PL-900^{Q&As}

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Microsoft Power Platform Fundamentals

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QUESTION 1

You develop a Power Virtual Agents chatbot in a Microsoft Teams channel named Expenses.

You need to identify the operations the chatbot can perform.

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

NOTE: Each correct selection is worth one point.

A. Transfer a chat to a live person if the chatbot cannot answer the question.

B. Staff who are not members of the Expenses team can use the chatbot.

C. Trigger a request for approval from a senior manager for high-value expenses.

D. Upload and process a PDF file.

Correct Answer: AC

QUESTION 2

HOTSPOT

A user is creating their first canvas app in Power Apps.

The user does not know what types of controls they can include.

You need to recommend solutions for the user.

Which types of controls should you recommend using in Power Apps? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Control
View the date, time, and location of upcoming internal meetings.	▼ Meeting-screen template Gallery List box
Create a meeting request from within the app.	▼ Meeting-screen template Gallery List box
Drill down into customer contact records in Dynamics 365 Sales to view a photo of a customer you are meeting.	▼ Image People-screen template Add picture

Correct Answer:

Answer Area

Scenario	Control
View the date, time, and location of upcoming internal meetings.	▼ Meeting-screen template **Gallery** List box
Create a meeting request from within the app.	▼ **Meeting-screen template** Gallery List box
Drill down into customer contact records in Dynamics 365 Sales to view a photo of a customer you are meeting.	▼ **Image** People-screen template Add picture

Box 1: Gallery

A Gallery control can show multiple records from a data source, and each record can contain multiple types of data. For example, a Gallery control can show multiple contacts with each item showing contact information that includes a name,

an address, and a phone number for each contact.

Box 2: Meeting-screen template

In a canvas app, add a meeting screen that lets users create and send meeting requests from their Office 365 Outlook accounts. Users can search for attendees in their org and add external email addresses. If your tenant has meeting rooms

built into Outlook, users can select a location as well.

Box 3: Image

If you add one or more Image controls to your app, you can show individual images that aren\\'t part of a data set, or you can incorporate images from records in data sources.

Incorrect Answers:

1.

List box: A list in which the user can select one or multiple items.

2.

With the Add picture control in PowerApps users can take photos or upload image files from their device and update the data source with this content. On a mobile device the user is presented with the device\\'s choice dialog to choose between taking a photo or selecting one already available.

Reference: https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/screen-templates/meeting-screen-overview

QUESTION 3

A company is using Power Virtual Agents with Dynamics 365 Customer Service.

You create a new topic. The topic performs as expected during testing.

Customers report that the new topic is not visible in the frequently asked questions section of the company s website.

You need to ensure customers can see the new topic.

What should you do?

A. Delete and recreate the topic.

B. Create a new variable.

C. Paste the link to the website.

D. Analyze the chatbot.

E. Publish the topic.

Correct Answer: E

When a topic is created in Power Virtual Agents, it is in the draft state and it\\'s not visible to customers until it\\'s published.

To ensure that customers can see the new topic in the frequently asked questions section of the company\\'s website, you need to publish the topic. Once the topic is published, it will be available for customers to view and interact with.

A. Deleting and recreating the topic will not solve the problem.

B. Creating a new variable is not related to the problem.

C. Pasting the link to the website will not solve the problem.

D. Analyzing the chatbot is not related to the problem.

In addition to publishing the topic, the website needs to be configured to display the topics of the chatbot in the frequently asked questions section.

QUESTION 4

A company creates canvas apps for its sales team.

A user creates a canvas app from a data source.

You need to determine the screens created.

Which three screens should you identify? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. welcome

B. edit/create

C. browse

D. details

E. delete

Correct Answer: BCD

QUESTION 5

HOTSPOT

A business plans to including AI Builder.

Which actions can you perform?

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can use a text classification model in AI Builder to retrieve text and analyze its meaning.	○	○
You can tag Instagram posts that mention your new product.	○	○
You can send results about the number of mentions of your new product in Instagram to Power BI for inclusion on a dashboard.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
You can use a text classification model in AI Builder to retrieve text and analyze its meaning.	●	○
You can tag Instagram posts that mention your new product.	●	○
You can send results about the number of mentions of your new product in Instagram to Power BI for inclusion on a dashboard.	●	○

Reference: https://docs.microsoft.com/en-us/ai-builder/text-classification-model-in-flow

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