Exam : PL-200

Title : Microsoft Power Platform Functional Consultant

Vendor : Microsoft

Version : V13.95

NO.1 You are designing a Power Virtual Agents chatbot.
You observe that the environment you plan to use does not appear as an option in the Power Virtual Agents user interface.
You need to ensure that you can create the chatbot in the environment that you want to use.
What should you do?

A. Create an environment in a supported region.

B. Convert the environment to a sandbox environment.

C. Change the region for the environment.

Answer: A

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Topic 1, Alpine SKi House
General
Booking at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guest. The company also plans to target corporate meetings and events.
The company recently purchased a chatbot named FAQbot from AppSoure. The chatbot uses the resort's existing FAQS Communication
* Communication between staff members is primarily conducted through email and SMS text messages.
* Conversations between staff members and guest often lost.
* Conference calls are used for all group meeting
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 Check-in process
* 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 resort's records.
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.
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 FAQ's are out of date.
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

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 guest's names and email addresses.
* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
* Guests must receive a separate email to verify proof of ownership for their registration.

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.

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.

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 House'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.

Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

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 member'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 quests 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 each day of their stay.

NO.2 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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name: Elisabeth.Rice@contoso.com.
After marriage, Elisabeth changes her legal name to Elisabeth Mueller.
You need to update the sign in name for the user without losing any application history.
Solution: From Dynamics 365 Settings, select Email Configuration. In the active mailbox for the user, update the name.
Does the solution meet the goal?
A. Yes
B. No
Answer: B
Explanation:
Change the user name, not the email configuration.
Change a user's email address
You must be a global admin to complete these steps.
In the admin center, go to the Users > Active users page.
Select the user's name, and then on the Account tab select Manage username.
In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.
Select Save changes.
Reference:
https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address

NO.3 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 parameter to the Reload formula.

C. Use the ForAall( ) 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 the collection when the user selects the button.

Answer: D
Reference:
https://debajmecrm.com/quick-tip-resetting-controls-inside-gallery-in-canvas-app/

NO.4 A company deploys several model-driven apps. The company uses shared devices in their warehouse. The devices are always powered on. Users log on to the devices and then launch the apps to perform actions.
Unauthorized users recently uploaded several files after another user failed to log out of a device.
The company needs to prevent these incidents from occurring in the future.
You need to configure the solution to prevent the reported security incidents.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Action
Prevent unauthorized access to devices.	Set an inactivity limit in the user's group policy. Set a timeout in the Power Platform admin center. Configure access controls in Azure Active Directory. Configure a Power Automate flow to poll for user inactivity on the devices.
Prevent users from uploading a specific type of file.	Enter the restricted file types in the SharePoint admin center. Enter the allowed file types in the Power Platform admin center. Enter the restricted file types in the Power Platform admin center.

Answer:

Requirement	Action
Prevent unauthorized access to devices.	Set an inactivity limit in the user's group policy. **Set a timeout in the Power Platform admin center.** Configure access controls in Azure Active Directory. Configure a Power Automate flow to poll for user inactivity on the devices.
Prevent users from uploading a specific type of file.	**Enter the restricted file types in the SharePoint admin center.** Enter the allowed file types in the Power Platform admin center. Enter the restricted file types in the Power Platform admin center.

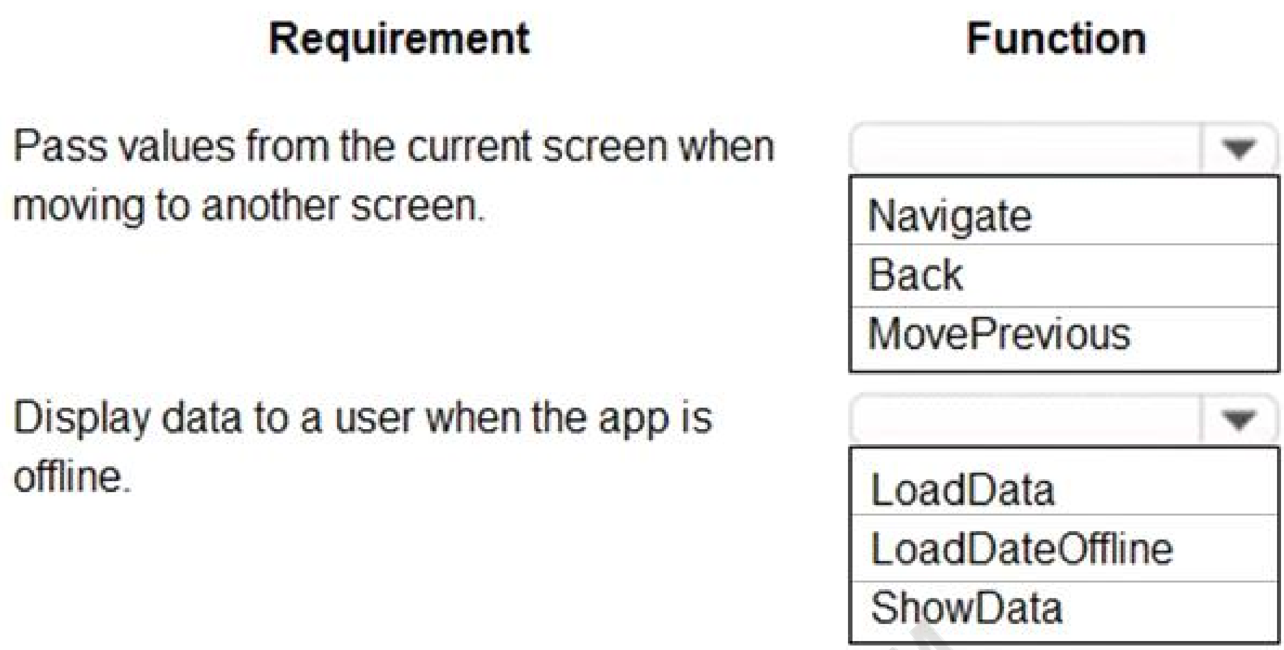
Reference:

https://docs.microsoft.com/en-us/power-platform/admin/user-session-management
https://docs.microsoft.com/en-us/onedrive/block-file-types

