- Expert Verified, Online, **Free**.

Custom View Settings

Topic 1 - Question Set 1

Question #1 *Topic 1*

HOTSPOT -

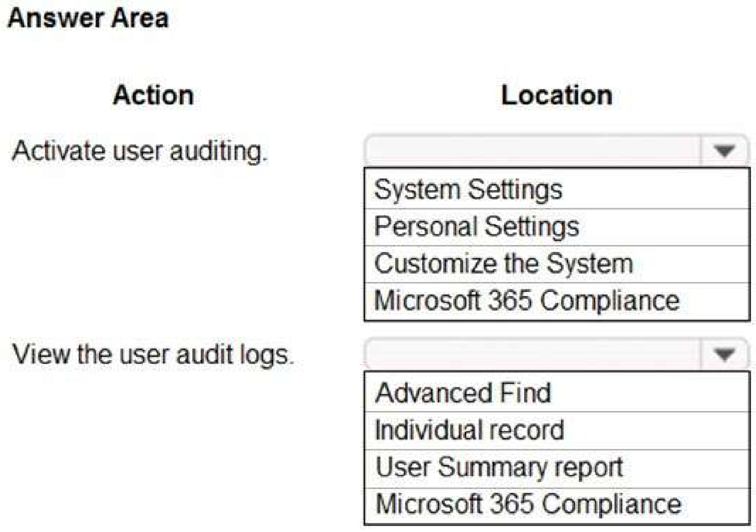
The owner of a company needs to know who signs into the system.

You need to ensure that the owner can view the user audit logs.

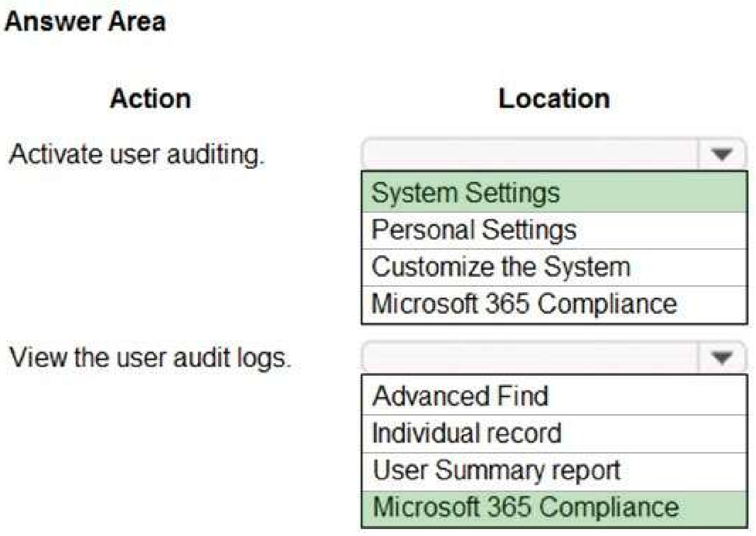
Where does each action need to be performed? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:




**Correct Answer:**




Reference:

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

HOTSPOT -

You are a Dynamic 365 administrator. You create a new solution in Dynamics 365.

You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Requirement | Action |
|---|---|
| Guide the user with actions to take. | Configure views and charts.<br>Configure business process flows.<br>Configure workflows. |
| Ensure user interaction in manageable steps. | Configure the timeline on the form.<br>Configure each stage with the actions that needs to be completed.<br>Configure Insights. |

**Correct Answer:**

**Answer Area**

| Requirement | Action |
|---|---|
| Guide the user with actions to take. | Configure views and charts.<br>Configure business process flows.<br>Configure workflows. |
| Ensure user interaction in manageable steps. | Configure the timeline on the form.<br>Configure each stage with the actions that needs to be completed.<br>Configure Insights. |

Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview

Question #3 Topic 1

You create a Power Apps portal to provide training and documentation for students. Students create a profile on the portal and then select and pay for courses.
You plan to add free courses to the training portfolio. Free courses must be automatically available to all students when they sign in.
You need to assign default permissions to students.
What should you do?

A. Create a Students web role and set the Authenticated Users Role option to true. Assign the web role to each registered user.

B. Create an entity for managing free courses. Create entity permission records to provide access to entity records for free courses and assign the entity permissions to users when they register on the portal for the first time.

C. Create an entity for managing free courses. Create a Students web role and set the Authenticated Users role option to true. Create appropriate entity permissions to access the free course entity records and assign the entity permissions to the web role.

**Correct Answer:** *A*

HOTSPOT -

You create workflows to automate business processes.

You need to configure a workflow to meet the following requirements:

➾ Be triggered when a condition is met.

➾ Run immediately.

➾ Perform an action when a condition is met.

You need to create a workflow that automatically sends emails based on a mail merge template. To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Workflow Requirement | Configuration Option |
|---|---|
| Be triggered when a condition is met. | Publish workflow.<br>Subject contains data.<br>Trigger when a Power Automate button is pressed. |
| Run immediately. | Approve the workflow.<br>Configure the workflow to run now.<br>Configure child workflow to run now. |
| Perform an action when a condition is met. | Send an email.<br>View chart.<br>Update a security role. |

**Correct Answer:**

**Answer Area**

| Workflow Requirement | Configuration Option |
|---|---|
| Be triggered when a condition is met. | Publish workflow.<br>Subject contains data.<br>Trigger when a Power Automate button is pressed. |
| Run immediately. | Approve the workflow.<br>Configure the workflow to run now.<br>Configure child workflow to run now. |
| Perform an action when a condition is met. | Send an email.<br>View chart.<br>Update a security role. |

Question #5 *Topic 1*

HOTSPOT -

You are a Dynamics 365 Customer Service administrator.

You need to configure the following automation for the sales team:

⇨ Send an email when the status changes on an Opportunity.

⇨ Text the sales manager when an Opportunity is created.

Create a Wunderlist task when an Opportunity is open for 30 days.

▪

Which tool should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Automation | Tool |
| --- | --- |
| Email when the status changes. | Dynamics 365 workflow<br>Microsoft Flow<br>Business Process Flow |
| Text when the Opportunity is created. | Dynamics 365 workflow<br>Microsoft Flow<br>Business Process Flow |
| Create a Wunderlist task. | Dynamics 365 workflow<br>Microsoft Flow<br>Business Process Flow |

**Correct Answer:**

**Answer Area**

| Automation | Tool |
| --- | --- |
| Email when the status changes. | **Dynamics 365 workflow**<br>Microsoft Flow<br>Business Process Flow |
| Text when the Opportunity is created. | Dynamics 365 workflow<br>**Microsoft Flow**<br>Business Process Flow |
| Create a Wunderlist task. | Dynamics 365 workflow<br>**Microsoft Flow**<br>Business Process Flow |

Question #6 Topic 1

A company uses Common Data Service to manage prospects. The company has a business process flow named BPFA that is associated with the Prospect entity to streamline the prospect management process.
You add a field named Category to the Prospect entity. You create additional business process flows. You apply the business process flows to Prospect records based on the selected category. Users can switch to any other newly configured business process flows but must not use BPFA.
You need to configure the solution.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Remove all of the privileges for BPFA.

B. Use a business rule to prevent users from switching to BPFA.

C. Deactivate BPFA.

D. Change the display order of the business process flows to move BPFA to the bottom of the list.

**Correct Answer:** *AC*

Question #7 Topic 1

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

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 | Security function |
|---|---|
| Microsoft 365 admin center | Roles<br>Groups<br>Licenses<br>Access rights |
| Dynamics 365 Sandbox instance | Roles<br>Groups<br>Access rights |

**Correct Answer:**

**Answer Area**

| Application area | Security function |
|---|---|
| Microsoft 365 admin center | Roles<br>Groups<br>Licenses<br>Access rights |
| Dynamics 365 Sandbox instance | Roles<br>Groups<br>Access rights |

Reference:

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

Question #9 *Topic 1*

You must create a new entity to support a new feature for an app. Entity data will be transactional and will be associated with business units.
You need to configure entity ownership.
Which entity ownership type should you use?

A. user or team owned

B. organization-owned

C. none

D. business-owned

**Correct Answer:** *A*

HOTSPOT -

You need to ensure that there are no leads for a customer before you create a new opportunity for the customer.

How can you use duplicate detection rules to achieve this goal? To answer, select the appropriate options in the answer area.

NOTE:

Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Duplicate detection rule criteria | Value |
| --- | --- |
| Base record type | Lead<br>Account<br>Opportunity |
| Base record field | Topic<br>Account<br>Originating Lead |

Correct Answer:

**Answer Area**

| Duplicate detection rule criteria | Value |
| --- | --- |
| Base record type | Lead<br>Account<br>Opportunity |
| Base record field | Topic<br>Account<br>Originating Lead |

Question #11 Topic 1

A car dealership has a Dynamics 365 Sales environment for its sales company and another environment for its leasing company.
Users in one environment must not be able to see the other environment.
You need to grant salespeople access to the sales company environment.
What should you do?

