

PL-900^{Q&As}

Microsoft Power Platform Fundamentals

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QUESTION 1

You create a Power Virtual Agents chatbot for a company.

The management wants to learn about the effectiveness of the chatbot.

You need to identify the percentage of customers who stop responding to prompts from the chatbot.

Which report should you view?

- A. Customer satisfaction
- B. Engagement over time
- C. Escalation rate drivers
- D. Session outcomes over time

Correct Answer: D

The Session outcomes over time chart shows you the daily resolution rate, escalation rate, and abandon rate over the specified time period.

The daily rate of abandoned sessions. An abandoned session is an engaged session that is neither resolved nor escalated after one hour from the beginning of the session.

<https://docs.microsoft.com/en-us/power-virtual-agents/teams/analytics-summary-teams#engagement-over-time-chart>

QUESTION 2

You are creating a canvas app.

You need to configure the app.

Which two objects are provided by the connector? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. customizations
- B. data sources
- C. actions
- D. tables
- E. triggers

Correct Answer: CD

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

QUESTION 3

HOTSPOT

You create a Power Virtual Agents chatbot for use with Microsoft Teams. You are testing the chatbot.

Testers report the following issues:

Changes that you make to the chatbot are not seen by testers. When users enter the word refund the chatbot must ask the user the product for which they would like a refund. The chatbot does not ask the user for product information.

You need to determine what needs to be done to fix the issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Missing changes

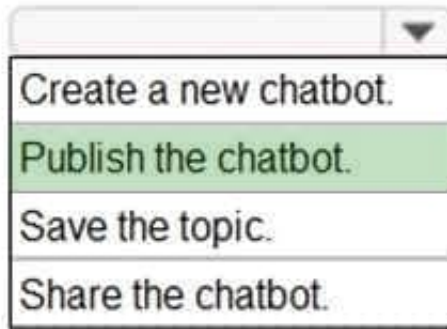
	▼
Create a new chatbot.	
Publish the chatbot.	
Save the topic.	
Share the chatbot.	

Refund responses are not working as expected.

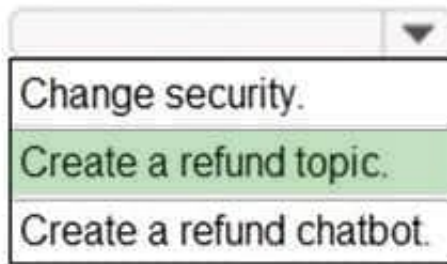
	▼
Change security.	
Create a refund topic.	
Create a refund chatbot.	

Correct Answer:

Missing changes



Refund responses are not working as expected.



Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/publication-fundamentals-publish-channels>

QUESTION 4

DRAG DROP

A company uses Dynamics 365 Sales.

You have the following requirements:

1.

View analytics on accounts.

2.

The model-driven app must automatically send an approval form to a manager when the purchase price is greater than \$10,000.

3.

Create a chatbot for the webpage to interact with customer questions.

You must use Microsoft Power Platform to extend the capabilities of Dynamics 365 Sales.

You need to select an application for each requirement.

Which application should you use? To answer, drag the appropriate application to the correct requirement. Each application 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:

Applications

Power BI	Power Virtual Agents
Power Automate	Power Portals

Requirement

Application

View analytics on accounts.	
Automatically send approval.	
Create chatbot for webpages.	

Correct Answer:

Applications

	Power Portals

Requirement

Application

View analytics on accounts.	Power BI
Automatically send approval.	Power Automate
Create chatbot for webpages.	Power Virtual Agents

Box 1: Power BI

You can configure Customer Service Analytics dashboards in Power BI.

Box 2: Power Automate

Power Automate, Trigger a cloud flow based on email properties.

Use the When a new email arrives (V3) trigger to create a cloud flow that runs when one or more of the following email properties match criteria that you provide.

Box 3: Power Virtual Agents

“from providing simple answers to common questions to resolving issues requiring complex conversations.

?

Power Virtual Agents lets you create powerful AI-powered chatbots for a range of requests

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-customer-service-analytics-dashboard> <https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents>
<https://docs.microsoft.com/en-us/power-automate/email-triggers>

QUESTION 5

A company builds and sells residential apartments. The company uses Dynamics 365 Sales to manage sales opportunities.

Management must receive notifications on their mobile devices when sales opportunities are created.

You need to select recommend Power Platform components to address the requirements.

Which two components should you recommend? Each correct answer presents part of the solution.

NOTE: Each selection is worth one point.

- A. AI Builder
- B. Power Automate
- C. Microsoft Dataverse connector
- D. Power BI

Correct Answer: BC

Reference:

<https://www.powerobjects.com/blog/2019/04/05/flow-approval-process/>
<https://www.microsoftpressstore.com/articles/article.aspx?p=3100067>

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