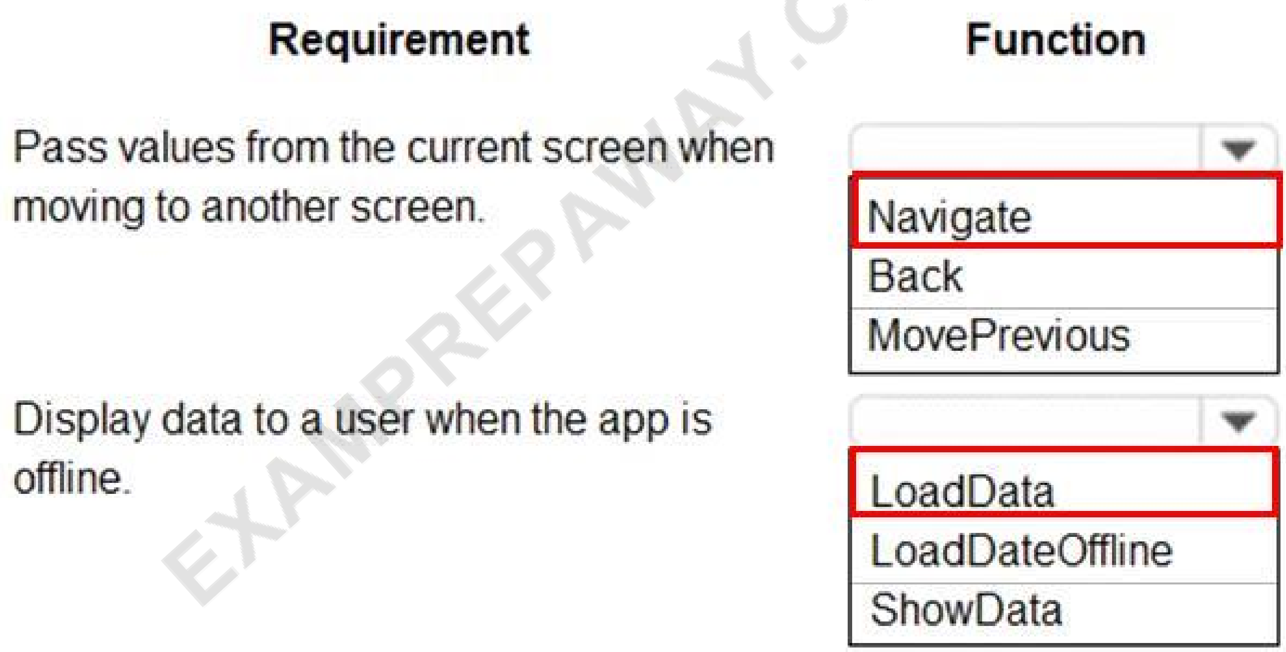
NO.5 You must create a new entity to support a new feature for an app. Entity data will be transactional and will be associated with business units.
You need to configure entity ownership.
Which entity ownership type should you use?
A. user or team owned
B. organization-owned
C. none
D. business-owned
Answer: A

NO.6 On a Contact record, a user creates a Note record that contains the word running.
One week later, the user reports that they cannot find the Contact record associated with the Note record.
You need to find the Note record.
Solution: Use Categorized Search to search for the word run.
Does the solution meet the goal?
A. Yes
B. No
Answer: B
Explanation:
Instead use Relevance Search.
Note: Relevance Search finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed." Reference:
https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search

NO.7 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.



Answer:



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

NO.8 You are designing a Power Virtual Agents chatbot for a store.
You need to teach the chatbot to acknowledge the store's product categories and the variations within specific categories.
You need to create custom entities to provide the chatbot with the knowledge of the product categories.
Which features should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic variations.	Slot filling Synonyms Smart matching Topics Fuzzy matching
Make the bot smarter by expanding the matching logic.	Slot filling Synonyms Topics
Extract a category selected by a user during a conversation into a variable for later use.	Slot filling Synonyms Smart matching Topics

Answer:

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic variations.	Slot filling Synonyms Smart matching Topics Fuzzy matching
Make the bot smarter by expanding the matching logic.	Slot filling Synonyms Topics
Extract a category selected by a user during a conversation into a variable for later use.	Slot filling Synonyms Smart matching Topics

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

NO.9 A user has access to an existing Common Data Service database.
You need to ensure that the user can create canvas apps that consume data from Common Data Service. You must not grant permissions that are not required.
Which out-of-the-box security role should you assign to the user?

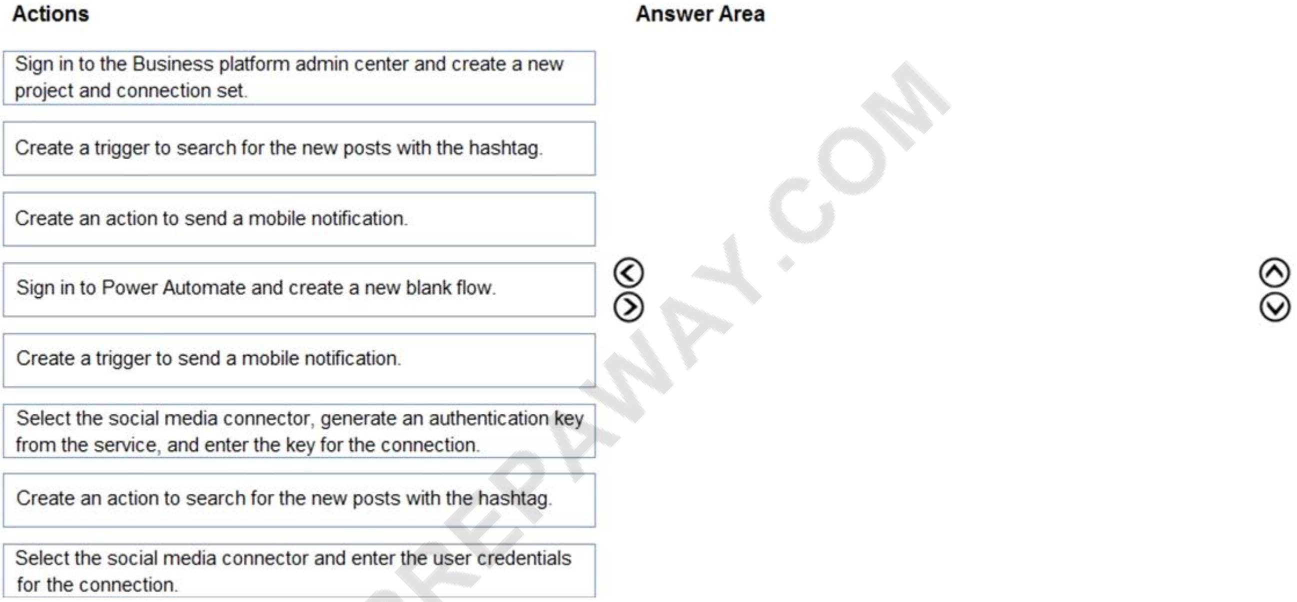
A. Environment Admin
B. System Customizer
C. Common Data Service User
D. Environment Maker

Answer: D

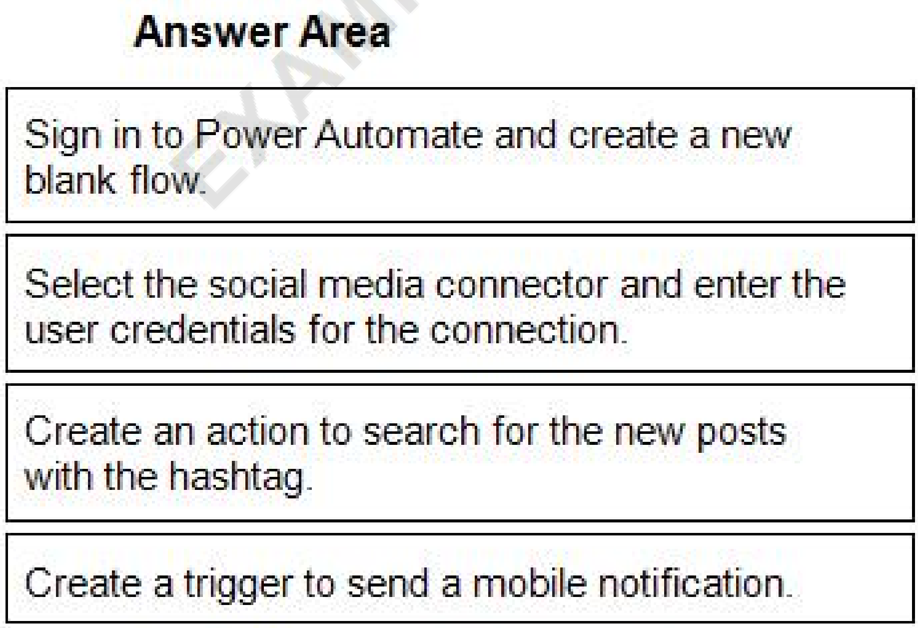
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/database-security#predefined-security-roles
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/data-platform-create-app