A. Add salespeople to an Office 365 security group.

B. Add salespeople to a security role.

C. Set privileges.

D. Set app security.

**Correct Answer:** *A*
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/control-user-access

Question #12 Topic 1

You are a Dynamics 365 administrator for a veterinarian clinic.
On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.
You need to create a dynamically visible field.
What should you configure?

A. field visibility on the form

B. workflow

C. business process flow

D. business rule

**Correct Answer:** *D*

Question #13 Topic 1

You are a Dynamics 365 Customer Service system administrator. You create an app for the sales team.
Members of the sales team cannot access the app.
You need to ensure that sales team members can access the app.
Where should you configure app permissions?

A. Dynamics administration center

B. Manage Roles

C. Security Roles

**Correct Answer:** *B*
Manage access to apps by using security roles.
You can choose what users see and access from the My Apps page or the Customer Engagement home page by giving app access to specific security roles.
Users will have access to apps based on the security roles they're assigned to.
1. Go to Settings > My Apps.
2. In the lower-right corner of the app tile you want to manage access for, select More options (...), and then select Manage Roles.
3. Enter the following in the Manage Roles dialog box:
a) App URL Suffix
b) Roles
c) Select Save.
4. Refresh the My Apps page.
5. Go to the Apps Being Edited view, and publish the app again.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/manage-access-apps-security-roles

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. Referential

B. Referential, Restrict Delete

C. Parental

D. Restrict

**Correct Answer:** *C*
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<br>Cascade User-owned<br>Cascade Active | Cascade None |
| Delete | Cascade All | RemoveLink<br>Restrict |
| Reparent | Cascade All<br>Cascade User-owned<br>Cascade Active | Cascade None |
| Share | Cascade All<br>Cascade User-owned<br>Cascade Active | Cascade None |
| Unshare | Cascade All<br>Cascade User-owned<br>Cascade Active | Cascade None |

Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

DRAG DROP -

You need to recommend a role for users to perform several required tasks. The solution must use the principle of least privilege.

Which roles should you recommend? To answer, drag the appropriate roles to the correct functions. Each role 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:

**Roles**

- Office 365 global administrator
- Office 365 service administrator
- Dynamics 365 service administrator
- Dynamics 365 system administrator

**Answer Area**

| Function | Role |
|---|---|
| Create new users. | Role |
| Assign roles to users. | Role |
| Perform backups for an instance. | Role |

**Correct Answer:**

**Roles**

- Office 365 global administrator
- Office 365 service administrator
- Dynamics 365 service administrator
- Dynamics 365 system administrator

**Answer Area**

| Function | Role |
|---|---|
| Create new users. | Office 365 global administrator |
| Assign roles to users. | Dynamics 365 system administrator |
| Perform backups for an instance. | Dynamics 365 service administrator |

Box 1: Office 365 Global Administrator

You may think that the Dynamics 365 system administrator would have power to do all the actions needed to manage Dynamics 365, but this is not the case.

What's different in Microsoft cloud deployments is that licenses and user accounts are managed in Office 365 by an Office 365 Global Administrator. This role is analogous to a network administrator for an on premises deployment. The Global Administrator is the only role to create new user accounts and assign subscription licenses for Dynamics 365 (and other Office 365 apps such as Skype, Power BI and SharePoint).

Box 2: Dynamics 365 system administrator

The Dynamics 365 system administrator may assign roles and permissions to the Dynamics 365 user within an instance of Dynamics 365. The Dynamics 365 system administrator also controls all the settings in Dynamics 365.

Box 3: Dynamics 365 admin -

The Dynamics 365 admin can perform backups and restores.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/use-service-admin-role-manage-tenant

https://community.dynamics.com/crm/b/govandthecity/posts/understanding-dynamics-365-and-office-365-admin-roles

Create apps by using Power Apps

## Topic 2 - Question Set 2

Question #1 *Topic 2*

You have a canvas app that allows users to view, select, and purchase products. The app uses a Gallery control to display products and checkboxes that allow users to select products.
When users select items from the product catalog, they move to a different screen to complete a purchase.
Users must be able to clear all product selections when they click the button.
You need to configure the button.
What should you do?

A. Use the Reset(Control) formula and pass the gallery control as a parameter to the Reset formula.

B. Use the Reload(Control) formula and pass the gallery control as a parameter to the Reload formula.

C. Use the ForAll() function to iterate through each item of the Gallery and clear user selections.

D. Set the OnCheck value to populate a collection and the OnUncheck value to remove the item from the collection. Clear collection when the user selects the button.

**Correct Answer:** *A*

Question #2 *Topic 2*

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. | ○ | ○ |
| AgeGroups is a collection. | ○ | ○ |
| You can use the Update function to change values in AgeGroups. | ○ | ○ |

**Correct Answer:**

**Answer Area**

| Statements | Yes | No |
| --- | --- | --- |
| AgeGroups can be accessed from Screen1 and Screen2. | ○ | ○ |
| AgeGroups is a collection. | ○ | ○ |
| You can use the Update function to change values in AgeGroups. | ○ | ○ |

Question #3

*Topic 2*

DRAG DROP -

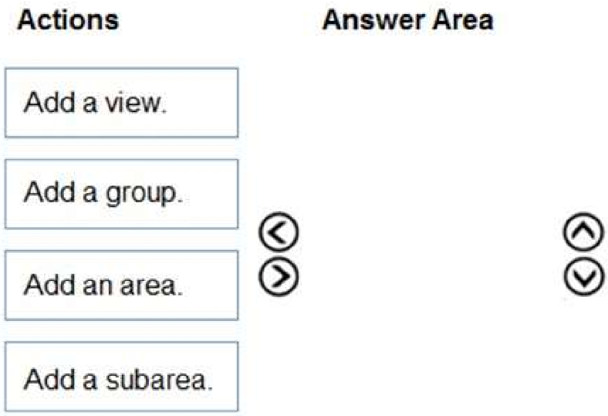
You are a Dynamics 365 administrator.

You create a new app.

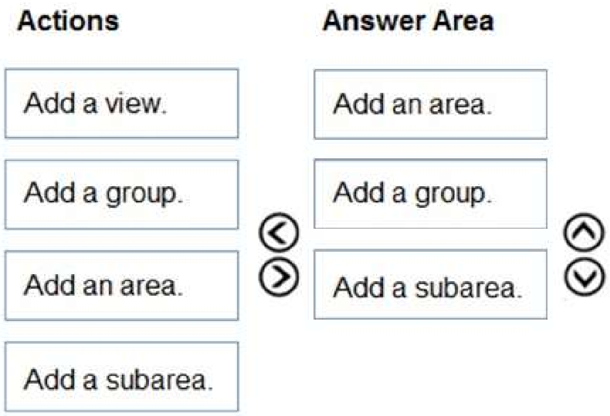
You need to create the site map for the app.

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:




**Correct Answer:**




Question #4

*Topic 2*

You are a Dynamics 365 Customer Service system administrator.

Your organization does not permit the use of custom code for solutions.

You need to create a view that can be viewed by all users in an organization.

Where should you create the view?

A. Microsoft Excel template

B. Entities component of a solution

C. Microsoft Virtual Studio

D. Templates area

**Correct Answer:** *B*

DRAG DROP -

You are a Dynamics 365 Customer Service help desk administrator.

Cases entered in forms require different types of data to be stored in different types of fields.

You need to create forms for each of the following case types:

| Case type | Requirement |
|---|---|
| Case type A | A new case form that includes a timeline |
| Case type B | A new case form that includes a business process flow |
| Case type C | A new case form that can display case data on an interactive dashboard |
| Case type D | A new mobile-friendly case form that requires minimal fields for record creation |
| Case type E | A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case |

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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:

**Form types**

- quick create
- main
- quick view
- card

**Answer Area**

| Case type | Form type |
|---|---|
| Case type A | Form type |
| Case type B | Form type |
| Case type C | Form type |
| Case type D | Form type |
| Case type E | Form type |

**Correct Answer:**

**Form types**

- quick create
- main
- quick view
- card

**Answer Area**

| Case type | Form type |
|---|---|
| Case type A | main |
| Case type B | main |
| Case type C | main |
| Case type D | quick create |
| Case type E | quick view |

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub

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**

- 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 | Export the user chart for import as a user chart. |
| 2 | Share the chart with the team. |

HOTSPOT -

You implement an editable grid for the Account entity.

The business team provides the following list of features that they would like you to implement:

- Group by or sort columns in the current view.
- Configure a business rule to show an error message.
- Edit values in calculated fields.
- Edit the Address composite field.
- Use the editable grid on mobile phones.

