



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

Microsoft Power Platform Functional Consultant

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### QUESTION 1

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

Correct Answer: B

You can capture unrecognized user inputs in Power Virtual Agents by setting up a fallback topic.

Reference: <https://rishonapowerplatform.com/2022/04/22/capture-unrecognized-user-inputs-in-power-virtual-agents-by-setting-up-a-fallback-topic/>

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### QUESTION 2

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

Correct Answer: A

Use a loop to produce the list.

Use the Apply to each action to process a list of items periodically.

Many triggers can immediately start a cloud flow based on an event such as when a new email arrives in your inbox. These triggers are great, but sometimes you want to run a cloud flow that queries a data source on a predefined



schedule,

taking certain actions based on the properties of the items in the data source. To do this, your flow can be started on a schedule (such as once per day) and use a loop action such as Apply to each to process a list of items. For example, you

could use Apply to each to update records from a database or list of items from Microsoft SharePoint.

Reference: <https://learn.microsoft.com/en-us/power-automate/apply-to-each>

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### QUESTION 3

You are creating a business rule to implement new business logic.

You must apply the business logic to a canvas app that has a single screen named Screen1.

You need to configure the scope for the business rule.

Which scope should you use?

- A. Screen1
- B. Entity
- C. All Forms
- D. Global

Correct Answer: B

Note: Some terminology has changed. Entity is now Table. If you're building a Canvas app, you must use table (entity) as the scope.

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

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### QUESTION 4

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

Correct Answer: AC

## QUESTION 5

### DRAG DROP

A company uses a model-driven app. The app uses a workflow to send email. Emails are sent to new customers that enter an email address for the first time in the app.

Customers report that they do not receive an email after entering an email address.

You need to troubleshoot the issue.

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

Select and Place:

<b>Edit the workflow.</b>	
<b>Review the lab with process sessions.</b>	
<b>Clear the option to delete the workflow retention jobs.</b>	
<b>Run the workflow.</b>	

Correct Answer:

	<b>Edit the workflow.</b>
	<b>Review the lab with process sessions.</b>
	<b>Clear the option to delete the workflow retention jobs.</b>
	<b>Run the workflow.</b>



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