



PL-200^{Q&As}

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**QUESTION 1****HOTSPOT**

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.

Hot Area:

Answer Area**Requirement****Component**

Handle an unknown question from a guest in a conversation.

Escalate

Fallback topic

Failure path

Redirect a quest with an unknown question to a live staff member.

Power Apps

Power Virtual Agents web application

Microsoft Teams

Omnichannel for Dynamics 365 Customer Service

Correct Answer:



Answer Area

Requirement

Component

Handle an unknown question from a guest in a conversation.

Escalate
Fallback topic
Failure path

Redirect a quest with an unknown question to a live staff member.

Power Apps
Power Virtual Agents web application
Microsoft Teams
Omnichannel for Dynamics 365 Customer Service

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off>

QUESTION 2

DRAG DROP

You modify a model-driven app for a bicycle repair help desk. The model-driven app is for help desk users when customers have an issue with their bicycle.

After you add a custom table named bicycle, you configure the table for Microsoft Dataverse search. The table will contain information from callers about their bicycles. The account table is related to the custom table. Contact information is

brought over to the custom table.

You add the following columns to the table:

1.
Bicycle type
2.
Tire brand
3.
Special equipment

Users must be able to perform the following types of searches:

Search for all customers who have a bicycle type of Contoso and live in Florida. Search all tables for any record that contains the word broken. You need to decide which type of search will give you the results desired.



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

Select and Place:

Search types

Dataverse search

Quick find

Advanced find

Answer Area

Requirements

Customer with bicycle type of Contoso and lives in Florida

Includes the word **broken** across tables

Search type

Correct Answer:



Search types

Answer Area

Requirements

Customer with bicycle type of Contoso and lives in Florida

Includes the word **broken** across tables

Search type

Box 1: Advanced find

Operators for advanced search: Lets you use simple Boolean operators in your search term and craft the query to get the results you want.

Box 2: Dataverse search

Dataverse search helps you quickly find what you're looking for. It delivers fast and comprehensive results across multiple tables in a single list, sorted by relevance.

QUESTION 3

DRAG DROP

You are developing an app.

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.

Select and Place:

**Actions**

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.
Sign in to the Business platform admin center and create a new project and connection set.
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 send a mobile notification.
Create a trigger to search for the new posts with the hashtag.
Sign in to Power Automate and create a new blank flow.

Answer Area

Correct Answer:

Actions

Sign in to the Business platform admin center and create a new project and connection set.
Select the social media connector generate an authentication key from the service, and enter the key for the connection.
Create an action to send a mobile notification.
Create a trigger to search for the new posts with the hashtag.

Answer Area

Sign in to Power Automate and create a new blank flow.
Select the social media connector and enter the user credentials for the connection.
Create an action to search for the new posts with the hashtag.
Create a trigger to send a mobile notification.

QUESTION 4

You create a canvas app for a sales team. The app has an embedded Power BI tile that shows year-to-date sales. Sales users do not have access to the data source that the tile uses.

Sales team users must be able to see data in the Power BI tile. You must minimize the level of permissions that you grant and minimize administrative overhead.

You need to share another Power BI component to make the data visible.

What should you share?



- A. The Power BI dataset the tile uses as a data source.
- B. The Power BI workspace that includes the tile.
- C. The Power BI dashboard that includes the tile.

Correct Answer: C

Once shared, the PowerApps app will be accessible by all users who have permissions to access the app. However, in order to make the Power BI content visible to those users, the dashboard where the tile comes from needs to be shared with the user on Power BI. This ensures that Power BI sharing permissions are respected when Power BI content is accessed in an app.

Reference: <https://powerapps.microsoft.com/en-us/blog/power-bi-tile-in-powerapps/>

QUESTION 5

You add a business process flow to the Account table. The flow has three stages. You need to ensure that a workflow can run when a user completes the final stage. Which option should you use?

- A. Start when: Record status changes
- B. Available to run: Run this workflow in the background
- C. Available to run: As an on-demand process
- D. Available to run: As a child process

Correct Answer: C

You can trigger on-demand workflows from inside a business process flow. For example, you can add an on-demand workflow to a business process flow so that an activity, such as a task or email, is created whenever a stage is completed.

Note: A workflow becomes activated based on where you drop the workflow onto the business process flow designer.

On-demand stage processes. When the workflow is dropped onto a business process flow stage, the workflow is triggered on entry or exit of the stage.

Reference:

<https://docs.microsoft.com/en-us/power-automate/bpf-add-on-demand-workflow>

QUESTION 6

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.

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:

1.
Show or hide columns
 2.
Enable or disable columns
 3.
Create business recommendations based on business intelligence
- Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-createbusiness-rule>
-

QUESTION 7

HOTSPOT

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.