Which actions can you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Action | Can be performed? |
|---|---|
| Group by or sort columns in the current view. | Yes / No |
| Configure a business rule to show an error message. | Yes / No |
| Edit values in calculated fields. | Yes / No |
| Edit the Address composite field. | Yes / No |
| Use the editable grid on mobile phones. | Yes / No |

**Answer Area**

| Action | Can be performed? |
|---|---|
| Group by or sort columns in the current view. | Yes / No |
| Configure a business rule to show an error message. | Yes / No |
| Edit values in calculated fields. | |

**Correct Answer:**

Question #8 *Topic 2*

DRAG DROP -

You must create a form for team members to use. The form must provide the ability to:

- Lock a field on a form.
- Trigger business logic based on a field value.
- Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component 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:

**Components**

- Actions
- Conditions
- Recommendation

**Answer Area**

| Requirement | Component |
|---|---|
| Lock a form field. | Component |
| Trigger business logic based on a field value. | Component |
| Leverage existing business information to enhance data entry. | Component |

**Correct Answer:**

**Components**

- Actions
- Conditions
- Recommendation

**Answer Area**

| Requirement | Component |
|---|---|
| Lock a form field. | Actions |
| Trigger business logic based on a field value. | Conditions |
| Leverage existing business information to enhance data entry. | Recommendation |

Question #9 Topic 2

You have a form that displays a custom field from an entity.
A customer wants to restrict users from filtering on the custom field.
You need to prevent users from filtering the field in Advanced Find.
What should you modify?

A. Fields in the Edit Filter Criteria option of the Quick Find view

B. the Field Security field on the Field Properties form

C. a searchable field on the Field Properties form

D. Fields in the Add Find Columns option of the Quick Find view

**Correct Answer:** *C*
Reference:
https://community.dynamics.com/365/b/dynamics365apps/posts/kb-understanding-dynamics-365-field-s-searchable-property

HOTSPOT -

You are designing a canvas app that connects to Common Data Service.

You need to configure the app to meet the requirements and ensure that the canvas app is available offline.

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

NOTE: Each correct selection is worth one point

Hot Area:

**Answer Area**

| Requirement | Function |
|---|---|
| Pass values from the current screen when moving to another screen. | Navigate<br>Back<br>MovePrevious |
| Display data to a user when the app is offline. | LoadData<br>LoadDateOffline<br>ShowData |

**Correct Answer:**

**Answer Area**

| Requirement | Function |
|---|---|
| Pass values from the current screen when moving to another screen. | Navigate<br>Back<br>MovePrevious |
| Display data to a user when the app is offline. | LoadData<br>LoadDateOffline<br>ShowData |

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/offline-apps

HOTSPOT -

You are a Dynamics 365 help desk administrator.

You need to create a dashboard that displays information on help desk cases that are handled each week.

Which dashboard components 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 type |
|---|---|
| Add a tag chart by using opened cases. | ▼ System chart / Personal dashboard / Area chart |
| Add a stacked column chart shared with your team. | ▼ System chart / Personal dashboard / Area chart |
| Add a Microsoft Power BI visualization. | ▼ System chart / Personal dashboard / Area chart |
| Add a chart from a view that a user creates. | ▼ System chart / Personal dashboard / Area chart |
| Add a doughnut chart that shows cases by owner. | ▼ System chart / Personal dashboard / Area chart |

**Correct Answer:**

## Answer Area

| Requirement | Component type |
|---|---|
| Add a tag chart by using opened cases. | System chart<br>Personal dashboard<br>Area chart |
| Add a stacked column chart shared with your team. | System chart<br>Personal dashboard<br>Area chart |
| Add a Microsoft Power BI visualization. | System chart<br>Personal dashboard<br>Area chart |
| Add a chart from a view that a user creates. | System chart<br>Personal dashboard<br>Area chart |
| Add a doughnut chart that shows cases by owner. | System chart<br>Personal dashboard<br>Area chart |

Box 1: Area chart -

Box 2: System chart -
System charts are organization-owned charts, which makes them available to anyone with access to read the data running the app. System charts can't be assigned or shared with specific app users.

Box 3: Personal dashboard -

Box 4: Personal dashboard -

Box 5: Area chart -
Reference:
https://docs.microsoft.com/en-us/powerapps/user/add-powerbi-dashboards https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-system-chart

HOTSPOT -

You have a canvas app that contains the following text input fields: Id, FirstName, LastName. The app also has a button named Button1.

The OnSelect property for Button1 contains the following expression:

Collect(People, {Id:Id.Text, FirstName:FirstName.Text, LastName:LastName.Text})

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 |
|---|---|---|
| The People collection is automatically created if it does not already exist. | ○ | ○ |
| When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated. | ○ | ○ |
| If you update the record in the Collection function to iclude the value from a new field named Age, it will result in an error. | ○ | ○ |

**Correct Answer:**

## Answer Area

| Statement | Yes | No |
|---|---|---|
| The People collection is automatically created if it does not already exist. | ○ | ○ |
| When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated. | ○ | ○ |
| If you update the record in the Collection function to iclude the value from a new field named Age, it will result in an error. | ○ | ○ |

Box 1: Yes -

If the data source doesn't already exist, a collection is created.

Box 2: No -

Note: The Collect function adds records to a data source. The items to be added can be:

- A single value: The value is placed in the Value field of a new record. All other properties are left blank.
- A record: Each named property is placed in the corresponding property of a new record. All other properties are left blank.
- A table: Each record of the table is added as a separate record of the data source as described above. The table isn't added as a nested table to a record. To do this, wrap the table in a record first.

Box 3: No -

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-clear-collect-clearcollect

Question #13 *Topic 2*

HOTSPOT -

You are a Dynamics 365 Customer Service administrator.

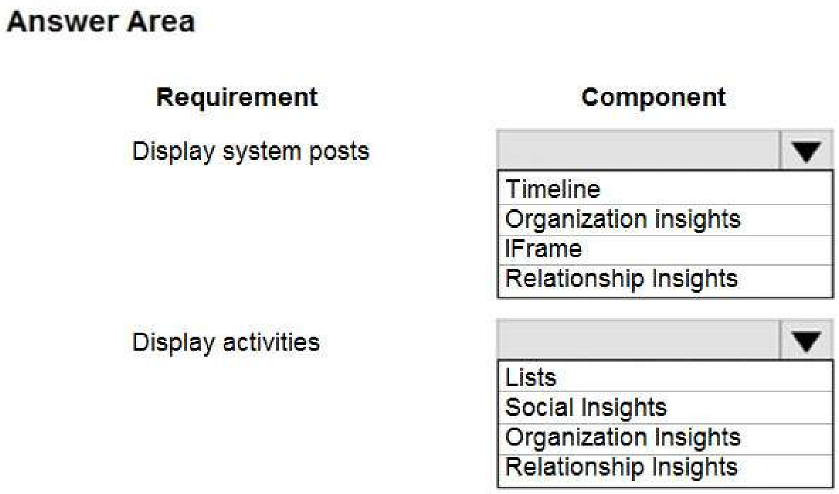
A user must be able to view system posts and activities in a dashboard.

You need to create the dashboard for the user.

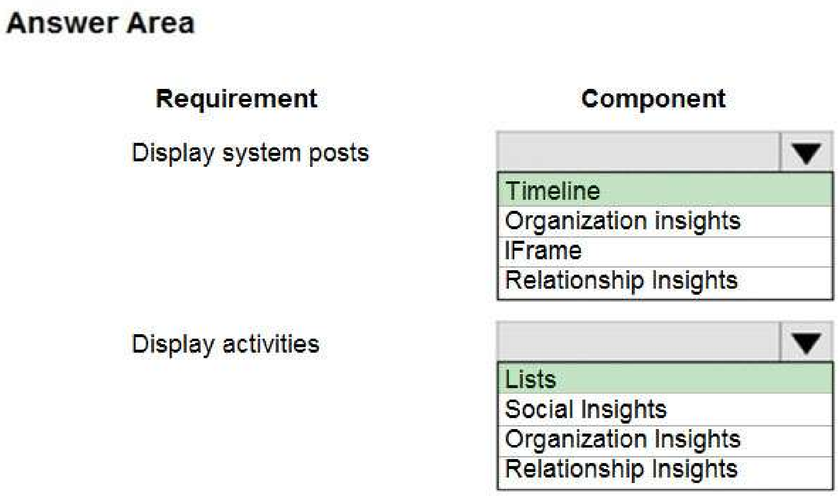
Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:




**Correct Answer:**




Box 1: Timeline -

The timeline helps agents see all customer interaction history across channels, personnel, and the support lifecycle. The timeline is used across Dynamics 365 applications to capture activities like notes, appointments, emails, tasks, and more, to ensure that all interactions with the customer are tracked and visible over time. Agents use the timeline to quickly catch up on all of the latest activity details with the customer to provide the most personalized support experience.

