

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

Microsoft Power Platform Functional Consultant

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### QUESTION 1

You need to create the FAQ solution content. What should you do first?

- A. AI Builder
- B. Automate
- C. Suggest topics
- D. Trigger phrases

Correct Answer: C

You need to make sure there are three main steps need to do while doing import FAQ and add the topic to your bot application.

1.

Import Suggested Topics from FAQ webpage.

2.

Add a topic.

3.

Enable the topics

Reference: <https://social.technet.microsoft.com/wiki/contents/articles/53820.power-virtual-agents-faq-chatbot.aspx>

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### QUESTION 2

#### HOTSPOT

A company has a Power Apps app.

The app must meet the following requirements:

Managers assign lead records to the sales department. A new phone call record must be created if a lead record has no activities.

An email must be sent to the manager if the phone call record created is not completed after one day.

A classic workflow must run when a lead record is assigned.

You need to configure the check conditions for the workflow.

NOTE: Each correct selection is worth one point.

Hot Area:

Condition	Value
Number of activities for new phone call record.	<input type="text" value="0"/> 0 1 Process Activity Count
Duration for email sent to manager.	Lead Created On + 1 Day 1 Day Lead Created On + 1 Day Lead Modified On + 1 Day

Correct Answer:

Condition	Value
Number of activities for new phone call record.	<input type="text" value="0"/> 0 1 Process Activity Count
Duration for email sent to manager.	Lead Created On + 1 Day 1 Day Lead Created On + 1 Day Lead Modified On + 1 Day

### QUESTION 3

A customer tracks events by using a custom entity.

The custom entity includes a custom field for the venue of the events. The customer must be able to display the events by venue in a calendar.

You need to ensure that all events display by venue in the calendar.

To which component should you add a control?

- A. Form
- B. view
- C. Field
- D. Chart

Correct Answer: B

If you use unified interface, you can display any record in a calendar view via the calendar control.

1.  
Go to Settings->Customization->Customize the System
2.  
Open the configuration for the entity that you want to use the calendar control (Opportunities in our example)
3.  
Click the View tab
4.  
Click "Add Control" and select the calendar control.
5.  
Click the dot for every interface from which you want the calendar control to be available.

Reference: <https://crmtipoftheday.com/1206/view-any-dynamics-365-record-on-a-calendar/>

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#### QUESTION 4

##### DRAG DROP

You are customizing a model-driven app for a company. You create a Theme template to ensure the company logo and colors are properly used within these apps. The theme must meet the following requirements:

1.  
Updated to add the logo
2.  
Downloaded by the makers to create the app

You need to configure the assets. To answer, drag the appropriate configurations to the correct requirements. Each configuration 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:

**Configurations**

Edit the theme in System settings and upload a jpg file.

Replace an existing UI item's hexadecimal number.

Upload the theme elements as new web resources.

Use the component library.

**Answer Area**

**Requirement**

**Configuration**

Update logo.

Change model-driven app colors.

Correct Answer:

**Configurations**

Replace an existing UI item's hexadecimal number.
Use the component library.

**Answer Area**

Requirement	Configuration
Update logo.	Edit the theme in System settings and upload a jpg file.
Change model-driven app colors.	Upload the theme elements as new web resources.

**QUESTION 5**

DRAG DROP

You are a Dynamics 365 Customer Service developer.

A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action 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:

**Actions**

- Share the chart with the team.
- Assign the chart to each person on the team.
- Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.
- Export the user chart for import as a user chart.
- Export the user chart for import as a system chart.

**Answer Area**

Step	Action
1	Action
2	Action

Correct Answer:

**Actions**

- Assign the chart to each person on the team.
- Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.
- Export the user chart for import as a system chart.

**Answer Area**

Step	Action
1	Export the user chart for import as a user chart.
2	Share the chart with the team.

**QUESTION 6**

DRAG DROP

You are implementing a model-driven app to support a new line of business.

There are several places where automated business logic must be applied.

You need to determine how to apply the business logic.

Which method should you use? To answer, drag the appropriate methods to the appropriate business logic statements. Each method 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:

**Methods**

- Business rule
- Real-time workflow
- Power Automate instant flow

**Answer Area**

**Business logic**

- Make a field read only until a predetermined value is exceeded.
- Automatically send an email when a record's status is changed to deactivated.
- Use the previous value of a field when the value is automatically updated as part of the

**Method**

- Method
- Method
- Method

Correct Answer:

**Methods**

- 
- 
- 

**Answer Area**

**Business logic**

- Make a field read only until a predetermined value is exceeded.
- Automatically send an email when a record's status is changed to deactivated.
- Use the previous value of a field when the value is automatically updated as part of the

