamically route the customer down different conversation paths.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling> <https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics>

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

NEW QUESTION 110

- (Exam Topic 3)

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.	<ul style="list-style-type: none"> Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	<ul style="list-style-type: none"> 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 114

- (Exam Topic 3)

You are using power Automate to create a list of customers from a Microsoft Excel file, The list must contain customers who meet one of the following criteria:

- > Sales of less than \$500,000.
- > Customers who are on credit hold.

You need to create a condition to filter the list Of customers.

How should you complete the filter condition? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point

@ (less(item()?['sales'], 500000), empty(item()?['credithold'], 'true')

or equals(item()?['credithold'], 'true')

and not(equals(item()?['credithold'], 'true'))

not

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, application, Word Description automatically generated

Box 1: or

Or: Takes two arguments and returns true if either argument is true. Box 2: equals(item()?['credithold'],'true')

Equals: Returns true if two values are equal.

For example, if parameter1 is someValue, this expression returns true: equals(parameters('parameter1'), 'someValue')

Reference:

<https://docs.microsoft.com/en-us/power-automate/use-expressions-in-conditions>

NEW QUESTION 118

- (Exam Topic 3)

You plan to add a Power Apps app to Microsoft Teams.

A Microsoft Dataverse for Teams environment has not been provisioned. You need to create a Dataverse for Teams environment.

Which two actions can you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a new environment in the Microsoft Power Platform Admin Center.
- B. Create a new app in Teams.
- C. Create an app permission policy in the Teams admin center.
- D. Install an existing app in Teams.

Answer: BD

NEW QUESTION 121

- (Exam Topic 3)

You need to create a Power Automate desktop flow.

What are two possible ways to create the flow? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Record mouse and keyboard events.
- B. Configure a pre-built template.
- C. Use pre-built actions.
- D. Create models by using Microsoft Visio.

Answer: AC

Explanation:

C: Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate you can automate tasks on the desktop as well as the Web.

A: Alternatively, you can use the two legacy methods of creating desktop flows: Windows recorder (V1) and Selenium ID. With these you record mouse and keyboard events.

Reference:

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

NEW QUESTION 125

- (Exam Topic 3)

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 list
- B. Add all users to the distribution group and use the list to share the dashboard.
- C. Sign into the Power BI service
- D. Open the dashboard and select Share.
- E. Enter the individual email address of internal and external users.
- F. Sign into Power BI Desktop
- G. Open the dashboard and select Share.
- H. Clear the Allow recipients to share your dashboard (or report) option.
- I. Create a distribution group
- 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 130

- (Exam Topic 3)

You plan to create a canvas app.

The app requires a button on the data entry screen that users can select to send an email. You need to configure the app.

What should you create?

- A. Business process flow
- B. Azure Logic App
- C. Power Automate cloud flow
- D. Classic workflow

Answer: C

NEW QUESTION 135

- (Exam Topic 3)

You create workflows to automate business processes.

You need to create a workflow that automatically sends emails based on a mail merge template. The workflow must contain the following configurations:

- Run immediately.
- Validate when a condition is met.

> Perform an action when a condition is met.
 To answer, select the appropriate configuration in the answer area.
 NOTE: Each correct selection is worth one point.

Workflow Requirement

Configuration Option

Run immediately.

- Approve the workflow.
- Configure the workflow to run now.
- Configure child workflow to run now.

Validate when a condition is met.

- Publish workflow.
- Subject contains data.
- Trigger when a Power Automate button is pressed.

Perform an action when a condition is met.

- Send an email.
- View chart.
- Update a security role.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
 Graphical user interface, text, application, email Description automatically generated

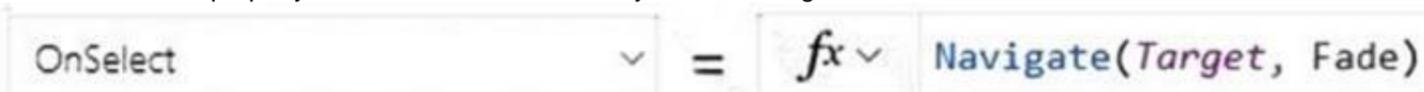
NEW QUESTION 140

- (Exam Topic 3)
 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: D

Explanation:
 Add navigation
 * 1. With the Source screen selected, open the Insert tab, select Icons, and then select Next arrow.
 * 2. With the arrow still selected, select the Action tab, and then select Navigate.
 * 3. The OnSelect property for the arrow is automatically set to a Navigate function.