Box 2: Lists -

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-timeline-admin

Question #14 *Topic 2*

You have a canvas app that allows users to view, select, and purchase products. The app uses a Gallery control to display products and checkboxes that allow users to select products.
When users select items from the product catalog, they move to a different screen to complete a purchase.
Users must be able to clear all product selections when they click the button.
You need to configure the button.
What should you do?

A. Use the Reload(Control) formula and pass the gallery control as parameter to the Reload formula.

B. Use the Reset(control) formula and pass the checkbox to the formula to clear user selections.

C. Set the OnCheck value to populate a collection and the OnUncheck value to remove the item from the collection. Clear the collection when the user selects the button.

D. Use the Revert(Products) formula and pass the checkbox to the formula to clear user selections.

E. Use the Reset(Control) formula and pass the gallery control as a parameter to the Reset formula.

**Correct Answer:** *B*
The Reset function resets a control to its Default property value. Any user changes are discarded.
You cannot reset controls that are within a Gallery or Edit form control from outside those controls. You can reset controls from formulas on controls within the same gallery or form.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-reset

Question #15 *Topic 2*

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. Subgrid

C. Chart

D. View

**Correct Answer:** *D*
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 λ€Add Controlλ€ 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/

You are creating a canvas app.
A user will click a button on each screen of a Power Apps app to proceed to the next screen.
You need to implement the action which selects the next screen that the user sees.
Which event should you handle?

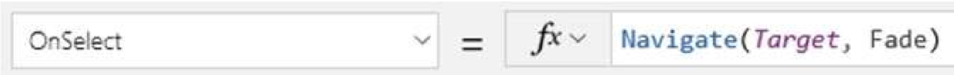
A. ScreenTransition

B. OnSelect

C. OnLoad

D. OnCheck

**Correct Answer:** *B*
Add navigation -
1. With the Source screen selected, open the Insert tab, select Icons, and then select Next arrow.
2. With the arrow still selected, select the Action tab, and then select Navigate.
3. The OnSelect property for the arrow is automatically set to a Navigate function.




4. When a user selects the arrow, the Target screen fades in.
5. On the Target screen, add a Back arrow, and set its OnSelect property to this formula:
6. Navigate(Source, ScreenTransition.Fade)
7. While holding down the Alt key, toggle between screens by selecting the arrow on each screen.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/add-screen-context-variables
Create apps by using Power Apps

## Topic 3 - Question Set 3

Question #1 | *Topic 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 companyג€™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**

- 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**

- 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 a trigger to search for the new posts with the hashtag.
- Create an action to send a mobile notification.

Question #2 Topic 3

You manage Dynamics 365 for a company.
You must prevent users from launching and using Power Automate.
You need to hide the Flow button on the user interface.
Which configuration setting should you change?

A. the SiteMap

B. the Customizations section of System Settings

C. the Entity component of the default solution

D. the Buttons tab of Flow

**Correct Answer:** *B*
Reference:
https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/

Question #3 Topic 3

You configure and test a user interface (UI) flow. You plan to run the flow as a scheduled flow.
The UI flow must run on a Windows 10 device. As part of process automation, the UI flow must sign into the Windows 10 device with the credentials for a user account named User1.
You need to ensure that the flow runs during non-peak hours and requires no physical user intervention.
What should you do?

A. Ensure that the User1 account has an active user session on the device.

B. Ensure that all user sessions are signed out.

C. Ensure that there are no active user sessions on the device.

D. Ensure that all user sessions are signed out except for locked user sessions.

**Correct Answer:** *C*
Answer B is incorrect because it will work if you have disconnected sessions. The sessions do not need to be signed out; they just cannot be active.
Reference:
https://docs.microsoft.com/en-us/power-automate/ui-flows/run-ui-flow

Question #4 *Topic 3*

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 userג€™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*
Reference:
https://docs.microsoft.com/en-us/power-automate/ui-flows/setup

DRAG DROP -

You are designing a desktop user interface (UI) flow.

The UI flow automates legacy software.

You need to prepare data for transfer to Microsoft SharePoint list.

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**

- Select information to pass to the SharePoint list.
- Copy and paste the text in the output definition window.
- On the Outputs menu of the UI flow, choose **Select text on screen**.
- Enter a name and description for the output.
- Start recording the UI flow.
- Stop the recording and save the flow.

**Answer Area**

**Correct Answer:**

**Actions**

- Select information to pass to the SharePoint list.
- Copy and paste the text in the output definition window.
- On the Outputs menu of the UI flow, choose **Select text on screen**.
- Enter a name and description for the output.
- Start recording the UI flow.
- Stop the recording and save the flow.

**Answer Area**

- Start recording the UI flow.
- On the Outputs menu of the UI flow, choose **Select text on screen**.
- Select information to pass to the SharePoint list.
- Enter a name and description for the output.

Reference:

https://docs.microsoft.com/en-us/power-automate/ui-flows/inputs-outputs-desktop#use-outputs-to-extract-information-from-the-app

Question #6 *Topic 3*

DRAG DROP -

You have a business process flow.

You need to update the business process flow while minimizing administrative and maintenance efforts.

What should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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:

**Features**

- Action step
- Classic workflow
- Power Automate flow

**Answer Area**

| Requirement | Feature |
| --- | --- |
| Allow users to navigate to the previous stage only from specific stages. | Feature |
| Create checklist records in specific stages on demand. | Feature |

**Correct Answer:**

**Features**

- Action step
- Classic workflow
- Power Automate flow

**Answer Area**

| Requirement | Feature |
| --- | --- |
| Allow users to navigate to the previous stage only from specific stages. | Power Automate flow |
| Create checklist records in specific stages on demand. | Action step |

Question #7 *Topic 3*

You are creating a new business process flow to qualify leads.

You create an action. The action is not available inside the Action Step.

You need to make the action available to the Action Step.

Which two steps must you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Ensure that the entity for the action matches the corresponding entity for the business process flow stage.

B. Add at least one step to the action.

C. Select Run as an on-demand process.

D. Activate the action.

**Correct Answer:** *AB*

Reference:

https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow

Question #8 *Topic 3*

DRAG DROP -

You plan to automate several different processes by using Power Automate.

Each process has unique characteristics.

You need to recommend components for each process.

Which components should you recommend? To answer, drag the appropriate components to the correct processes. Each component 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:

**Components**

- Attended UI flow
- Unattended UI flow
- Flow that uses a custom connector
- Flow that uses a prebuilt connector

**Answer Area**

| Process | Component |
|---|---|
| Access data from an internally created web application with basic REST API functionality as part of a nightly batch job. | Component |
| Access data from a public web site with no API functionality for emails processed through an unmonitored queue. | Component |

**Correct Answer:**

**Components**

- Attended UI flow
- Unattended UI flow
- Flow that uses a custom connector
- Flow that uses a prebuilt connector

**Answer Area**

| Process | Component |
|---|---|
| Access data from an internally created web application with basic REST API functionality as part of a nightly batch job. | Unattended UI flow |
| Access data from a public web site with no API functionality for emails processed through an unmonitored queue. | Attended UI flow |

Implement Power Virtual Agents chatbots

## Topic 4 - Question Set 4

Question #1 *Topic 4*

You are creating a Power Virtual Agents chatbot that uses multiple topics.

Each user interaction can reference more than one topic.

You need to be able to capture a value in an initial topic and use it in subsequent topics.

Which type of variable should you create?

A. Context

B. Bot

C. Topic

**Correct Answer:** *B*

Reference:

https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables-bot

Question #2 Topic 4

A company has a custom website.
You need to embed a Power Virtual Agents chatbot into the website.
What should you use?

A. Webpage URL

B. Form ID

C. Bot ID

D. IFrame

**Correct Answer:** *D*
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/publication-connect-bot-to-web-channels

Question #3 Topic 4

A company is developing several Power Virtual Agents chatbots. The company manufactures more than 1,000 different products.
The chatbots must prompt users to enter or select a product.
You need to store the model information so that it can be reused across all chatbots.
Where should you store the model data?

A. Global variables

B. Custom entities

C. Topics

D. Multiple choice options

**Correct Answer:** *A*

DRAG DROP -

A company creates a Power Virtual Agents chatbot.

You need to determine when live agents are engaged to provide support.