NO.10 You are a Dynamics 365 for Customer Service developer.
You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The

notification will send email to the company's social media teams distribution list.
You need to create a connection to the Twitter service and build a solution.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



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

NO.11 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.

Requirement	Method
Test the chatbot with unlicensed internal users	Use the demo website Share the chatbot to each user individually 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 Share the chatbot to a security group containing all users 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 Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

Answer:

Requirement	Method
Test the chatbot with unlicensed internal users	Use the demo website Share the chatbot to each user individually 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 Share the chatbot to a security group containing all users 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 Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

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

NO.12 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. Parental
C. Restrict
D. Referential, Restrict Delete
Answer: B

NO.13 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.

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.	○	○

Answer:

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.	○	○

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

NO.14 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 Outlook integration
Does the solution meet the goal?
A. Yes
B. No
Answer: B
Explanation:
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

NO.15 You create workflows to automate business processes.
You need to create a workflow that automatically sends emails based on a mail merge template. The workflow must contain the following configurations:

Run immediately.
Validate when a condition is met.
Perform an action when a condition is met.
To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.

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

Answer:

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

NO.16 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 Virtual Studio
B. Templates area
C. Microsoft Excel template
D. Entities component of a solution
Answer: D

NO.17 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.

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

Answer:

Form types

- quick create
- main
- quick view
- card

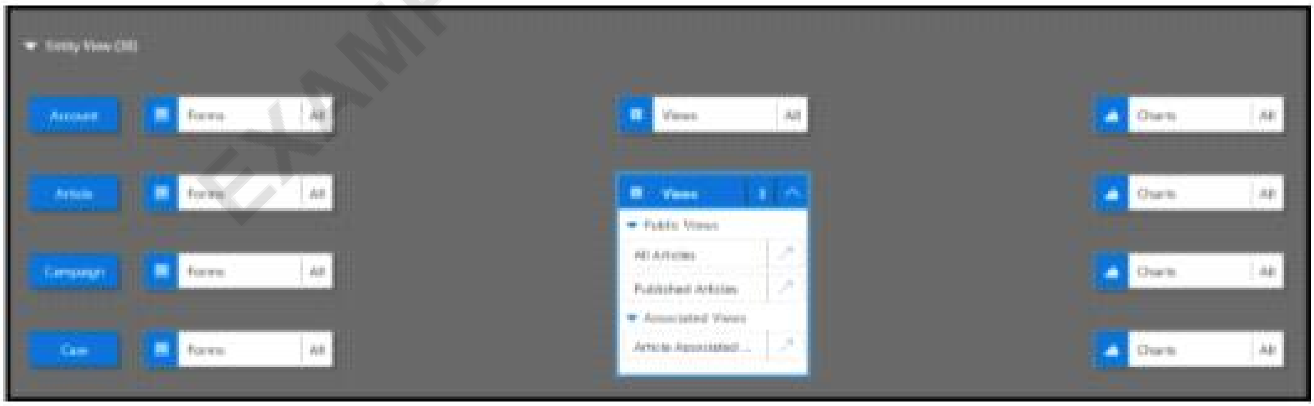
Answer Area

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

NO.18 You manage Dynamics 365 for a company.
You must prevent users from launching and using Power Automate.
You need to hide the Flows button on the user interface.
Which configuration setting should you change?
A. the Customizations section of System Settings
B. the Site Map
C. the Buttons tab of Flow
D. the Entity component of the default solution
Answer: A
Reference:
https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/

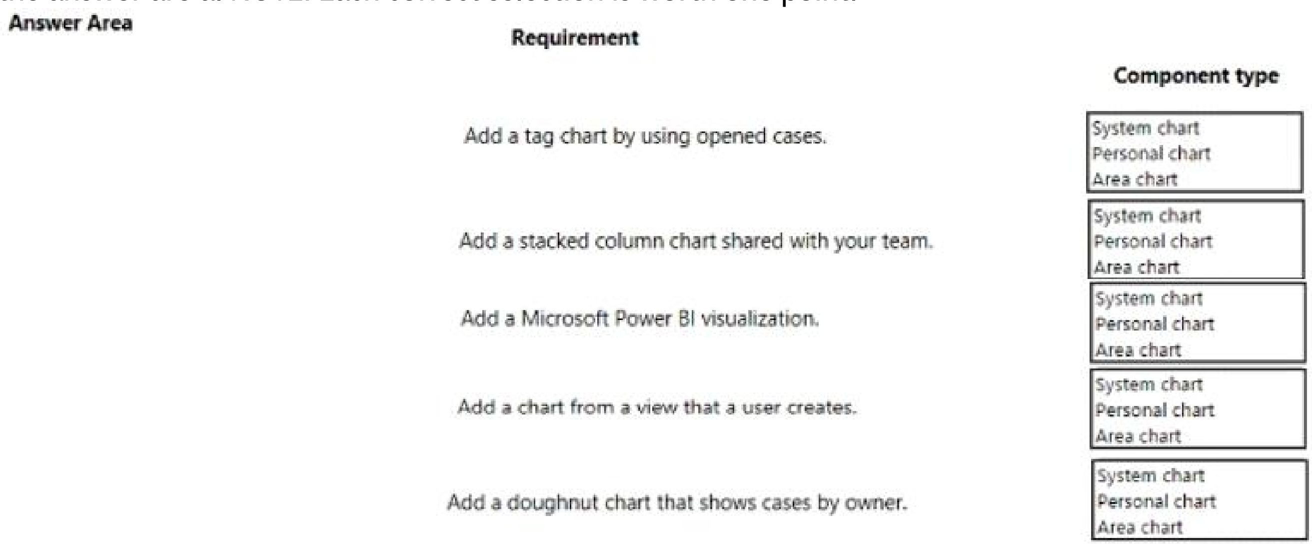
NO.19 Your organization does not permit the use of custom code for solutions.
You need to create a view that can be viewed by all users in an organization.
Where should you create the view?
A. List view of the entity
B. Microsoft Visual Studio
C. Templates area
D. Maker portal
Answer: A
Explanation:
Edit a public or system view in app designer
You can change the way a public or system view is displayed by adding, configuring, or removing columns.



