

## Exam Questions PL-200

Microsoft Power Platform Functional Consultant

<https://www.2passeasy.com/dumps/PL-200/>



**NEW QUESTION 1**

- (Exam Topic 1)

You need to embedded the check-in solution into the communication solution. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

What must you install prior to embedding the check-in solution?

- Visual Studio
- App Studio
- AI Builder
- Common Data Service

Where must the check-in solution be available within the communication solution?

- chat section of the solution
- Microsoft 365 Apps selection grid in an embedded webpage
- in a tab

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**  
 [MISSING]

**NEW QUESTION 2**

- (Exam Topic 2)

You have a business process flow.

You need to update the business process flow while minimizing administrative and maintenance efforts. What should you implement? To answer, drag the appropriate features to the correct requirements. Each

feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 3**

- (Exam Topic 2)

A company uses Common Data Service to store sales data.

For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting.

The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer area
Train the AI model by using data exported to Microsoft Excel.	
Export data from Common Data Service into Microsoft Excel.	
Train the prediction AI model by using Common Data Service data.	⬆
Import the AI model analysis into Common Data Service.	⬇
Publish the AI model.	
Train the category classification AI model by using Common Data Service data.	
Use the model with Power Apps.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Actions	Answer area
Train the AI model by using data exported to Microsoft Excel.	Train the prediction AI model by using Common Data Service data.
Export data from Common Data Service into Microsoft Excel.	Export data from Common Data Service into Microsoft Excel.
Train the prediction AI model by using Common Data Service data.	⬆
Import the AI model analysis into Common Data Service.	⬇
Publish the AI model.	Publish the AI model.
Train the category classification AI model by using Common Data Service data.	
Use the model with Power Apps.	

**NEW QUESTION 4**

- (Exam Topic 2)

You manage the Dynamics 365 Customer Service environment for an organization. Microsoft SharePoint will not be deployed in the environment for a year. You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts. Which three solutions can you currently implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point. NOTE: Each correct selection is worth one point.

- A. Microsoft OneDrive for Business
- B. Microsoft Yammer
- C. Microsoft OneNote
- D. Microsoft Skype for Business
- E. Microsoft Exchange Online

Answer: BDE

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

**NEW QUESTION 5**

- (Exam Topic 2)

The business team provides the following list of features that they would like you to implement:

- Group by or sort columns in the current view.
- Configure a business rule to show an error message.
- Edit values in calculated fields.
- Edit the Address composite field.
- Use the editable grid on mobile phones.

Which actions can you perform? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Group by or sort columns in the current view.	Yes No
Configure a business rule to show an error message.	Yes No
Edit values in calculated fields	Yes No
Edit the Address composite field.	Yes No
use the editable grid on mobile phones.	Yes No

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Group by or sort columns in the current view.	Yes No
Configure a business rule to show an error message.	Yes No
Edit values in calculated fields	Yes No
Edit the Address composite field.	Yes No
use the editable grid on mobile phones.	Yes No

**NEW QUESTION 6**

- (Exam Topic 2)

You are designing a Power Virtual Agents chatbot.

The chatbot must be able to maintain customer information if the conversation topic changes during a dialog. You need to configure variables to store customer name and email address.

Which type of variable should you create?

- A. session
- B. topic
- C. bot
- D. slot

Answer: A

**NEW QUESTION 7**

- (Exam Topic 2)

You are designing a canvas app that connects to Common Data Service.

You need to configure the app to meet the requirements and ensure that the canvas app is available offline. What should you implement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Function
Pass values from the current screen when moving to another screen.	<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <div style="margin-bottom: 5px;">Navigate</div> <div style="margin-bottom: 5px;">Back</div> <div>MovePrevious</div> </div>
Display data to a user when the app is offline.	<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <div style="margin-bottom: 5px;">LoadData</div> <div style="margin-bottom: 5px;">LoadDateOffline</div> <div>ShowData</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Reference:

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

**NEW QUESTION 8**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service administrator.

You must create a form for team members to use. The form must provide the ability to:

- > Lock a field on a form.
- > Trigger business logic based on a field value.
- > Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Components	Requirement	Component
Actions	Lock a form field.	
Conditions	Trigger business logic based on a field value.	
Recommendation	Leverage existing business information to enhance data entry.	