- * 4. When a user selects the arrow, the Target screen fades in.
- * 5. On the Target screen, add a Back arrow, and set its OnSelect property to this formula:
- * 6. Navigate(Source, ScreenTransition.Fade)
- * 7. While holding down the Alt key, toggle between screens by selecting the arrow on each screen. Reference: <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/add-screen-context-variables>

NEW QUESTION 144

- (Exam Topic 3)
 You create a Power Virtual Agents chatbot to reduce the number of incoming support calls that require a live person.
 The chatbot does not direct users to the correct information. You determine that this is because the chatbot is not able to identify which product a user is referring to in a conversation.
 You need to present a list of products so that users can select the correct product. What should you create?

- A. Table
- B. Variable
- C. Slot filling
- D. Entity

Answer: C

Explanation:

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://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

NEW QUESTION 145

- (Exam Topic 3)

You create a Power Virtual Agents bot.

You observe that the bot is not able to recognize input from some users. You need to configure the bot response for unrecognized input from users.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Transfer to an agent.
- B. Use a fallback topic.
- C. Display a system-defined error message.
- D. Connect to a different channel.

Answer: BC

Explanation:

* B. Use a fallback topic: Power Virtual Agents provides the capability to handle unrecognized inputs by using fallback topics. A fallback topic is a topic that is triggered when the bot is unable to recognize the user input. You can configure fallback topics by going to the Power Virtual Agents portal, and then select the bot you want to configure. Then select the "Topics" tab and create a new topic with a fallback trigger. Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/topics-triggers#fallback-triggers>

* C. Display a system-defined error message: This is another option to handle unrecognized inputs by displaying a predefined message that inform the user that the bot was unable to understand their input.

NEW QUESTION 150

- (Exam Topic 3)

A company uses Power Apps.

You create a custom table and configure a child table relationship with the contact table. You need to configure the cascading rules for each action.

Which behavior should you use? To answer, drag the appropriate behaviors to the correct actions. Each behavior 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 155

- (Exam Topic 3)

A user has access to an existing Common Data Service database.

You need to ensure that the user can create canvas apps that consume data from Common Data Service. You must not grant permissions that are not required.

Which out-of-the-box security role should you assign to the user?

- A. Environment Admin
- B. System Customizer
- C. Common Data Service User
- D. Environment Maker

Answer: D

Explanation:

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/database-security#predefined-security-roles> <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/data-platform-create-app>

NEW QUESTION 158

- (Exam Topic 3)

You are using the Data import wizard to import records into the account table from a CSV file. The CSV-to-table mapping is as following:

- Name column represents the account and maps to the Account column.
- TIE Parent Name column represents the holding company of the account with subsidiaries underneath Records that are imported into the table are only related to other records in the file.

You need to configure the import to create the relationship between records. What should you do?

- A. Map Parent Name in the CSV file to the Parent Account column
- B. Select Account as lookup criteria
- C. Lookup the record IDs Of the records in the ParentAccount column
- D. Add the record IDs new column in the file
- E. Map the new column to the ParentAccount column.
- F. Map Parent Name in the file to the Parent Account column
- G. Select Parent Account as lookup criteria
- H. Create an alternate key the account table by using the Account Name column
- I. DO not map parent Name in file.

Answer: C

Explanation:

Add a new column for the self-referential mapping.

Reference: <https://docs.microsoft.com/en-us/power-apps/developer/data-platform/import-data>

NEW QUESTION 163

- (Exam Topic 3)

A company creates a Power Automate cloud flow for a Power Apps app.

The cloud flow must send a daily email that contains a list of year-to-date (YTD) totals. You need to configure the flow.

Which feature should you use?

- A. Parallel branch
- B. Loop
- C. Condition
- D. Wait

Answer: B

Explanation:

In order to send a daily email that contains a list of year-to-date (YTD) totals, you would need to use a loop in the Power Automate cloud flow. A loop allows you to repeat a specific set of actions until a certain condition is met. In this case, the loop would be used to iterate through the data for each day, accumulating the totals for the year-to-date (YTD) and then sending the email at the end of the loop with the accumulated totals.

