

# PL-200<sup>Q&As</sup>

Microsoft Power Platform Functional Consultant

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#### **QUESTION 1**

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.

Correct Answer: BC

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-virtualagents/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.

#### **QUESTION 2**

#### **HOTSPOT**

A company has a Power Apps app.

The app must meet the following requirements:

Managers assign lead records to the sales department. A new phone call record must be created if a lead record has no activities.

An email must be sent to the manager if the phone call record created is not completed after one day.

A classic workflow must run when a lead record is assigned.

You need to configure the check conditions for the workflow.

NOTE: Each correct selection is worth one point.

Hot Area:



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	Edit the workflow.
	Review the lab with process sessions
	Clear the option to delete the workflow retention jobs.
	Run the workflow.
rect Answer:	
haring options	
Users	7
Osers	
Active Directory security groups	
Everyone in the organization	
Answer Area	
	Charing antion
Requirement	Sharing option
Requirement  Users in the accounting department	Snaring option

#### **QUESTION 3**

DRAG DROP

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

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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.

Select and Place:

# Requirement

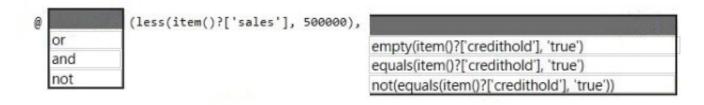
Dataverse table type to create for the referenced customer data.

Create a virtual table.
Create an activity table.
Create a user-owned table.
Create an organization-owned table.

Protect sensitive customer data for specific fields.

Create an alternate key.
Create a secured column.
Implement input method editor (IME) mode.
Set the value of the visible property of the fields to false.

#### Correct Answer:



### Explanation:

Box 1: Column

Users need to add an alternate phone number when entering their account information.

Add an extra column for the alternate phone number.

Box 2: View

The users also require a list that displays the customers that do not have an alternate phone number.

Use a view to find the required information.

#### **QUESTION 4**

You are developing a canvas app.

You need to apply business rules to the app without writing code.

Which three actions can you use? Each correct answer presents a complete solution.



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NOTE: Each correct selection is worth one point.

- A. Validate data and show error messages.
- B. Enable or disable fields.
- C. Set field requirement levels.
- D. Set field values.
- E. Show or hide fields

Correct Answer: ACD

The following actions are not available on Canvas apps: Show or hide columns Enable or disable columns Create business recommendations based on business intelligence

Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule

#### **QUESTION 5**

#### **HOTSPOT**

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.

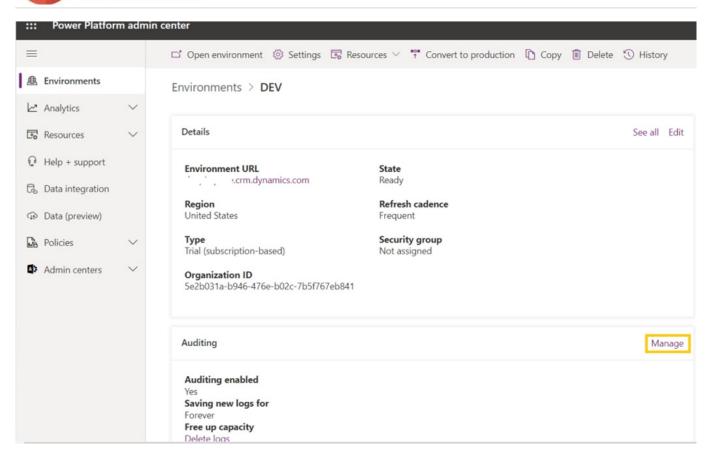
You need to determine how to design the chat solution to answer those questions.

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

NOTE: Each correct selection is worth one point.

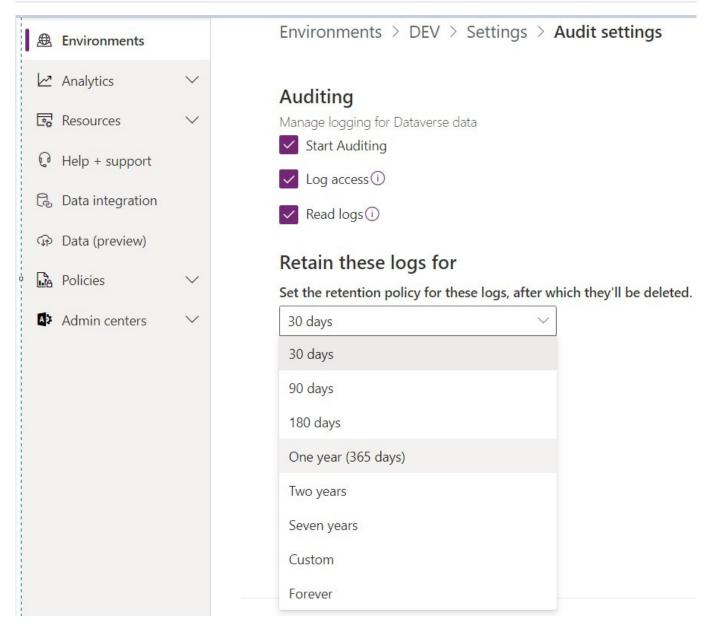
Hot Area:

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Correct Answer:

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

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