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Components	Requirement	Component
Actions	Lock a form field.	Actions
Conditions	Trigger business logic based on a field value.	Conditions
Recommendation	Leverage existing business information to enhance data entry.	Recommendation

**NEW QUESTION 9**

- (Exam Topic 2)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are creating Power Virtual Agents chatbot that captures demographic information about customers. The chatbot must determine the group a customer belongs to based on their age. The age groups are:

- > 0 - 17
- > 18 - 25
- > 26 - 35
- > 36 - 55
- > 55 - 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group. Solution: Use 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 10**

- (Exam Topic 2)

You are a Dynamics 365 for Customer Service developer.

You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The notification will send email to the company's social media teams distribution list.

You need to create a connection to the Twitter service and build a solution.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the

correct order.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

**NEW QUESTION 10**

- (Exam Topic 2)

You must create a new entity to support a new feature for an app. Entity data will be transactional and will be associated with business units. You need to configure entity ownership. Which entity ownership type should you use?

- A. user or team owned
- B. organization-owned
- C. none
- D. business-owned

Answer: A

**NEW QUESTION 11**

- (Exam Topic 2)

You are a Dynamics 365 Customer Service system administrator. You create an app for the sales team. Members of the sales team cannot access the app. You need to ensure that sales team members can access the app. Where should you configure app permissions?

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

**Answer:** B

**Explanation:**

References:

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

#### NEW QUESTION 15

- (Exam Topic 2)

You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled. You need to recommend a storage solution that keeps storage costs low. Solution: Enable server-based SharePoint integration.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

**Explanation:**

References:

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

#### NEW QUESTION 18

- (Exam Topic 2)

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 21

- (Exam Topic 2)

You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled. You need to recommend a storage solution that keeps storage costs low. Solution: Enable Outlook integration

Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 23

- (Exam Topic 2)

You use Power BI Desktop to configure Power BI reports and dashboards.

You need to create a canvas app that displays account information and include the app in a Power BI report. Which three actions should you perform? Each correct answer presents part of the solution.

NOTE Each correct selection is worth one point.

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

**Answer:** CDE

#### NEW QUESTION 26

- (Exam Topic 2)

You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365. You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Guide the user with actions to take.

▼
Configure views and charts.
Configure business process flows.
Configure workflows.

Ensure user interaction in manageable steps.

▼
Configure the timeline on the form.
Configure each stage with the actions that need to be completed.
Configure Insights.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Guide the user with actions to take.

▼
Configure views and charts.
Configure business process flows.
Configure workflows.

Ensure user interaction in manageable steps.

▼
Configure the timeline on the form.
Configure each stage with the actions that need to be completed.
Configure Insights.

**NEW QUESTION 28**

- (Exam Topic 2)

A company is developing several Power Virtual Agents chatbots. The company manufactures more than 1,000 different products. The chatbots must prompt users to enter or select a product.

You need to store the model information so that it can be reused across all chatbots. Where should you store the model data?

- A. Global variables
- B. Custom entities
- C. Topics
- D. Multiple choice options

Answer: A

**NEW QUESTION 29**

- (Exam Topic 2)

You are a Dynamics 365 Customer Service developer. A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action 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.

Actions	Answer Area
Share the chart with the team.	Step 1 Action
Assign the chart to each person on the team.	Step 2 Action
Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.	
Export the user chart for import as a user chart.	
Export the user chart for import as a system chart.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

**Actions**

- Share the chart with the team.
- Assign the chart to each person on the team.
- Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.
- Export the user chart for import as a user chart.
- Export the user chart for import as a system chart.

**Answer Area**

Step	Action
1	Export the user chart for import as a user chart.
2	Share the chart with the team.

**NEW QUESTION 32**

- (Exam Topic 2)

You manage Dynamics 365 for a company.

You must prevent users from launching and using Power Automate. You need to hide the Flows button on the user interface.