Next to the view you want to edit, select Open the View Designer Open view Designer.
The view opens in the view designer.
When you edit a public or system view, you must save and publish your changes before they will be visible in the application.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views-app-designer

NO.20 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
Answer: A

NO.21 You ate a Dynamics 365 help desk administrator
You need to create a dashboard that displays information on help desk cases that ate handled each week. Which dashboard components should you use? To answer, select the appropriate options in the answer are a. NOTE: Each correct selection is worth one point.



Answer:

Answer Area

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

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/add-edit-power-bi-visualizations-dashboard

NO.22 A customer has a support website that includes FAQ pages, knowledge articles, and support content.
You plan to leverage an existing Power Virtual Agents bot to enhance and streamline existing support functionality for the existing support portal.
You need to create topics from existing website content. The process must minimize human errors during topic creation.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

- Hover over the topic and select the Automate icon.
- Capture suggested topics.
- Add selected topics to the chatbot.
- Enable the topics.
- Identify the pre-filled trigger phases.

Answer area

Answer:

Answer Area

- Select Suggest topics on the Topics page to extract content from FAQ/support pages or online files.
- Add the suggested topics to your bot.
- Enable the topics.

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

.
2 - Add the suggested topics to your bot.
3 - Enable the topics.
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-create-topics-from-web

NO.23 You need to design the resort portal'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.

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

Answer:

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

NO.24 A customer tracks events by using a custom entity.
The custom entity includes a custom field for the venue of the events. The customer must be able to display the events by venue in a calendar.
You need to ensure that all events display by venue in the calendar.
To which component should you add a control?
A. Form
B. view
C. Field
D. Chart
Answer: B
Explanation:
If you use unified interface, you can display any record in a calendar view via the calendar control.

Go to Settings->Customization->Customize the System
Open the configuration for the entity that you want to use the calendar control (Opportunities in our example) Click the View tab Click "Add Control" and select the calendar control.
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/

NO.25 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.

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

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.

NO.26 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.
What should you do?
A. Share the chart with the team.
B. Assign the chart to each person on the team.
C. Export the user chart to Power BI. Import the chart as a Power BE visualization.

D. Export the user chart for import as a user chart.
Answer: A

NO.27 You plan to implement Microsoft Dataverse.
You must track changes for two columns in the Account table. You must maintain a historical log of changes for the two columns and track only what is necessary. You configure the appropriate organization settings.
You need to configure the system to track changes for the two columns.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Enable auditing for the Account table.

B. Enable auditing for the two specific columns.

C. Enable change tracking for the Account table.

D. Enable change tracking for the two specific columns.

Answer: A,B
Explanation:
By setting the IsAuditEnabled property of a table's definition and the IsAuditEnabled property of each desired column's definition to true, data changes to records of those tables can be logged by the platform.
Note: There are three levels where auditing can be configured: organization, table, and column. The organization level is the highest level, followed by the table level, and finally the column level. For column auditing to take place, auditing must be enabled at the column, table, and organization levels. For table auditing to take place, auditing must be enabled at the table and organization levels.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entities-attributes-auditing

NO.28 You create a canvas app for a sales team. The app has an embedded Power BI tile that shows year-to-date sales. Sales users do not have access to the data source that the tile uses.
Sales team users must be able to see data in the Power BI tile. You must minimize the level of permissions that you grant and minimize administrative overhead.
You need to share another Power BI component to make the data visible.
What should you share?

A. The Power BI dataset the tile uses as a data source.

B. The Power BI workspace that includes the tile.

C. The Power BI dashboard that includes the tile.

Answer: C
Explanation:
Once shared, the PowerApps app will be accessible by all users who have permissions to access the app. However, in order to make the Power BI content visible to those users, the dashboard where the tile comes from needs to be shared with the user on Power BI. This ensures that Power BI sharing permissions are respected when Power BI content is accessed in an app.
Reference:
https://powerapps.microsoft.com/en-us/blog/power-bi-tile-in-powerapps/

NO.29 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.

Requirement	Component
Display system posts	Timeline Organization insights IFrame Relationship Insights
Display activities	Lists Social Insights Organization Insights Relationship Insights

Answer:

Requirement	Component
Display system posts	**Timeline** Organization insights IFrame Relationship Insights
Display activities	**Lists** Social Insights Organization Insights Relationship Insights

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

NO.30 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
Answer: A

NO.31 You have a business process flow (BPF) that interacts with the Account entity.
You configure a new version for the BPF and add a new stage at the beginning.
You need to identify the impact of the new version on the existing account records.
What is the outcome in each scenario? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Scenario	Action
What happens to existing accounts?	Existing accounts show the old BPF. Existing accounts show the new BPF. Existing accounts only show the new stage.
What happens to new accounts?	No BPF is linked to a new account. The new BPF shows only the new stage for a new account. The new BPF is showing in a new account.

Answer:

Scenario	Action
What happens to existing accounts?	Existing accounts show the old BPF. **Existing accounts show the new BPF.** Existing accounts only show the new stage.
What happens to new accounts?	**No BPF is linked to a new account.** The new BPF shows only the new stage for a new account. The new BPF is showing in a new account.

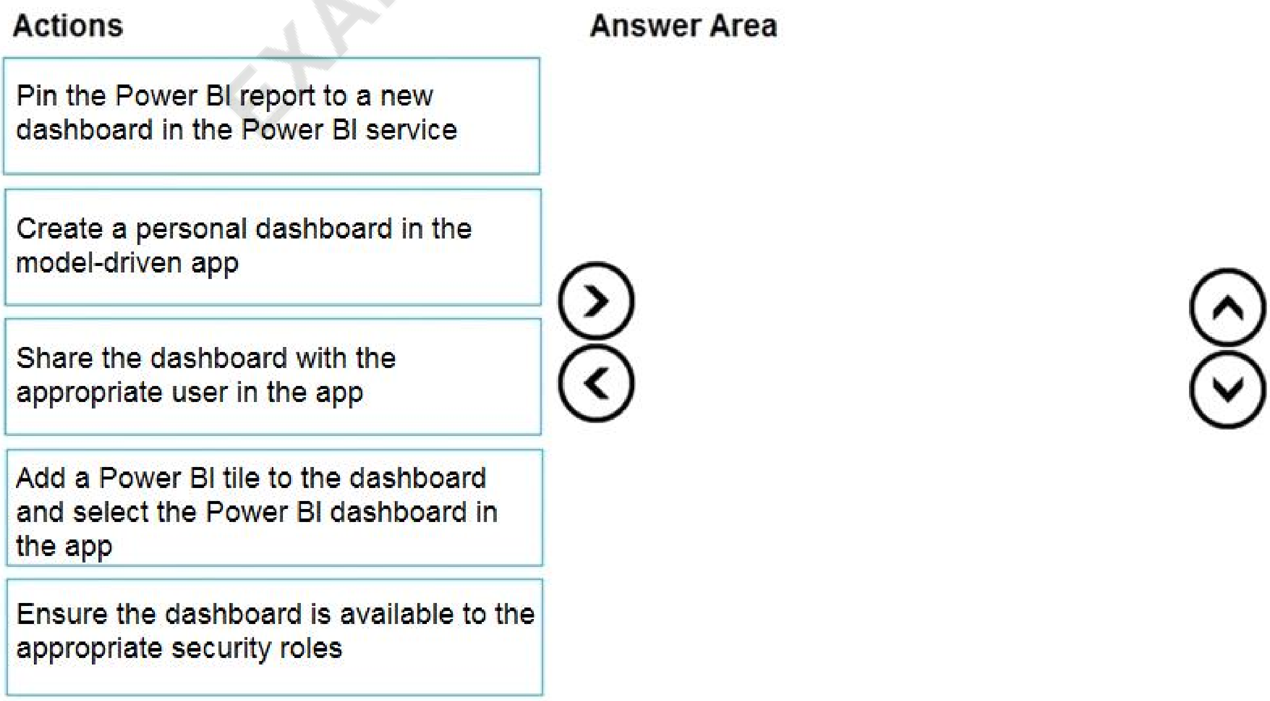
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview

