

# PL-900<sup>Q&As</sup>

Microsoft Power Platform Fundamentals

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**QUESTION 1**

**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

A screenshot of a dropdown menu with a downward arrow icon. The menu is open and shows four options: "Create a new chatbot.", "Publish the chatbot.", "Save the topic.", and "Share the chatbot.". The "Publish the chatbot." option is highlighted with a green background.

Refund responses are not working as expected.

A screenshot of a dropdown menu with a downward arrow icon. The menu is open and shows three options: "Change security.", "Create a refund topic.", and "Create a refund chatbot.". The "Create a refund topic." option is highlighted with a green background.

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

**QUESTION 2**

**HOTSPOT**

A tutoring company has developed and deployed a model-driven app for the administration staff and a canvas app for teachers.

Instructions: 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:

**Statements**

**Yes No**

Teachers can access the canvas app by using desktops and mobile devices.

 

Only assignments of security roles are required for canvas app access.

 

Administration staff can create personal views and dashboards in the model-driven app.

Correct Answer:

Statements	Yes	No
Teachers can access the canvas app by using desktops and mobile devices.	<input checked="" type="radio"/>	<input type="radio"/>
Only assignments of security roles are required for canvas app access.	<input type="radio"/>	<input checked="" type="radio"/>
Administration staff can create personal views and dashboards in the model-driven app.	<input checked="" type="radio"/>	<input type="radio"/>

Box 1: Yes

“; a mobile app or web browser. Accessing the Canvas website on a desktop or laptop with a compatible browser will give you the best overall experience.

?

Canvas offers two ways to access your courses

Box 2: No

After you build a canvas app that addresses a business need, specify which users in your organization can run the app and who can modify and even re-share it.

Specify each user by name, or specify a security group in Azure Active Directory (Azure AD). If everyone would benefit from your app, specify that your entire organization can run it.

Note: If your app connects to data for which users need access permissions, specify security roles as appropriate.

Box 3: Yes

Users may want to view data in relation to a table in a range of ways. A drop-down list of views is frequently displayed in the application so these can be selected.

Personal views are included above the list of system or public views that are available in the app. This makes it easier for users to find the data that is important to them.

Note: Personal view - Personal views are owned by individuals and only visible to that person unless they share their personal views with others.

Any user can create dashboards visible only to them in their work area, such as sales, service, or marketing. An administrator or customizer creates or customises system dashboards that, when published, are visible to everyone in the

organization. A user can choose to set their user dashboard as their default dashboard and override the system dashboard.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/canvas-apps/share-app>

<https://www.futurelearn.com/info/courses/cloudswyft-msft-dynamics-365-using-power-platform-ap/0/steps/208105>

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### QUESTION 3

You are creating Power BI reports.

You need to choose which filters you can use for reports.

Which three types of filters can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. drill-down
- B. automatic
- C. database
- D. manual
- E. external

Correct Answer: ABD

Reference: <https://docs.microsoft.com/en-us/power-bi/power-bi-report-filter-types>

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### QUESTION 4

You are using Dynamics 365 Sales.

You need to create a Power BI report that includes customer office locations. The City and State columns must be combined to form one column on the report.

What should you do?

- A. Use Power Query Editor to merge columns.
- B. Import the data.
- C. Export data to Microsoft Excel.
- D. Create a view.

Correct Answer: A

Reference: <https://support.microsoft.com/en-us/office/merge-columns-power-query-80ec9e1e-1eb6-4048-b500-d5d42d9f0a8d>

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**QUESTION 5**

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.

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