Hot Area:



Answer Area

Action

Location

Activate user auditing.

▼

System Settings
Personal Settings
Customize the System
Microsoft 365 Compliance

View the user audit logs.

▼

Advanced Find
Individual record
User Summary report
Microsoft 365 Compliance

Correct Answer:



Answer Area

Action

Activate user auditing.

Location

System Settings

Personal Settings

Customize the System

Microsoft 365 Compliance

View the user audit logs.

Advanced Find

Individual record

User Summary report

Microsoft 365 Compliance

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

QUESTION 8

You plan to create a Power Virtual Agents bot.

The bot must support single sign-on.

You need to publish the bot.

Which two locations should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Mobile app developed for iOS and Android
- B. Website developed using pro developer tools
- C. Microsoft Teams
- D. Azure Bot Service channels

Correct Answer: BC



Configure single sign-on with Azure Active Directory in Power Virtual Agents Supported channels The following table details the channels that currently support SSO.

Custom Website Microsoft Teams Omnichannel for Customer Service2

QUESTION 9

A company plans to create an app by using Power Apps. The company has the following requirements:

1.

The app must be able to enter data into Microsoft SharePoint.

2.

Users must be able to add the app into Microsoft Teams.

You need to recommend which app to create.

Which type of app should you recommend?

A. model-driven app as a personal app

B. model-driven app as a tab app

C. canvas app as a personal app

D. Canvas app as a tab app

Correct Answer: C

You can connect to SharePoint from a canvas app.

Add your canvas apps to Microsoft Teams

You can embed a canvas app as personal app in Teams.

Reference:

<https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/connections/connection-sharepoint-online>

<https://learn.microsoft.com/en-us/power-apps/teams/embed-teams-app>

QUESTION 10

DRAG DROP

A customer has a support website that includes FAQ pages, knowledge articles, and support content.

You plan to leverage an existing Power Virtual Agents bot to enhance and streamline existing support functionality for the existing support portal.

You need to create topics from existing website content. The process must minimize human errors during topic



creation.

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.

Select and Place:

Actions

Capture suggested topics.

Identify the pre-filled trigger phases.

Hover over the topic and select the Automate icon.

Add selected topics to the chatbot.

Enable the topics.

Answer

Correct Answer:



Actions

Identify the pre-filled trigger phases.

Hover over the topic and select the Automate icon.

Answer

Capture suggested topics.

Add selected topics to the chatbot.

Enable the topics.

You can use content from existing webpages when creating a Power Virtual Agents bot. This is useful if you already have help or support content, such as FAQ pages or support sites. There are three main steps to using the feature:

1.

Select Suggest topics on the Topics page to extract content from FAQ/support pages or online files.

2.

Add the suggested topics to your bot.

3.

Enable the topics.

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/advanced-create-topics-from-web>

QUESTION 11

HOTSPOT



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.

Hot Area:

Scenario	Model
Extract specific text from a PDF document.	<div><div>▼</div><div>Text recognition model</div><div>Key phrase extraction model</div><div>Text recognition model and key phrase extraction model</div></div>
Determine the likelihood that customers will purchase additional products.	<div><div>▼</div><div>Sentiment analysis model</div><div>Category classification model</div><div>Entity extraction model</div><div>Prediction model</div></div>

Correct Answer:

Scenario	Model
Extract specific text from a PDF document.	<div><div>▼</div><div>Text recognition model</div><div>Key phrase extraction model</div><div>Text recognition model and key phrase extraction model</div></div>
Determine the likelihood that customers will purchase additional products.	<div><div>▼</div><div>Sentiment analysis model</div><div>Category classification model</div><div>Entity extraction model</div><div>Prediction model</div></div>

QUESTION 12

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

Correct Answer: BCE

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

QUESTION 13

HOTSPOT

You need to embed 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.

Hot Area:

What must you use to embed the check-in solution?

	▼
Visual Studio	
Power Apps Web 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	

Correct Answer:



What must you use to embed the check-in solution?

	▼
Visual Studio	
Power Apps Web 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	

QUESTION 14

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.

Correct Answer: D

QUESTION 15

You plan to create user interface (UI) flows to automate several web-based business processes that you currently perform manually.

You need to ensure that users can create and run web UI flows.

Which three components must you install and configure on user's devices? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. UI Flows application
- B. Latest version of Microsoft Edge



- C. On-premises data gateway
- D. Selenium IDE
- E. Latest version of Mozilla Firefox

Correct Answer: ABD

The mentioned documentation is describing this quite exactly: "To run unattended UI flows, the target machine needs to be available with all users signed out."

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