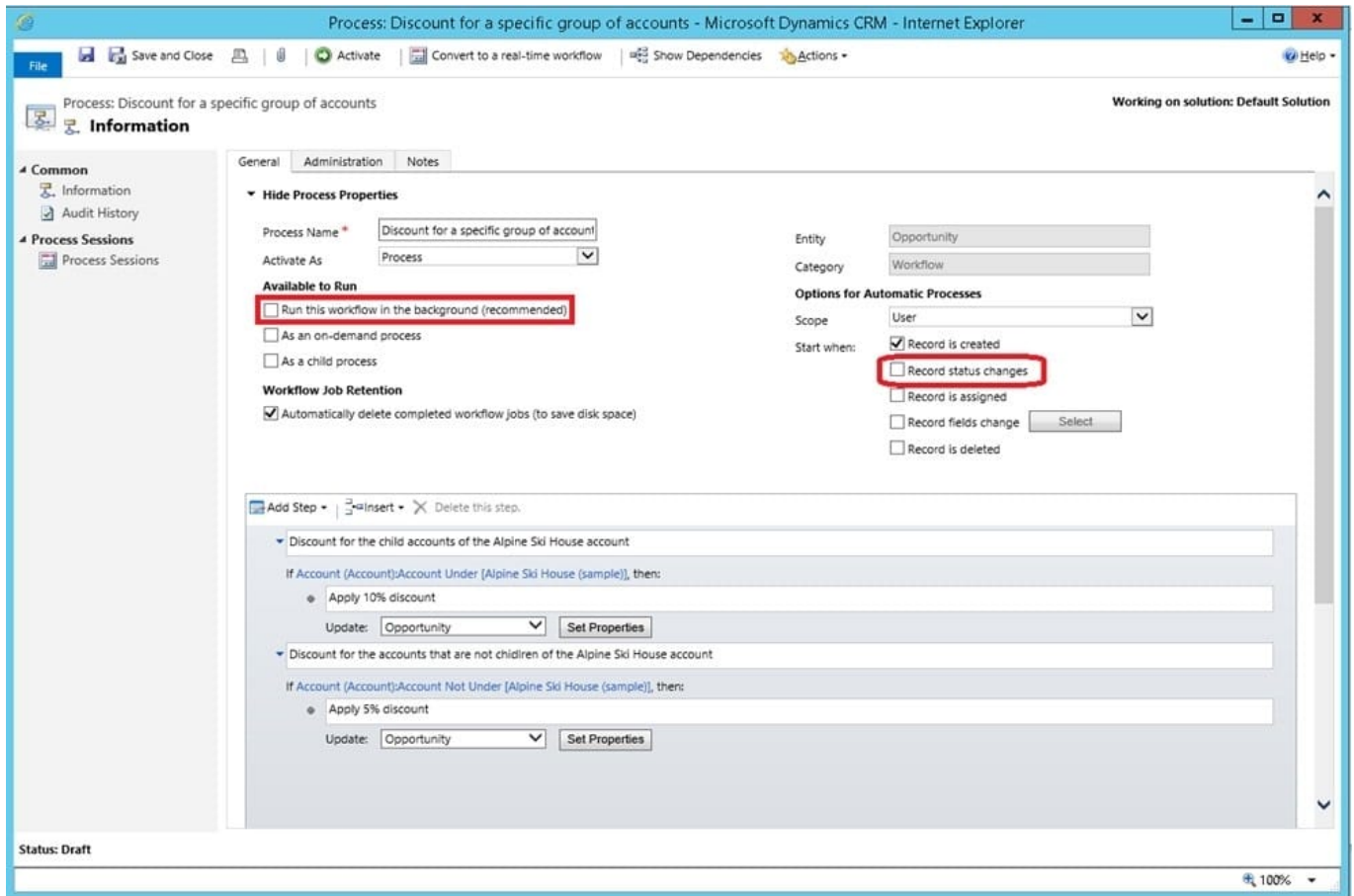
**Method**

- Business rule
- Real-time workflow
- Power Automate instant flow

Box 1: Business rule By combining conditions and actions, you can do any of the following with business rules: NSE5\_FSM-5.2 Set column values Clear column values Set column requirement levels Show or hide columns Enable or disable columns Validate data and show error messages Create business recommendations based on business intelligence.

Box 2: Real-time workflow Real-time workflows:





Box 3: Power Automate instant flow

Instant Flows don't have a trigger in the same way as the Automated flow. Instead, they are triggered manually or on-demand, such as a user clicking a Flow button in the mobile app.

### QUESTION 7

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 8

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 9

You need to add the missing components to the Verification Process Automation solution. Which two components should you add? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Service Request statuscode field
- B. Dataverse connection reference
- C. Qualification statuscode field
- D. On-premises data gateway reference
- E. Outlook connection reference

Correct Answer: CE

C: A service request can have one or more Qualification records associated with it.

E: The new process for completing a service request must automate the following:

1.

Set the Service Request record status to Complete when work on all Qualification records is finished.

2.

Send an email to the client with the results when the service request is completed. The email must list each qualification as either Valid or Not Valid, depending on the verification.