Here are some references from Microsoft that may be helpful in understanding how to use loops in Power Automate:

- > Microsoft docs: Loops in Power Automate
- > Microsoft docs: Repeating a flow with a loop
- > Microsoft docs: Using the do-until loop in Power Automate

NEW QUESTION 164

- (Exam Topic 3)

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.	<ul style="list-style-type: none"> Import an existing app. Create a new app. Import a new page. Import bot.
Configure the FAQ solution in Microsoft Teams.	<ul style="list-style-type: none"> Configure the FAQbot. Import a chatbot. Create a new chatbot.

NEW QUESTION 167

- (Exam Topic 3)

You have a form that displays a custom field from an entity.

A customer wants to restrict users from filtering on the custom field. You need to prevent users from filtering the field in Advanced Find. What should you modify?

- A. Fields in the Edit Filter Criteria option of the Quick Find view
- B. the Field Security field on the Field Properties form
- C. a searchable field on the Field Properties form
- D. Fields in the Add Find Columns option of the Quick Find view

Answer: C

Explanation:

Reference:

<https://community.dynamics.com/365/b/dynamics365apps/posts/kb-understanding-dynamics-365-field-ssearcha>

NEW QUESTION 169

- (Exam Topic 3)

A company deploys a chatbot that is embedded in a Power Pages website. The company has the following requirements for the chatbot:

- Azure AD users only must be able to use the chatbot when accessing sensitive data.
- The chatbot must be accessible only from the Power Pages website. You need to recommend a solution that meets the requirements.

Which two options should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Enable Manual authentication.
- B. Set up a new channel for the chatbot.
- C. Enable Only for Teams authentication.
- D. Enable web channel security.
- E. Configure a data loss prevention policy.

Answer: DE

NEW QUESTION 170

- (Exam Topic 3)

You are configuring Microsoft Dataverse security. You plan to assign users to teams. Record ownership and permissions will differ based on business requirements.

You need to determine which team types meet the requirements.

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

Each team 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.

Team types	Requirement	Team Type
Access team	Ability to own records in Dataverse	<input type="checkbox"/>
Azure Active Directory group team	Provides permissions without a security role assigned	<input type="checkbox"/>
Microsoft Teams team		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Microsoft Teams team

Dataverse supports two types of record ownership. Organization owned, and User or Team owned. This is a choice that happens at the time the table is created and can't be changed. For security purposes, records that are organization owned, the only access level choices is either the user can do the operation or can't. For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user's own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.

Box 2: Access team

An access team doesn't own records and doesn't have security roles assigned to the team. The team members have privileges defined by their individual security roles and by roles from the teams in which they are members. The records are shared with an access team and the team is granted access rights on the records, such as Read, Write or Append.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/wp-security-cds>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/use-access-teams-owner-teams-collaborate>

NEW QUESTION 175

- (Exam Topic 3)

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 180

- (Exam Topic 3)

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	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> Roles Groups Licenses Access rights </div>
Dynamics 365 Sandbox instance	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> Roles Groups Access rights </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

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

NEW QUESTION 182

- (Exam Topic 3)

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

Explanation:

If you use unified interface, you can display any record in a calendar view via the calendar control.

- Go to Settings->Customization->Customize the System
- Open the configuration for the entity that you want to use the calendar control (Opportunities in our example)
- Click the View tab
- Click "Add Control" and select the calendar control.
- Click the dot for every interface from which you want the calendar control to be available.

Reference:

<https://crmtipoftheday.com/1206/view-any-dynamics-365-record-on-a-calendar/>

NEW QUESTION 185

- (Exam Topic 3)