NO.32 You plan to create user interface (UI) flows to automate several web-based business processes that you currently perform manually. You need to ensure that users can create and run web UI flows.
Which three components must you install and configure on user's devices? Each correct answer presents part of the solution. NOTE Each correct selection is worth one point.

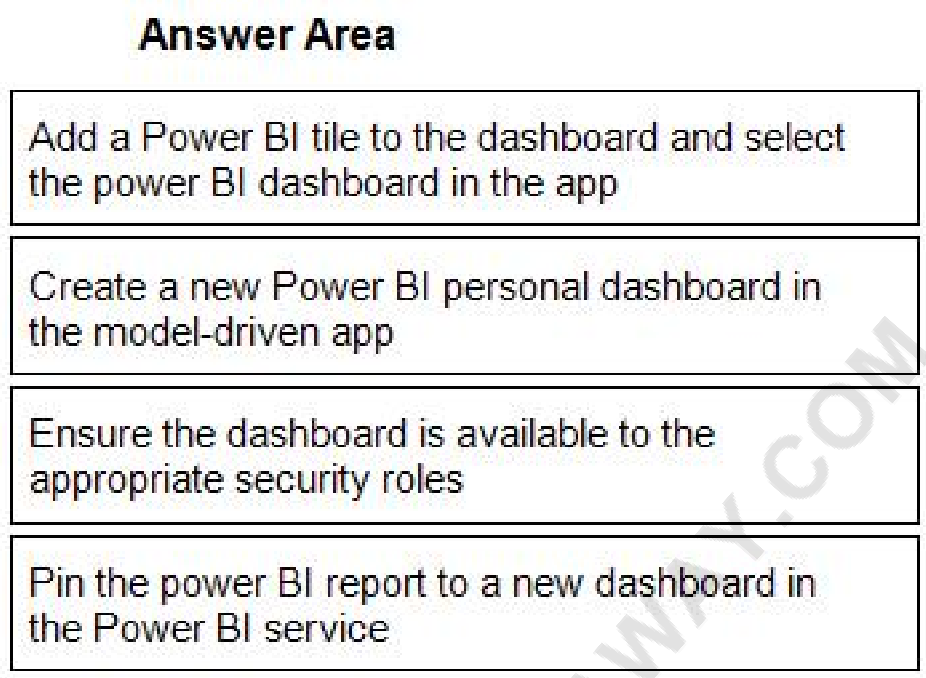
A. UI Flows application
B. Selenium IDE
C. Latest version of Microsoft Edge
D. On-premises data gateway
E. Latest version of Mozilla Firefox
Answer: A,B,C
Reference:
https://docs.microsoft.com/en-us/power-automate/ui-flows/setup

NO.33 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 a security role.
B. Set privileges.
C. Add salespeople to an Office 365 security group.
D. Set app security
Answer: C
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/control-user-access

NO.34 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 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.



Answer:



1 - Add a Power BI tile to the dashboard and select the power BI dashboard in the app
2 - Create a new Power BI personal dashboard in the model-driven app
3 - Ensure the dashboard is available to the appropriate security roles
4 - Pin the power BI report to a new dashboard in the Power BI service

NO.35 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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name: Elisabeth.Rice@contoso.com.
After marriage, Elisabeth changes her legal name to Elisabeth Mueller.
You need to update the sign in name for the user without losing any application history.
Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the username.
Does the solution meet the goal?
A. Yes
B. No
Answer: B

NO.36 You ate a Dynamics 365 Customer Engagement administrator. 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.

How should you configure the workflow? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

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

Answer:

Answer Area

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

NO.37 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 this meet the goal?
A. Yes
B. No
Answer: B
Explanation:
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

NO.38 You are a Dynamics 365 Customer Engagement 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.

Guide the user with actions to take.

- Configure views and charts.
- Configure business process flows.
- Configure workflows.

Ensure user interaction in manageable steps.

- Configure the timeline on the form.
- Configure each stage with the actions that need to be completed.
- Configure Insights.

Answer:

Guide the user with actions to take.

- Configure views and charts.
- Configure business process flows.
- Configure workflows.

Ensure user interaction in manageable steps.

- Configure the timeline on the form.
- Configure each stage with the actions that need to be completed.
- Configure Insights.

NO.39 A company uses Microsoft Teams. You plan to create a Power Apps app for Microsoft Teams.
You need to determine the environment that will used by the app.
Which environment will the app use?
A. An existing Dataverse environment that you select.
B. An existing Dataverse for Teams environment that you select.
C. A Dataverse environment that is automatically created for the team.
D. A Dataverse for Teams environment that is automatically created for the team.
Answer: D
Explanation:
The Dataverse for Teams environment is automatically created for the selected team when you create an app or bot in Microsoft Teams for the first time or install a Power Apps app from the app catalog for the first time. The Dataverse for Teams environment is used to store, manage, and share team-specific data, apps, and flows. Each team can have one environment, and all data, apps, bots, and flows created with the Power Apps app inside a team are available from that team's Dataverse for Teams database.

Reference:
https://docs.microsoft.com/en-us/power-platform/admin/about-teams-environment

NO.40 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. Activate the action.

B. Select Run as an on-demand process

C. Add at least one step to the action.

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

Answer: C,D

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

NO.41 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 are a. NOTE Each correct selection is worth one point.

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

Answer:

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

NO.42 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. Security Roles

B. Manage Roles

C. Dynamics administration center

D. Dynamics 365 home

Answer: B

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles Explanation:
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

NO.43 You need to design the resort portal to meet the business requirements. Which data source should you use?

A. Microsoft Excel

B. Azure SQL Database

C. SQL Server

D. Common Data Service

Answer: A

NO.44 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.

Action	Location
Activate user auditing.	System Settings Personal Settings Customize the System Microsoft 365 Compliance
View the user audit logs.	Advanced Find Individual record User Summary report Microsoft 365 Compliance

Answer:

Action	Location
Activate user auditing.	System Settings Personal Settings Customize the System Microsoft 365 Compliance
View the user audit logs.	Advanced Find Individual record User Summary report Microsoft 365 Compliance

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

NO.45 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

Answer: B,C,D
Explanation:
Step 1 (B): Here's how we embed PowerApps into a Power BI report:
Download and login to the Power BI desktop application
Click on (...) and select "Import from the marketplace."
Step 2: Open Power BI desktop and use "Get data" 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

NO.46 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 in Data Management.