Which configuration setting should you change?

- A. the Customizations section of System Settings
- B. the Site Map
- C. the Buttons tab of Flow
- D. the Entity component of the default solution

**Answer:** A

**Explanation:**

Reference:

<https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/>

**NEW QUESTION 35**

- (Exam Topic 2)

You create a new Power Virtual Agents chatbot for an organization. Testing and production deployment of the chatbot are not complete.

You need to ensure that appropriate users can access the chatbot. Which methods should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Answer Area**

Requirement	Method
Test the chatbot with unlicensed internal users.	<ul style="list-style-type: none"> <li>Use the demo website.</li> <li>Share the chatbot to each user individually.</li> <li>Share the chatbot to a security group containing all users.</li> </ul>
Allow other licensed internal users to edit the chatbot.	<ul style="list-style-type: none"> <li>Share the chatbot to each user individually.</li> <li>Share the chatbot to a security group containing all users.</li> <li>Deploy the chatbot to Microsoft Teams in your tenant.</li> </ul>
Deploy the chatbot to production for public consumption.	<ul style="list-style-type: none"> <li>Embed the chatbot code in an iFrame on your company's public website.</li> <li>Deploy the chatbot to Microsoft Teams in your tenant.</li> <li>Deploy the chatbot to AppSource.</li> </ul>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Requirement	Method
Test the chatbot with unlicensed internal users.	<ul style="list-style-type: none"> <li>Use the demo website.</li> <li>Share the chatbot to each user individually.</li> <li>Share the chatbot to a security group containing all users.</li> </ul>
Allow other licensed internal users to edit the chatbot.	<ul style="list-style-type: none"> <li>Share the chatbot to each user individually.</li> <li>Share the chatbot to a security group containing all users.</li> <li>Deploy the chatbot to Microsoft Teams in your tenant.</li> </ul>
Deploy the chatbot to production for public consumption.	<ul style="list-style-type: none"> <li>Embed the chatbot code in an iFrame on your company's public website.</li> <li>Deploy the chatbot to Microsoft Teams in your tenant.</li> <li>Deploy the chatbot to AppSource.</li> </ul>

**NEW QUESTION 39**

- (Exam Topic 2)

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record. You need to find the Note record.

Solution: Use Categorized Search to search for the word run. Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 41**

- (Exam Topic 2)

You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled. You need to recommend a storage solution that keeps storage costs low. Solution: Enable OneNote integration.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 46**

- (Exam Topic 2)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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You are creating Power Virtual Agents chatbot that captures demographic information about customers. The chatbot must determine the group a customer belongs to based on their age. The age groups are:

- > 0 - 17
- > 18 - 25
- > 26 - 35
- > 36 - 55
- > 55 - 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group. Solution: Use multiple choice for Identify in the question and create options that represent of the age groups.

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 49**

- (Exam Topic 2)

The owner of a company needs to know who signs into the system. You need to ensure that the owner can view the user audit logs.

Where does each action need to be performed? To answer, select the appropriate options in the answer area. NOTE Each correct selection is worth one point.

Action	Location
Activate user auditing.	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li>System Settings</li> <li>Personal Settings</li> <li>Customize the System</li> <li>Microsoft 365 Compliance</li> </ul> </div>
View the user audit logs.	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li>Advanced Find</li> <li>Individual record</li> <li>User Summary report</li> <li>Microsoft 365 Compliance</li> </ul> </div>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Reference:

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

**NEW QUESTION 54**

- (Exam Topic 2)

A company creates a Power Virtual Agents chatbot.

You need to determine when live agents are engaged to provide support.

Which metrics should you use? To answer, drag the appropriate metrics to the correct processes. Each metric 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.

Metrics	Answer Area
Engagement over time	
Session outcomes over time	
Escalation rate drivers	
Escalation rate	

  

Process	Metric
Determine which topics are transferred to live agents most often.	Metric
Determine the number of chats per day that are transferred to live agents.	Metric

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/teams/analytics-summary-teams>

**NEW QUESTION 58**

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