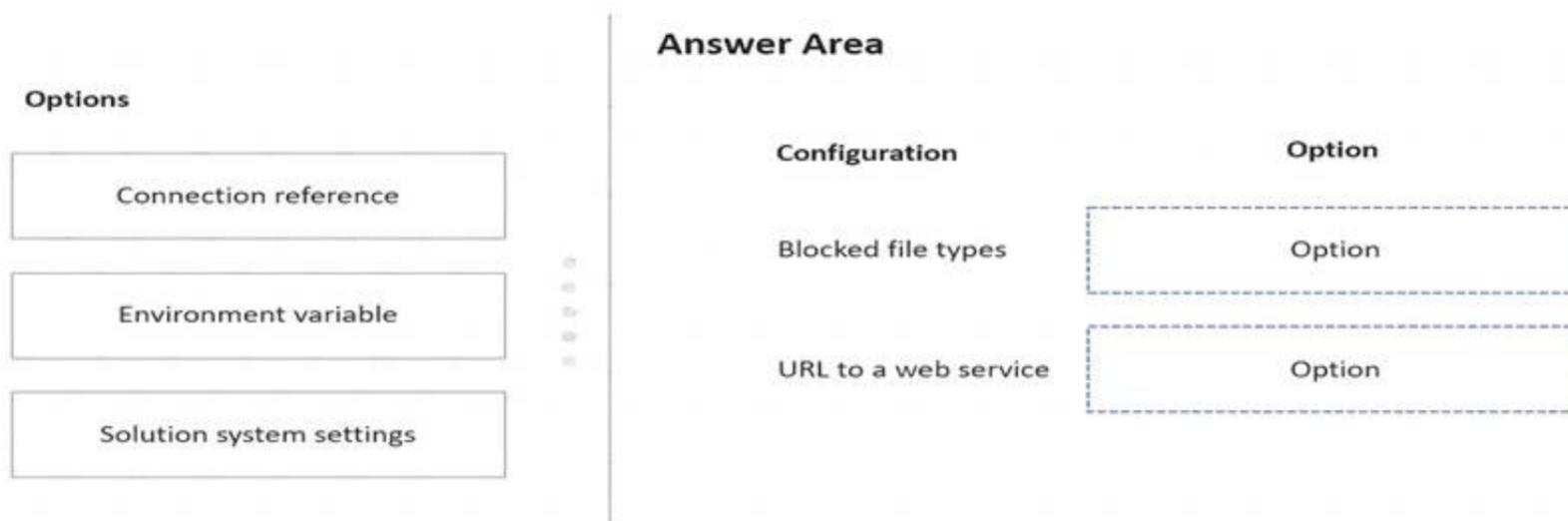
You create a new solution for a business process.

The business process includes uploading specific file types to a web service.

You need to ensure that the business process works the same way anywhere the solution is deployed. Which option should you use? To answer, drag the appropriate options to the correct configurations. Each

option 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:

Box 1: Solution system settings

For Power Apps in Settings > Customizations > Customize the System you can configure email and document management, activate or deactivate processes, and more.

Box 2: Environment variable

When should Environment variables be used? Some examples include:

When an input parameter needs to change across environments and should not be hard-coded. For example, a URL that points to a different resource in development and production environments.

If you're building a solution where your customer is required to provide an input value. Application setup pages.

Incorrect:

A connection reference is a solution component that contains information about a connector. Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/advanced-navigation> <https://powerapps.microsoft.com/en-us/blog/environment-variables-available-in-preview/>

NEW QUESTION 190

- (Exam Topic 3)

You are designing an app for a bank.

You must create entities for the app and configure relationships between entities:

Entity	Requirements
LoanApplicant	This entity represents a person who is applying for a loan. The entity must contain an attribute named Email. This attribute must provide look-up for the name of the applicant.
Loan	This entity represents a loan application. Loan applicants may apply for one loan per application. Loan applicants may have more than one active application.
Property	This entity represents the property that the applicant intends to purchase.

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

Relationship types	Requirement	Relationship type
<input type="text" value="1 : N"/> <input type="text" value="N : N"/> <input type="text" value="N : 1"/>	<p>The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.</p> <p>Loan applicants can apply for one type of loan per application. Applicants can have more than one application.</p> <p>Loans must be applied for for a single property.</p>	<input type="text"/> <input type="text"/> <input type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Text Description automatically generated

Box 1: N:1

You add a lookup column with a many-to-one relationship. Box 2: N:N

Box 3: N:1

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup>

NEW QUESTION 193

- (Exam Topic 3)

A farm uses a canvas app to manage schedules for planting fields with crop seeds. The farm uses business intelligence to provide recommendations for schedule changes based on weather data.

You must implement a business rule that changes information for several forms in the canvas app based on business intelligence data.

You need to configure the business rule. Which scope should you use?

- A. Table
- B. All Forms
- C. Form specific

Answer: A

NEW QUESTION 195

- (Exam Topic 3)

You are embedding a Power Apps visual in a Power BI dashboard. External customers must authenticate to have access to the dashboard. You need to configure the solution.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Set the Power BI service to authenticate users.
- B. Use a table in the Power BI dashboard.
- C. Publish to Power BI Report Server.
- D. Set the Power BI service to allow anonymous access.
- E. Share the Power Apps visual components with external users.