B. Add a template for Import Data.

C. Use Import Field Translations.

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

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

NO.47 You are designing a Power Virtual Agents chatbot.
The chatbot must be able to maintain customer information if the conversation topic changes during a dialog.
You need to configure variables to store customer name and email address.
Which type of variable should you create?

A. session

B. topic

C. bot

D. slot

Answer: C

Explanation:
By default, a variable's value can only be used in the topic where this variable gets created. However, you might want the bot to use the same value across topics. This means the bot can remember the necessary context when a conversation spans multiple topics. In some systems, these types of variables are known as global variables. In Power Virtual Agents, these variables are called bot variables, because they apply across the entire bot.
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables-bot

NO.48 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 an action that selects the next screen that the user sees.
Which event should you handle?

A. OnLoad

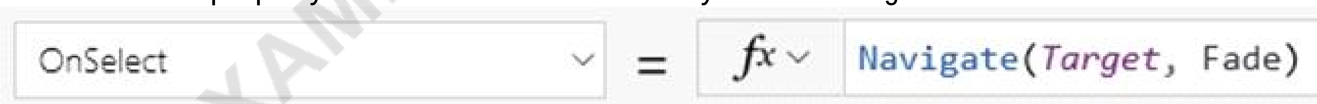
B. OnCheck

C. ScreenTransition

D. OnSelect

Answer: D

Explanation:
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

NO.49 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. Deactivate BPFA.

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

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

Answer: A,B

NO.50 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. Publish the Power BI report from Power BI Desktop.
B. Manually refresh the data source on the published Power BI report.
C. Publish the Power BI report from Power BI Desktop and reshare to any users.
D. Publish the canvas app.
Answer: B
Explanation:
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

NO.51 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.

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.	○	○

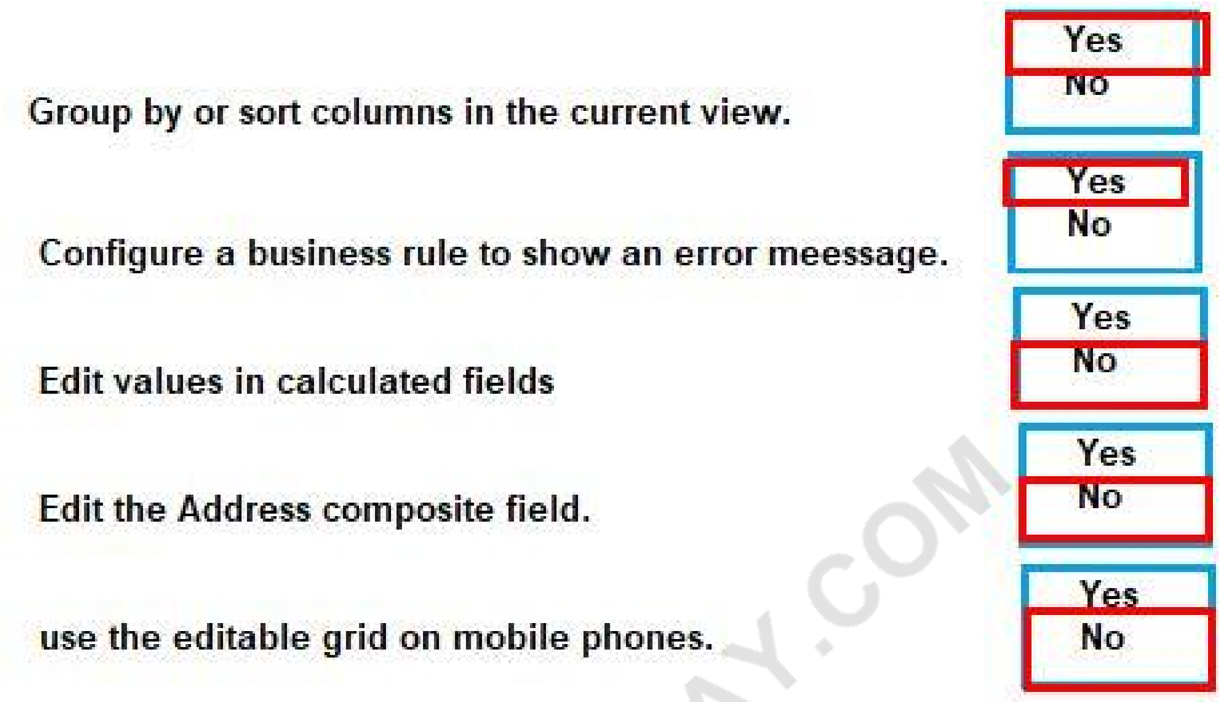
Answer:

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.	○	○

NO.52 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.

Group by or sort columns in the current view.	Yes No
Configure a business rule to show an error meessage.	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:



NO.53 You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.
You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.
You need to configure the relationship behavior type.
What should you use?
A. Parental
B. Referential, Restrict Delete
C. Referential
D. Restrict
Answer: A
Explanation:
A parental table relationship is any 1:N table relationship where one of the cascading options in the Parental column of the following table is true.

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

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

NO.54 You need to design the chat solution to answer the inquiry from Guest1.
Which three components can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

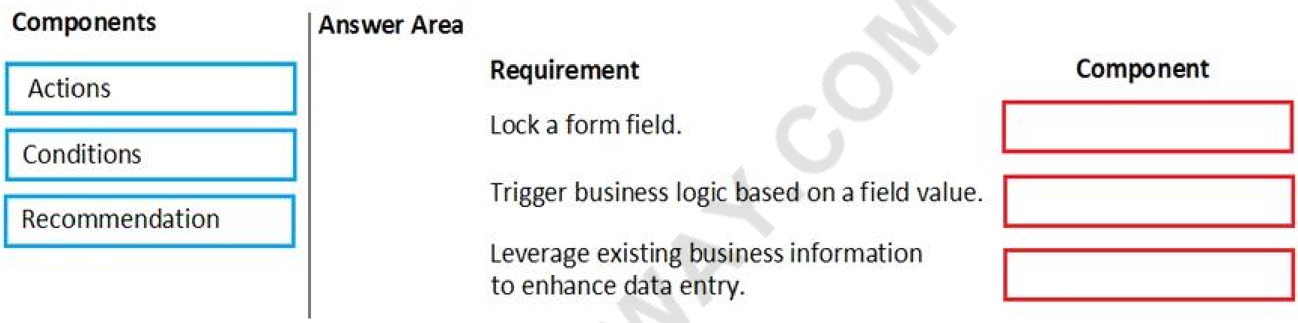
A. Variables
B. Escalations
C. Smart match
D. Synonyms
E. Topics