Which metrics should you use? To answer, drag the appropriate metrics to the correct processes. Each metric 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:

**Metrics**

- Engagement over time
- Session outcomes over time
- Escalation rate drivers
- Escalation rate

**Answer Area**

| Process | Metric |
| --- | --- |
| Determine which topics are transferred to live agents most often. | Metric |
| Determine the number of chats per day that are transferred to live agents. | Metric |

**Correct Answer:**

**Metrics**

- Engagement over time
- Session outcomes over time
- Escalation rate drivers
- Escalation rate

**Answer Area**

| Process | Metric |
| --- | --- |
| Determine which topics are transferred to live agents most often. | Escalation rate drivers |
| Determine the number of chats per day that are transferred to live agents. | Session outcomes over time |

Reference:

https://docs.microsoft.com/en-us/power-virtual-agents/teams/analytics-summary-teams

Question #5 Topic 4

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are creating Power Virtual Agents chatbot that captures demographic information about customers.
The chatbot must determine the group a customer belongs to based on their age. The age groups are:
⊸ 0 - 17
⊸ 18 - 25
⊸ 26 - 35
⊸ 36 - 55
⊸ 55 - 100
You need to configure the chatbot to ask a question that can be used to determine the correct age group.
Solution: Use Date and time for Identify in the question and then add branches that use conditional logic to determine the age group.
Does this meet the goal?

A. Yes

B. No

**Correct Answer:** *B*

Question #6 Topic 4

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are creating Power Virtual Agents chatbot that captures demographic information about customers.
The chatbot must determine the group a customer belongs to based on their age. The age groups are:
⊸ 0 - 17
⊸ 18 - 25
⊸ 26 - 35
⊸ 36 - 55
⊸ 55 - 100
You need to configure the chatbot to ask a question that can be used to determine the correct age group.
Solution: Use multiple choice for Identify in the question and create options that represent of the age groups.
Does this meet the goal?

A. Yes

B. No

**Correct Answer:** *B*

Question #7 Topic 4

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are creating Power Virtual Agents chatbot that captures demographic information about customers.
The chatbot must determine the group a customer belongs to based on their age. The age groups are:
⇨ 0 - 17
⇨ 18 - 25
⇨ 26 - 35
⇨ 36 - 55
⇨ 55 - 100
You need to configure the chatbot to ask a question that can be used to determine the correct age group.
Solution: Create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question.
Does this meet the goal?

A. Yes

B. No

**Correct Answer:** *A*

HOTSPOT -

You create a new Power Virtual Agents chatbot for an organization.

Testing and production deployment of the chatbot are not complete.

You need to ensure that appropriate users can access the chatbot.

Which methods 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 | Method |
|---|---|
| Test the chatbot with unlicensed internal users | Use the demo website<br>Share the chatbot to each user individually<br>Share the chatbot to a security group containing all users |
| Allow other licensed internal users to edit the chatbot | Share the chatbot to each user individually<br>Share the chatbot to a security group containing all users<br>Deploy the chatbot to Microsoft Teams in your tenant |
| Deploy the chatbot to production for public consumption | Embed the chatbot code in an IFrame on your company's public website<br>Deploy the chatbot to Microsoft Teams in your tenant<br>Deploy the chatbot to AppSource |

**Correct Answer:**

**Answer Area**

| Requirement | Method |
|---|---|
| Test the chatbot with unlicensed internal users | Use the demo website<br>Share the chatbot to each user individually<br>Share the chatbot to a security group containing all users |
| Allow other licensed internal users to edit the chatbot | Share the chatbot to each user individually<br>Share the chatbot to a security group containing all users<br>Deploy the chatbot to Microsoft Teams in your tenant |
| Deploy the chatbot to production for public consumption | Embed the chatbot code in an IFrame on your company's public website<br>Deploy the chatbot to Microsoft Teams in your tenant<br>Deploy the chatbot to AppSource |

Box 1: Use the demo website -

When publishing the bot to the web, you can publish to a prebuilt demo website (which you can use to share the bot with your teammates and stakeholders) and to your own live website.

Box 2: Share the chatbot to a security group containing all users.

A license for each user, also known as a "per user license" (or "Power Virtual Agent User License" as referred to on the Microsoft 365 admin center), should be assigned to individual users who need access to create and manage chatbots.

To simplify user license management, you can assign licenses to an Azure Active Directory (Azure AD) security group.

Box 3: Embed the chatbot code in an IFRame on your copany's public website

You can add your bot to a live website as an IFrame. Your live website can be a customer-facing external website or an internal site, like a SharePoint or Yammer site.

Reference:

https://docs.microsoft.com/en-us/power-virtual-agents/publication-connect-bot-to-web-channels https://docs.microsoft.com/en-us/power-virtual-agents/requirements-licensing

DRAG DROP -
You are designing a chatbot for a sports outlet.
You need to complete the chatbot.
Which features should you use? To answer, drag the appropriate features to the correct requirements. Each feature 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:

**Features**

- Topics
- Entities
- Variables
- Flows

**Answer Area**

| Requirement | Feature |
|---|---|
| Enable the chatbot to relate to a real-world object or topic in a dialog. | Feature |
| Define the path and triggers for a chatbot conversation. | Feature |
| Implement conditional logic to dynamically route a conversation across different paths. | Feature |

**Correct Answer:**

**Features**

- Topics
- Entities
- Variables
- Flows

**Answer Area**

| Requirement | Feature |
|---|---|
| Enable the chatbot to relate to a real-world object or topic in a dialog. | Entities |
| Define the path and triggers for a chatbot conversation. | Topics |
| Implement conditional logic to dynamically route a conversation across different paths. | Variables |

Box 1: Entities -
Out of the box, Power Virtual Agents comes with a set of prebuilt entities, which represent the most commonly used stereotype information in real-world dialogs, such as age, colors, numbers, and names.
With the knowledge granted by entities, a bot can smartly recognize the relevant information from a user input and save it for later use.

Box 2: Topics -
In Power Virtual Agents, a topic defines a how a bot conversation plays out.
You can author topics by customizing provided templates, create new topics from scratch, or get suggestions from existing help sites.
A topic has trigger phrases ג€" these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue ג€" and conversation nodes ג€" these are what you use to define how a bot should respond and what it should do.

Box 3: Variables -
Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.
For example, you can save a customer's name in a variable called UserName. The bot can then address the customer by name as the conversation continues.
You can use variables to create logical expressions that dynamically route the customer down different conversation paths.
Incorrect Answers:
✑ Flows: You can enable your bot to perform an action by calling a Microsoft Power Automate flow. Flows can help you automate activities, or call backend systems. For example, you can use flows with end-user authentication to retrieve information about a user after they've signed in.

Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics https://docs.microsoft.com/en-us/power-virtual-agents/advanced-flow https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables

Question #10 *Topic 4*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are creating Power Virtual Agents chatbot that captures demographic information about customers.
The chatbot must determine the group a customer belongs to based on their age. The age groups are:
⇨ 0 - 17
⇨ 18 - 25
⇨ 26 - 35
⇨ 36 - 55
⇨ 55 - 100
You need to configure the chatbot to ask a question that can be used to determine the correct age group.
Solution: Use age for Identify in the question and then add branches for each group that use conditional logic.
Does the solution meet the goal?

A. Yes

B. No

**Correct Answer:** *B*
Instead, create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question.
The prebuilt entities cover commonly used information types, but on some occasions, such as when building a bot that serves a specific purpose, you'll need to teach the bot's language understanding model some domain-specific knowledge.
To do this, you need to create a custom entity.
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling
Implement Power Virtual Agents chatbots

**Topic 5 - Question Set 5**

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 | Model type |
|---|---|
| Identify a person's age in a paragraph when written using the pattern **twenty years old**. | Entity extraction<br>Text recognition<br>Key phrase |
| Identify items and prices from an invoice. | Form processing<br>Text recognition<br>Object detection |

**Correct Answer:**

**Answer Area**

| Recognition requirement | Model type |
|---|---|
| Identify a person's age in a paragraph when written using the pattern **twenty years old**. | Entity extraction<br>Text recognition<br>Key phrase |
| Identify items and prices from an invoice. | Form processing<br>Text recognition<br>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

HOTSPOT -

You configure an alert in Power BI.

You need to alert users when the value of a tile exceeds a threshold. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Where should you configure the Power BI alert so that it triggers the process?

- Power BI
- Common Data Service
- Power Automate
- Power BI admin portal

Who can see alerts configured for Power BI?

- The person who created the alert.
- The dashboard owner and the person who created the alert.
- Everyone who has access to the dashboard.
- Everyone who has access to the Power BI instance.

**Correct Answer:**

**Answer Area**

Where should you configure the Power BI alert so that it triggers the process?

- Power BI
- Common Data Service
- Power Automate
- Power BI admin portal

Who can see alerts configured for Power BI?

- The person who created the alert.
- The dashboard owner and the person who created the alert.
- Everyone who has access to the dashboard.
- Everyone who has access to the Power BI instance.

Reference:

https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts

Question #3 Topic 5

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

Question #4 Topic 5

You create a report by using Power BI Desktop and a Power BI dataset that is connected to Azure SQL Database.
Multiple groups of employees will use the report.
You need to ensure that each group of employees can see only data that pertains to their group.
What should you do?