Answer: AE

Explanation:

Power BI uses Azure Active Directory (AAD) to authenticate users who sign in to the Power BI service, and in turn, uses the Power BI login credentials whenever a user attempts to access resources that require authentication. Users sign in to the Power BI service using the email address used to establish their Power BI account; Power BI uses that login email as the effective username, which is passed to resources whenever a user attempts to connect to data. The effective username is then mapped to a User Principal Name (UPN) and resolved to the associated Windows domain account, against which authentication is applied.

Reference: <https://docs.microsoft.com/en-us/power-bi/enterprise/service-admin-power-bi-security>

NEW QUESTION 200

- (Exam Topic 3)

A company creates a bot by using Power Virtual Agents.

The company requires the bot to transfer callers to an agent if the bot is unable to recognize a customer's request.

You need to configure the bot for the unrecognized information from the customer. Which feature should you use?

- A. Fallback workstream
- B. Fallback topic
- C. Fallback skill
- D. Fallback queue
- E. Fallback entity

Answer: B

Explanation:

A Fallback topic is a type of topic in Power Virtual Agents that is used when the bot is unable to understand the customer's request. When a Fallback topic is triggered, it takes over the conversation and presents the customer with a set of options or a message that allows them to get the help they need. This can include options such as requesting to speak with an agent, providing feedback, or getting more information about the bot's capabilities. Fallback topic can be configured to automatically transfer the customer to an agent.

References:

- > <https://docs.microsoft.com/en-us/power-virtual-agents/create-bot/fallback>
- > <https://docs.microsoft.com/en-us/power-virtual-agents/create-bot/bot-topics>

NEW QUESTION 201

- (Exam Topic 3)

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.

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 Dataverse Search to search for the word run. Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 203

- (Exam Topic 3)

You are designing a Power Virtual Agents chatbot for a store.

You need to teach the chatbot to acknowledge the store's product categories and the variations within specific categories.

You need to create custom entities to provide the chatbot with the knowledge of the product categories. Which features should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic variations.	<ul style="list-style-type: none"> Slot filling Synonyms Smart matching Topics Fuzzy matching
Make the bot smarter by expanding the matching logic.	<ul style="list-style-type: none"> Slot filling Synonyms Topics
Extract a category selected by a user during a conversation into a variable for later use.	<ul style="list-style-type: none"> Slot filling Synonyms Smart matching Topics

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Smart match Synonyms Topic

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

NEW QUESTION 204

- (Exam Topic 3)

You are creating a Power Virtual Agents chatbot for a Microsoft Power Platform power apps portal app. The job title of users must be stored automatically when

users log in. The job title must always appear in the chatbot.

You need to configure the job title functionality.

Which mechanism should you use?

- A. artificial intelligence
- B. variable
- C. entity
- D. topic

Answer: B

Explanation:

After enabling the Authentication, you will now have access to Two variables, bot.UserDisplayName

bot.UserId

Reference:

<https://powerusers.microsoft.com/t5/Power-Virtual-Agents-Community/Getting-User-Details-To-Use-In-Power>

NEW QUESTION 209

- (Exam Topic 3)

A company has a model-driven app.

The app must meet the following requirements:

- Prevent users from saving a record if validation from a custom action fails.
- Query and update a list of records.

You need to configure processes for the app without using code.

Which processes should you use? To answer, drag the appropriate processes to the correct requirements. 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.

Processes	Answer Area	Requirement	Process
Cloud flow		Prevent users from saving a record.	
Classic workflow		Query and update records.	
Business process flow			

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Processes	Answer Area	Requirement	Process
Cloud flow		Prevent users from saving a record.	Business process flow
Classic workflow		Query and update records.	Cloud flow
Business process flow			

NEW QUESTION 214

- (Exam Topic 3)

You are creating Power BI reports for a company.

A company that has a model-driven app wants to use Power BI reports within the app. You create the reports. You need to ensure that these reports are available within the app.

Which two actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Share the Power BI report to all users.
- B. Add the Power BI report to the Site Map dashboards.
- C. Create a PCF file.
- D. Use the native reports in model-driven apps.
- E. Add the Power BI report to a dashboard in the model-driven app.

Answer: BE

Explanation:

Reference: <https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/add-powerbi-visual>

NEW QUESTION 218

- (Exam Topic 3)

A company uses Common Data Service to manage prospects. The company has a business process flow named BPFA that is associated with the Prospect entity to streamline the prospect management process.

You add a field named Category to the Prospect entity. You create additional business process flows. You apply the business process flows to Prospect records based on the selected category. Users can switch to any other newly configured business process flows but must not use BPFA.

You need to configure the solution.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE Each correct selection is worth one point.