**QUESTION 10**

**HOTSPOT**

A company has a canvas app that includes the following screens: Screen1 and Screen2.

The OnVisible property for Screen1 contains the following expression.

Set(AgeGroups, ["1-25", "26-54", "55+"])

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**

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	<input type="radio"/>	<input type="radio"/>
AgeGroups is a collection.	<input type="radio"/>	<input type="radio"/>
You can use the Update function to change values in AgeGroups.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

## Answer Area

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	<input checked="" type="radio"/>	<input type="radio"/>
AgeGroups is a collection.	<input type="radio"/>	<input checked="" type="radio"/>
You can use the Update function to change values in AgeGroups.	<input type="radio"/>	<input checked="" type="radio"/>

### QUESTION 11

You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.

You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.

You need to configure the relationship behavior type.

What should you use?

- A. Parental
- B. Referential, Restrict Delete
- C. Referential
- D. Restrict

Correct Answer: A

A parental table relationship is any 1:N table relationship where one of the cascading options in the Parental column of the following table is true.

Action	Parental	Not Parental
Assign	Cascade All Cascade User-owned Cascade Active	Cascade None
Delete	Cascade All	RemoveLink Restrict
Reparent	Cascade All Cascade User-owned Cascade Active	Cascade None
Share	Cascade All Cascade User-owned Cascade Active	Cascade None
Unshare	Cascade All Cascade User-owned Cascade Active	Cascade None

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships#relationship-behavior>

**QUESTION 12**

You use Power BI Desktop to configure Power BI reports and dashboards.

You need to create a canvas app that displays account information and include the app in a Power BI report.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE Each correct selection is worth one point.

- A. From the Power Apps Insert menu, add a Power BI tile
- B. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data
- C. Publish the report to the Power BI service
- D. Connect to Common Data Service from Power BI Desktop

Correct Answer: BCD

**QUESTION 13**

**HOTSPOT**

A company plans to implement AI Builder to add intelligence to several business processes.

Each business process uses different sources and produces different outputs.

You need to determine which AI Builder model types to use.

Which model types 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**

**Recognition requirement**

Identify a person's age in a paragraph when written using the pattern **twenty years old**.

Identify items and prices from an invoice.

**Model type**

▼

Entity extraction
Text recognition
Key phrase

▼

Form processing
Text recognition
Object detection

Correct Answer:

## Answer Area

### Recognition requirement

Identify a person's age in a paragraph when written using the pattern **twenty years old**.

Identify items and prices from an invoice.

### Model type

	▼
Entity extraction	
Text recognition	
Key phrase	

	▼
Form processing	
Text recognition	
Object detection	

Reference: <https://docs.microsoft.com/en-us/ai-builder/form-processing-model-overview> <https://docs.microsoft.com/en-us/ai-builder/entity-extraction-overview>

## QUESTION 14

### DRAG DROP

You are examining several processes to determine if you can automate the processes by using Power Automate.

The processes must run without human intervention when possible.

You need to determine which flow type should be used for each process.

Which flow type should you use? To answer, drag the appropriate processes to the correct flow types. Each process 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:



**Process**

Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.

Read data from a text file and populate the data into a third-party desktop application by using saved credentials.

**Flow types**

- Scheduled cloud flow
- Attended desktop flow
- Unattended desktop flow

Correct Answer:

**Flow type**

**Flow types**

- Scheduled cloud flow
- 
- 

**Process**

Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.

Read data from a text file and populate the data into a third-party desktop application by using saved credentials.

**Flow type**

- Attended desktop flow
- 
- Unattended desktop flow

Box 1: Attended desktop flow

Desktop flows are used to automate tasks on the Web or the desktop.

To run an attended desktop flow, you need to have an active Windows user session that matches the name of the user configured for your connection.

Note: Web applications are critical components of most organizations, and they are commonly used to access data from servers.

Most CRM and ERP platforms run through web browsers, while the most popular business productivity tools are web services. Web applications are unquestionably an integral part of the technological infrastructure of most companies.

To provide automation solutions for these applications, Power Automate Desktop supports all major browsers through



its web automation actions.

Box 2: Unattended desktop flow.

Unattended desktop flows are best for applications that do not need human supervision.

References:

<https://docs.microsoft.com/en-us/learn/modules/pad-web/1-introduction>

<https://docs.microsoft.com/en-us/power-automate/desktop-flows/run-pad-flow>

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## QUESTION 15

### HOTSPOT

You are a Dynamics 365 Customer Services administrator. You have a Production instance and Sandbox instance.

Users record Production instance data in the Sandbox instance.

You need to ensure that the users only record data in the Production instance.

Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Application area

Microsoft 365 admin center

### Security function

	▼
Roles	
Groups	
Licenses	
Access rights	

Dynamics 365 Sandbox instance

	▼
Roles	
Groups	
Access rights	

Correct Answer:

## Answer Area

### Application area

Microsoft 365 admin center

### Security function



Dynamics 365 Sandbox instance



Reference: <https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

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