A. Create and assign file security profiles.

B. Create and assign Common Data Service security roles.

C. Create and assign roles by using row-level security.

**Correct Answer:** *C*
Reference:
https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards

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 decisions.

You need to integrate prebuilt AI Builder models with Power Automate flows.

Which models 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**

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

**Correct Answer:**

**Answer Area**

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

Reference:

https://docs.microsoft.com/en-us/ai-builder/prebuilt-sentiment-analysis https://docs.microsoft.com/en-us/ai-builder/prebuilt-key-phrase

https://docs.microsoft.com/en-us/ai-builder/prebuilt-text-recognition

Question #6 *Topic 5*

The sales manager receives a list of leads from a partner company monthly. The field names that are provided do not match the fields in Dynamics 365. A data map does not exist.
You need to import the leads without changing the data from the partner company.
What should you do?

A. Create a data map on the first import by using the Import Data wizard.

B. Add a template for Import Data.

C. Use Import File Translations.

D. Create a data map in Data Management.

**Correct Answer:** *A*
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads-other-data

Question #7 *Topic 5*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.
The company does not have any Office 365 application integrations enabled.
You need to recommend a storage solution that keeps storage costs low.
Solution: Enable server-based SharePoint integration.
Does this meet the goal?

A. Yes

B. No

**Correct Answer:** *A*
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online

Question #8 Topic 5

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.
The company does not have any Office 365 application integrations enabled.
You need to recommend a storage solution that keeps storage costs low.
Solution: Enable OneNote integration.
Does this meet the goal?

A. Yes

B. No

**Correct Answer:** *B*

Question #9 Topic 5

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.
The company does not have any Office 365 application integrations enabled.
You need to recommend a storage solution that keeps storage costs low.
Solution: Enable OneDrive for Business.
Does this meet the goal?

A. Yes

B. No

**Correct Answer:** *B*

Question #10 Topic 5

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 #11 Topic 5

You manage the Dynamics 365 Customer Service environment for an organization.
Microsoft SharePoint will not be deployed in the environment for a year.
You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.
Which three solutions can you currently implement? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Microsoft Skype for Business

B. Microsoft Exchange Online

C. Microsoft OneNote

D. Microsoft Yammer

E. Microsoft OneDrive for Business

**Correct Answer:** *ABD*
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/add-office-365-online-services

HOTSPOT -

You are a Dynamics 365 Customer Service administrator.

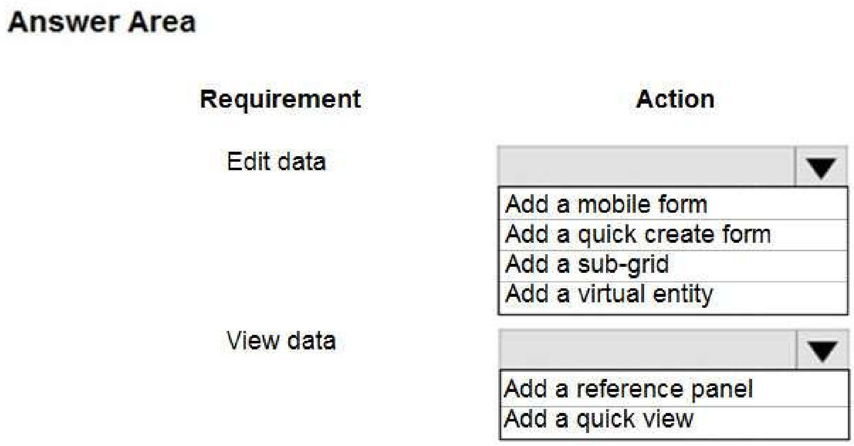
Users report that the main form does not display data from other entities or allow them to edit data from other entities.

You need to embed information from other entities in the form and allow users to edit the data.

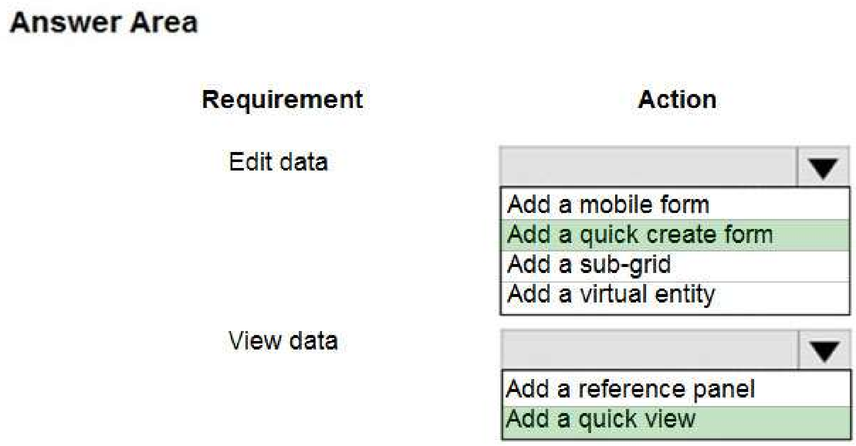
Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:




**Correct Answer:**




Box 1: Add a quick create form -

With quick create forms, your app can have a streamlined data entry experience with full support for logic defined by form scripts and business rules.

Box 2: Add a quick view -

A quick view form can be added to another form as a quick view control. It provides a template to view information about a related entity record within a form for another entity record. This means your app users do not need to navigate to a different record to see the information needed to do their work.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-quick-create-forms https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-quick-view-forms

Question #13 *Topic 5*

You create and publish a Power BI report that contains an embedded canvas app. The report will be used by multiple people.
The canvas app has an issue that must be corrected.
You update the canvas app.
You need to ensure that the updated canvas app is available in the published Power BI report.
What should you do?

A. Manually refresh the data source on the published Power BI report

B. Publish the canvas app

C. Publish the Power BI report from Power BI Desktop and reshare to any users

D. Publish the Power BI report from Power BI Desktop

**Correct Answer:** *A*
⇨ If you change the data fields associated with the visual, you must edit the app from within the Power BI service by selecting the ellipsis (...) and then selecting
Edit. Otherwise, the changes won't be propagated to Power Apps, and the app will behave in unexpected ways.
⇨ The Power Apps visual can't trigger a refresh of Power BI reports and Power BI data sources from within Power BI Desktop. If you write back data from the app to the same data source as the report, your changes won't be reflected immediately in Power BI Desktop. Changes are reflected on the next scheduled refresh.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual#limitations-of-the-power-apps-visual

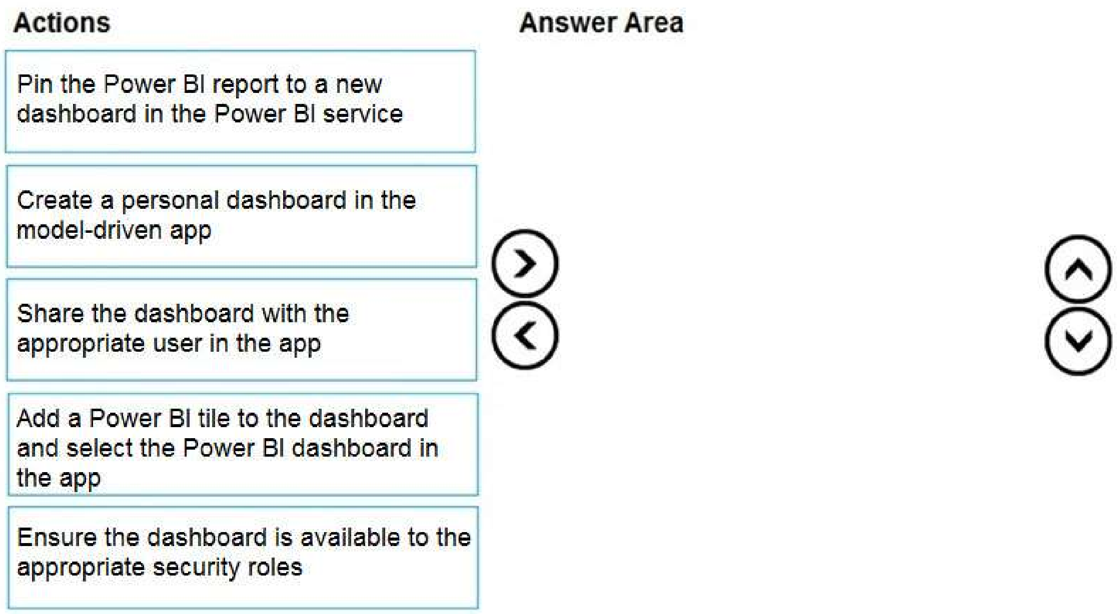
DRAG DROP -

You create a report by using Power BI Desktop and publish the report to the Power BI service. You enable Power BI visualization embedding in a model-driven app.