- A. Remove all of the privileges for BPFA.
- B. Deactivate BPFA.
- C. Use a business rule to prevent users from switching to BPFA.
- D. Change the display order of the business process flows to move BPFA to the bottom of the list.

Answer: AB

NEW QUESTION 221

- (Exam Topic 3)

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 225

- (Exam Topic 3)

A company uses a model-driven app for customer support. The company has the following requirements for the app:

- Send an email in real-time to customers when they enter their email address.
- Send an email to customers at the same time every day for cases that are open for more than 24 hours. The solution should require the least amount of customization.

You need to configure the model-driven app. Which components should you use?

Components	Requirement	Component
Power Apps component framework (PCF) control	Send email to customer when email address entered.	
Classic workflow	Send email at the same time every day.	
Power Automate flow		
JavaScript		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Components	Requirement	Component
Power Apps component framework (PCF) control	Send email to customer when email address entered.	Classic workflow
Classic workflow	Send email at the same time every day.	Power Automate flow
Power Automate flow		
JavaScript		

NEW QUESTION 229

- (Exam Topic 3)

A company's sales staff wants a simplified way to manage their opportunities in Dynamics 365 Sales without adding custom code.

You need to provide a solution for each requirement.
 Which solutions should you provide? To answer, select the appropriate options in the answer area.
 NOTE: Each correct selection is worth one point.

Requirement	Solution
Drag and drop opportunities to change the stage.	<ul style="list-style-type: none"> Add a Kanban control. Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	<ul style="list-style-type: none"> Add both controls to a custom view. Add both controls to the My Opportunities view. Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	<ul style="list-style-type: none"> Use the List view. Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, email Description automatically generated

Box 1: Add a Kanban control.

The Kanban view allows your sales team to move opportunities from one stage to another by simply dragging them.

Box 2: Add both controls to the My Opportunities view.

> Kanban views help salespeople to manage their opportunities and activities effectively. Add the Kanban control to the Opportunity and Activity entity so salespeople can use the Kanban views. The Kanban control works only on the Opportunity and Activity entities.

> If you use unified interface, you can display any record in a calendar view via the calendar control.

- Go to Settings->Customization->Customize the System
- Open the configuration for the entity that you want to use the calendar control (Opportunities in our example)
- Click the View tab
- Click "Add Control" and select the calendar control.
- Click the dot for every interface from which you want the calendar control to be available.

Box 3: Use a List view

opportunities in Dynamics 365 Sales

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-sales/work-opportunities-https://crmtipoftheday.com/1206/view-any-dynamics-365-record-on-a-calendar/>

<https://fivep.com.au/how-to-get-visibility-and-report-on-an-opportunities-active-current-sales-stage-without-cod>

NEW QUESTION 230

- (Exam Topic 3)

A company has a model-driven app that uses Microsoft Dataverse.

Users need to add an alternate phone number when entering their account information. The users also require a list that displays the customers that do not have an alternate phone number.

You need to enable the required features.

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.

Features	Requirement	Feature
Table	Add alternate phone number.	<input type="text"/>
View	List of customers without alternate phone number.	<input type="text"/>
Column		
Relationship		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Explanation:

Reference:

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

NEW QUESTION 242

- (Exam Topic 3)

You are a Dynamics 365 Customer Service administrator.

A user must be able to view system posts and activities in a dashboard. You need to create the dashboard for the user.

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

NOTE: Each correct selection is worth one point.

Requirement	Component
Display system posts	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; padding-right: 5px;">▼</div> <div style="padding: 2px;">Timeline</div> <div style="padding: 2px;">Organization insights</div> <div style="padding: 2px;">IFrame</div> <div style="padding: 2px;">Relationship Insights</div> </div>
Display activities	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; padding-right: 5px;">▼</div> <div style="padding: 2px;">Lists</div> <div style="padding: 2px;">Social Insights</div> <div style="padding: 2px;">Organization Insights</div> <div style="padding: 2px;">Relationship Insights</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated

Box 1: Timeline

The timeline helps agents see all customer interaction history across channels, personnel, and the support lifecycle. The timeline is used across Dynamics 365 applications to capture activities like notes, appointments, emails, tasks, and more, to ensure that all interactions with the customer are tracked and visible over time. Agents use the timeline to quickly catch up on all of the latest activity details with the customer to provide the most personalized support experience.

Box 2: Lists Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-timeline-adm>

NEW QUESTION 244

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Relate Links

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