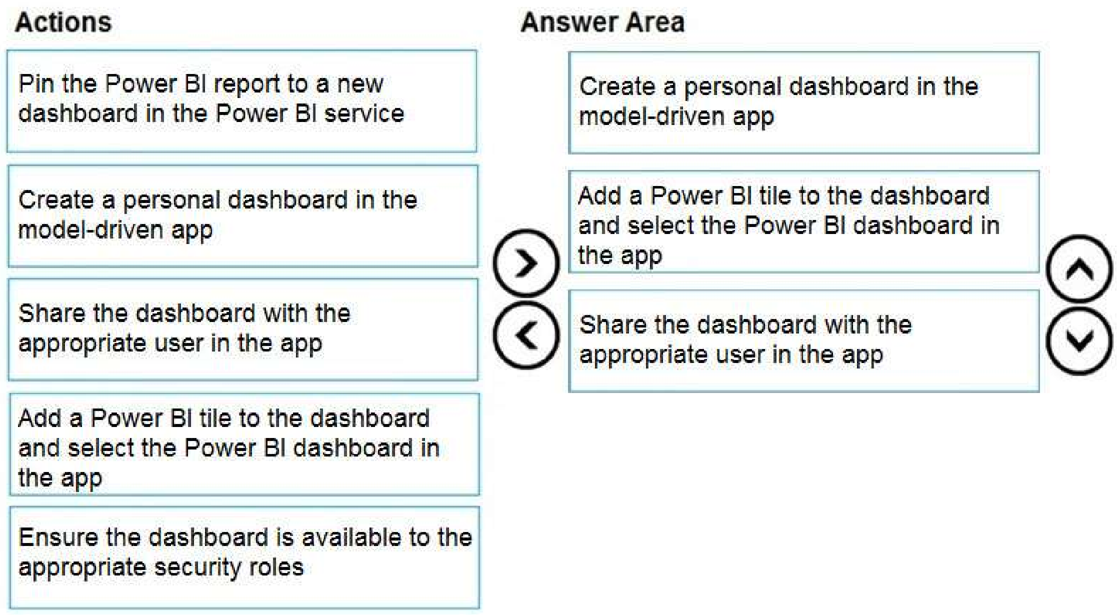
You need to configure the model-driven app to display a Power BI tile.

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:




**Correct Answer:**




Step 1: Create a personal dashboard in the model-driven app

Add a Power BI dashboard to your model-driven app.

Step 2: Add a Power BI tile to the dashboard and select the Power BI dashboard in the app.

Add one Power BI tiles to your personal dashboard.

Step 3: Share the dashboard with the appropriate user in the app

Share the personal dashboard that contains Power BI visualizations: you must configure sharing in both Dataverse and Power BI, and the user or group must have the same credentials and appropriate level of access in both services. To share your personal dashboard in your app go to, Dashboards. In the list of dashboards, select the personal dashboard you want, and then select SHARE DASHBOARD.

Reference:

https://docs.microsoft.com/en-us/powerapps/user/add-powerbi-dashboards

Question #15 Topic 5

You use Power BI Desktop to configure Power BI reports.
You need to create a canvas app that displays user 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*
Step 1 (B): Hereג€™s how we embed PowerApps into a Power BI report:
1. Download and login to the Power BI desktop application
2. Click on (ג€¦) and select ג€Import from the marketplace.ג€
Step 2: Open Power BI desktop and use ג€Get dataג€ to connect with the Common Data Service data source.
Step 3: Publish the report to Power BI service.
Reference:
https://purple.telstra.com/blog/powerbi-integration-with-powerapps

DRAG DROP -

A company uses Common Data Service to store sales data.

For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting.

The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction.

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.

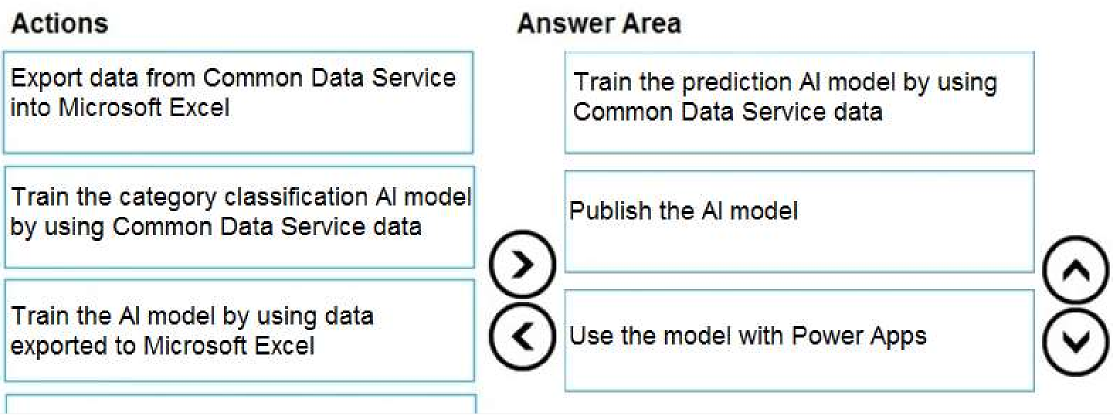
Select and Place:

**Actions**

- Export data from Common Data Service into Microsoft Excel
- Train the category classification AI model by using Common Data Service data
- Train the AI model by using data exported to Microsoft Excel
- Publish the AI model
- Use the model with Power Apps
- Import the AI model analysis into Common Data Service
- Train the prediction AI model by using Common Data Service data

**Answer Area**

**Correct Answer:**




Question #17 *Topic 5*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
The sales team at a software company wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.
The company does not have any Office 365 application integrations enabled.
You need to recommend a storage solution that keeps storage costs low.
Solution: Enable Outlook integration.
Does the solution meet the goal?

A. Yes

B. No

**Correct Answer:** *B*
Instead enable server-based SharePoint integration.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online
Integrate Power Apps with other apps and services

**Topic 6 - Testlet 1**

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestא€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortא€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseא€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberא€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

You need to add controls to the check-in solution for the health and wellness questions.
Which form control should you use?

A. Drop down

B. Check box

C. Text input

**Correct Answer:** *B*

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestλ€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortλ€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseλ€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberλ€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

You need to design the resort portal to meet the business requirements.
Which data source should you use?

A. Common Data Service

B. Microsoft Excel

C. Azure SQL Database

D. SQL Server

**Correct Answer:** *B*

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestʻ€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortʻ€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseʻ€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberʻ€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

HOTSPOT -

You need to design the resort portalג€™s email registration process.

Which solutions 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 | Solution |
|---|---|
| Implement the invitation code redemption process. | Auto-populate the invitation code field on the sign-in screen from the email link.<br>Embed the invitation code in the email link URL.<br>Send the customer their username and temporary password in the email link. |
| Validate the user's email. | Two-factor authentication<br>Azure Active Directory authentication<br>Social provider sign-in<br>Invitation code sign-up |

**Correct Answer:**

**Answer Area**

| Requirement | Solution |
|---|---|
| Implement the invitation code redemption process. | Auto-populate the invitation code field on the sign-in screen from the email link.<br>Embed the invitation code in the email link URL.<br>Send the customer their username and temporary password in the email link. |
| Validate the user's email. | Two-factor authentication<br>Azure Active Directory authentication<br>Social provider sign-in<br>Invitation code sign-up |

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestג€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortג€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseג€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberג€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

You need to design the resort portalλ€™s email registration process.
Which solution should you use?

A. Default the invitation code from the email upon logging into the portal

B. Auto-populate the invitation code field on the sign in screen from the email link

C. Embed the invitation code in the email link URL

D. Send the customer their username and temporary password in the email link

**Correct Answer:** *C*
Scenario: Guests must receive a separate email to verify proof of ownership for their registration.
Note: You can setup redeem an invitation code for power apps portal.
Reference:
https://carldesouza.com/how-to-setup-redeem-an-invitation-code-for-power-apps-portal/

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestג€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortג€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseג€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberג€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

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:

**Answer 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:**

**Answer 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

Box 1: Power Apps Web Studio -

Scenario: The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

PowerApps Studio is a browser application used to edit your apps. PowerApps Studio includes a drag-and-drop canvas in the center of the screen and a screen or object list pane on the left. Properties, Rules, and Advanced Properties for selected screens or controls are displayed in the right pane.

Box 2: in a tab -

You can customize the Teams experience by adding Power Apps canvas apps to your channels in Teams using the PowerApps tab.

Create and manage Power Automate

**Topic 7 - Testlet 2**

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestג€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortג€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseג€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberג€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

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<br>Fallback topic<br>Failure path |
| Redirect a quest with an unknown question to a live staff member. | Power Apps<br>Power Virtual Agents web application<br>Microsoft Teams<br>Omnichannel for Dynamics 365 Customer Service |

**Correct Answer:**

**Answer Area**

| Requirement | Component |
|---|---|
| Handle an unknown question from a guest in a conversation. | Escalate<br>Fallback topic<br>Failure path |
| Redirect a quest with an unknown question to a live staff member. | Power Apps<br>Power Virtual Agents web application<br>Microsoft Teams<br>Omnichannel for Dynamics 365 Customer Service |

Reference:

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

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestλ€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortλ€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseλ€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberλ€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

HOTSPOT -

You need to embed the FAQbot into the communication solution.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Requirement | Action |
|---|---|
| Add the new FAQ solution to the communication solution for the first time. | Import an existing app.<br>Create a new app.<br>Import a new page.<br>Import bot. |
| Configure the FAQ solution in Microsoft Teams. | Configure the FAQbot.<br>Import a chatbot.<br>Create a new chatbot. |

**Correct Answer:**

**Answer Area**

| Requirement | Action |
|---|---|
| Add the new FAQ solution to the communication solution for the first time. | Import an existing app.<br>**Create a new app.**<br>Import a new page.<br>Import bot. |
| Configure the FAQ solution in Microsoft Teams. | Configure the FAQbot.<br>**Import a chatbot.**<br>Create a new chatbot. |

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestλ€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortλ€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseλ€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberλ€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

HOTSPOT -

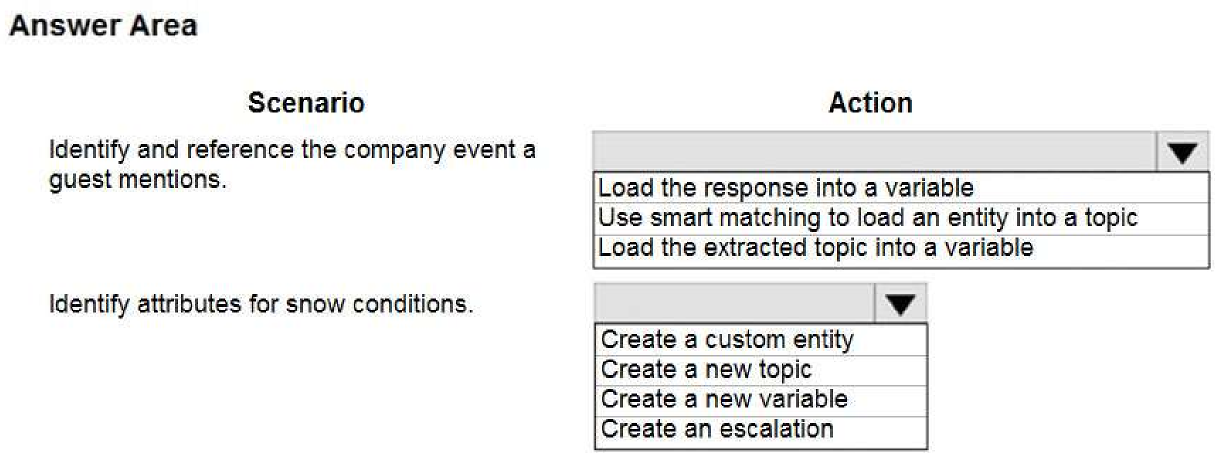
A guest asks about the start time of a specific scheduled event and wants to know what the snow conditions will be like during their stay.

You need to determine how to design the chat solution to answer those questions.

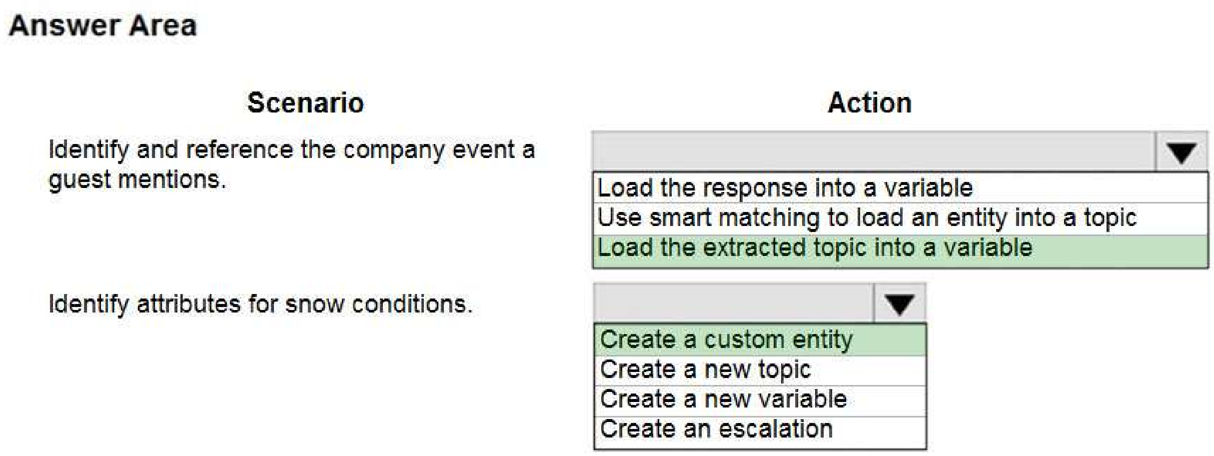
What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:




**Correct Answer:**




Box 1: Load the extracted topic into a variable

Power Virtual Agents uses entities to understand and identify a specific type of information from a user's responses. When saving the identified information to a variable, a variable type will be associated with it. The variable type is analogous with the entity.

In Power Virtual Agents, a topic defines a how a bot conversation plays out.

A topic has trigger phrases ג€" these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue ג€" and conversation nodes ג€" these are what you use to define how a bot should respond and what it should do.

Box 2: Create a custom entity -

The prebuilt entities cover commonly used information types, but on some occasions, such as when building a bot that serves a specific purpose, you'll need to teach the bot's language understanding model some domain-specific knowledge.

Reference:

https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling

Integrate Power Apps with other apps and services

Topic 8 - Testlet 3

Question #1 Topic 8

**Introductory Info**

Case Study -

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study -

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background -

Alpine Ski House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

Current environment. General -

Bookings at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guests. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resortג€™s existing FAQs.

Current environment. Communication

Communication between staff members is primarily conducted through email and SMS text messages.

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

Current environment. Event registration

Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting.

Current environment. Check-in progress

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resortג€™s records.

Current environment. Marketing -

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Current environment. Resort policies and event inquiries

A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after- meeting event.

Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQג€™s are out of date.

Requirements. General -

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

a centrally managed communication solution

a customer service solution
a resort portal
a chat solution
a check-in solution

Requirements. Communication -
Communication between team members must be centrally managed and unified in Microsoft Teams.
▪
When the company confirms an event, they must provide a list of guestג€™s names and email addresses.
You must send guests a welcome email that includes a unique registration number for authentication with the resortג€™s portal.
Guests must receive a separate email to verify proof of ownership for their registration.

Requirements. Event attendance -
Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event.
Prior to the event, guests must be able to identify any personal dietary restrictions.
Requirements. Check-in processes
Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in
Microsoft Excel.
The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.
Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
Data must be entered in each screen before users move on to the next screen.

Requirements. Marketing -
To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski Houseג€™s marketing system.
The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.
Requirements. Hotel policies and event inquiries
The portal must allow the guests to ask questions about hotel policies, event information, weather reports, and current weather conditions at the resort.

Requirements. Chat solution -
The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:
Snow reports
Weather conditions
Start time
End time
Event date
Outdoor activities

Indoor activities -
▪
Most popular
The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff memberג€™s attention, the solution must determine which staff member is best to assist the customer with the question.
The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.
Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal.
Team members must be able to access the same FAQ across multiple solutions.

Issue -
Guest1 inquires about snow conditions several times during each day of their stay.

**Question**

HOTSPOT -

You need to design and create the solution for gathering contact information from guests for marketing purposes.

What 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**

| Action | Solution |
|---|---|
| Extract business card data. | AI Builder<br>Common Data Service<br>Power Virtual Agents<br>Power Automate |
| Implement the contact gathering solution. | Create a new entity extraction component.<br>Integrate the solution with Azure Cognitive Services.<br>Use a prebuilt AI model. |

**Correct Answer:**

**Answer Area**

| Action | Solution |
|---|---|
| Extract business card data. | AI Builder<br>Common Data Service<br>Power Virtual Agents<br>Power Automate |
| Implement the contact gathering solution. | Create a new entity extraction component.<br>Integrate the solution with Azure Cognitive Services.<br>Use a prebuilt AI model. |

Reference:

https://docs.microsoft.com/en-us/ai-builder/prebuilt-overview