Answer: A,C,D

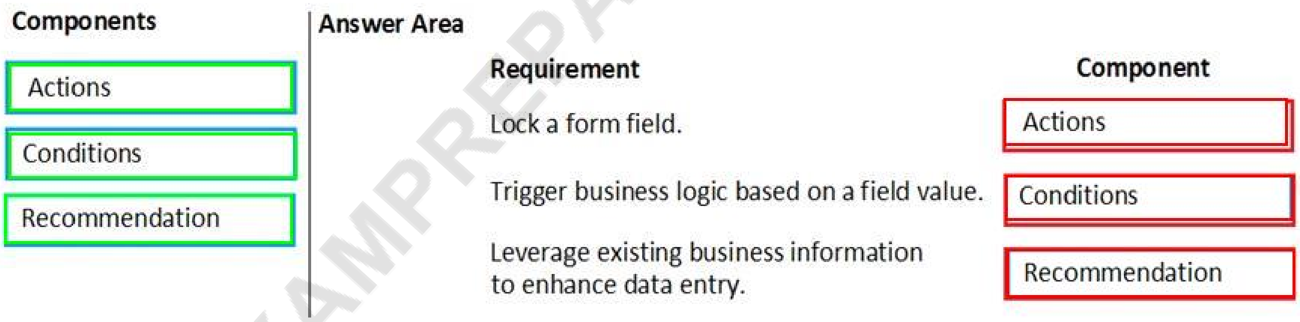
Explanation:
Scenario: Guest1 inquires about snow conditions several times during each day of their stay.
Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.
Synonyms allows you to manually expand the matching logic by adding synonyms. Smart match and synonyms seamlessly work together to make your bot even smarter.
Reference:

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

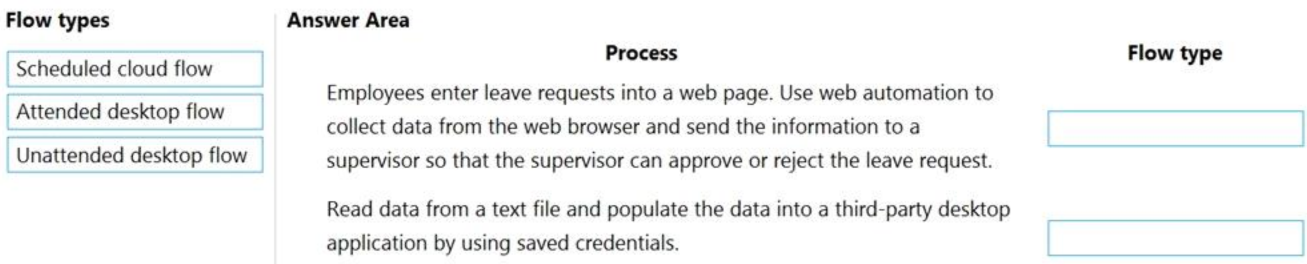
NO.55 You are a Dynamics 365 for Customer Service administrator.
You must create a form for team members to use. The form must provide the ability to:
Lock a field on a form.
Trigger business logic based on a field value.
Use existing business information to enhance data entry.
You need to implement 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.



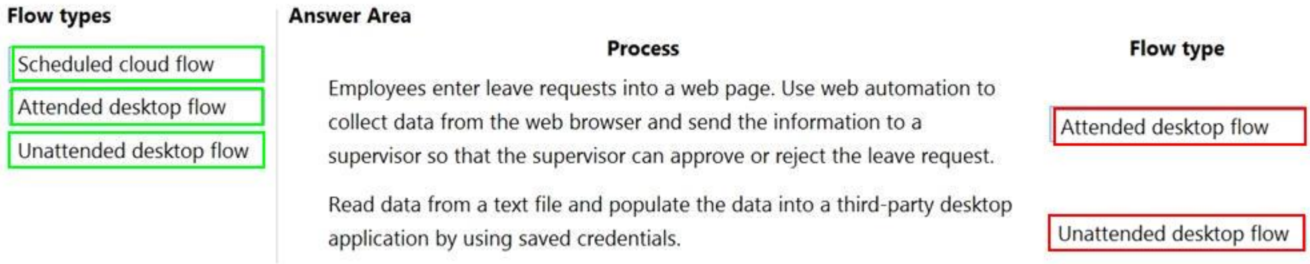
Answer:



NO.56 You are examining several processes to determine if you can automate the processes by using Power Automate.
The processes must run without human intervention when possible.
You need to determine which flow type should be used for each process.
Which flow type should you use? To answer, drag the appropriate processes to the correct flow types. Each process may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.



Answer:



References:
https://docs.microsoft.com/en-us/learn/modules/pad-web/1-introduction
https://docs.microsoft.com/en-us/power-automate/desktop-flows/run-pad-flow

NO.57 You need to create the FAQ solution content
What should you do first?
A. AI Builder
B. Suggest topics
C. Automate
D. Trigger phrases
Answer: B
Explanation:
You need to make sure there are three main steps need to do while doing import FAQ and add the topic to your bot application.
Import Suggested Topics from FAQ webpage.
Add a topic.
Enable the topics
Reference:
https://social.technet.microsoft.com/wiki/contents/articles/53820.power-virtual-agents-faq-chatbot.aspx

NO.58 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.

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

Answer:

Features

- Topics
- Entities
- Variables
- Flows

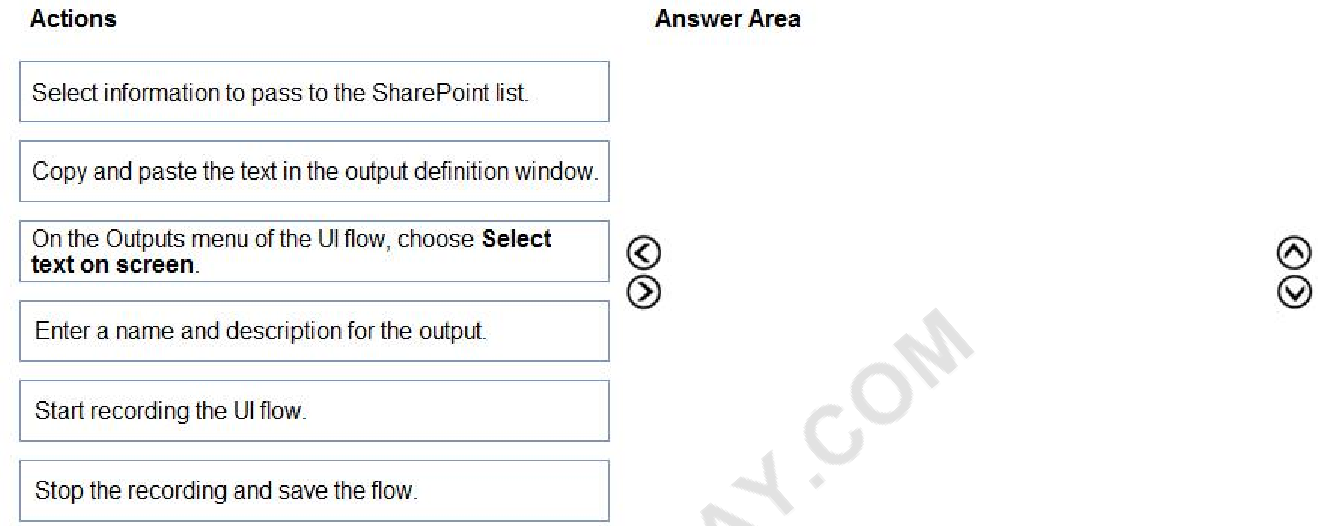
Answer Area

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

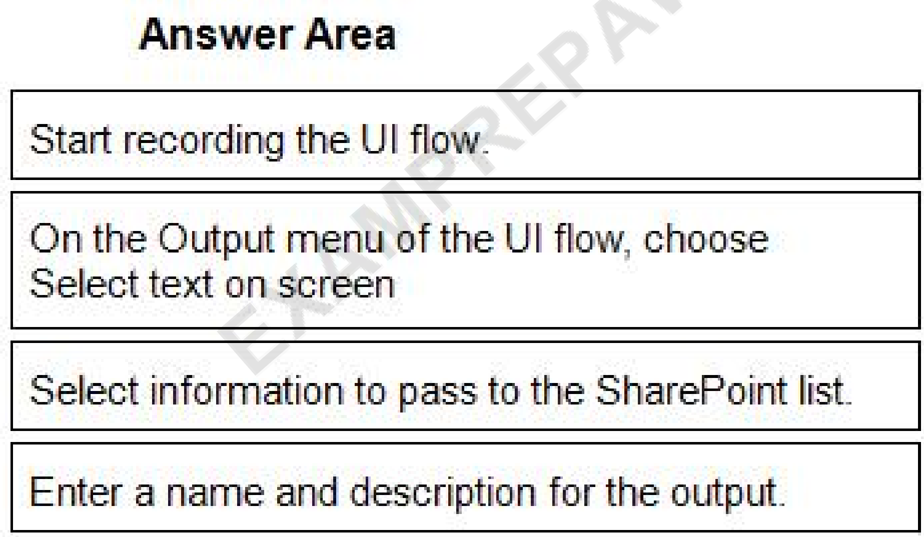
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling
https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-flow
https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables

NO.59 On a Contact record, a user creates a Note record that contains the word running.
One week later, the user reports that they cannot find the Contact record associated with the Note record.
You need to find the Note record.
Solution: Use Quick Find search on the Notes list to search for the word run.
Does the solution meet the goal?
A. Yes
B. No
Answer: B
Explanation:
Instead use Relevance Search.
Note: Relevance Search finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed." Reference:
https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search

NO.60 You are designing a desktop user interface (UI) flow.
The UI flow automates legacy software.
You need to prepare data for transfer to a 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.



Answer:



1 - Start recording the UI flow.
2 - On the Output menu of the UI flow, choose Select text on screen
3 - Select information to pass to the SharePoint list.
4 - 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

NO.61 You are implementing a model-driven app to support a new line of business.
There are several places where automated business logic must be applied.
You need to determine how to apply the business logic.
Which method should you use? To answer, drag the appropriate methods to the appropriate

business logic statements. Each method may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Methods

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

Answer Area

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

Answer:

Methods

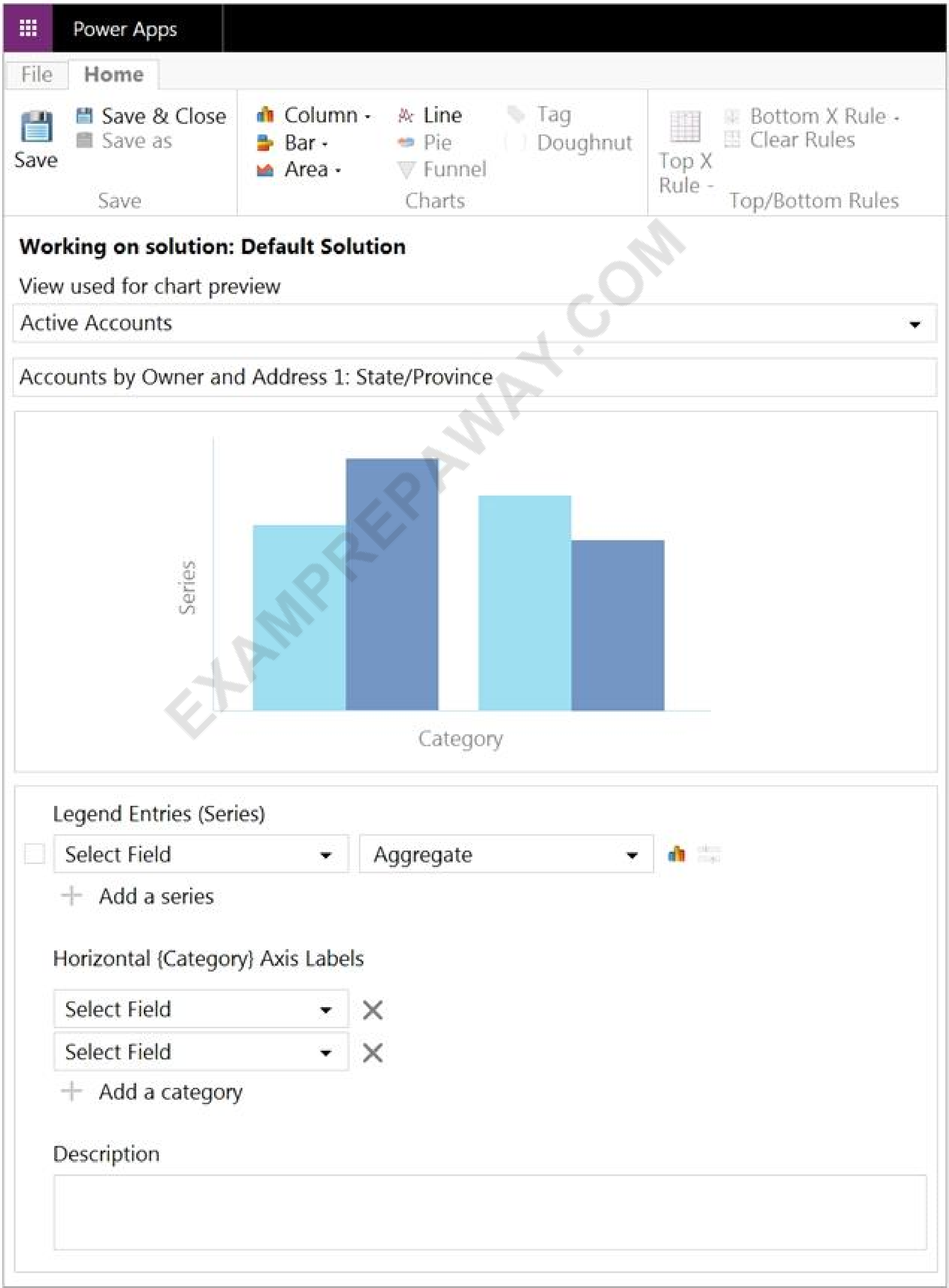
- Business rule
- Real-time workflow
- Power Automate instant flow

Answer Area

Business logic	Method
Make a field read only until a predetermined value is exceeded.	Business rule
Automatically send an email when a record's status is changed to deactivated.	Real-time workflow
Use the previous value of a field when the value is automatically updated as part of the	Power Automate instant flow

Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-business-rules-recommendations-apply-logic-form
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/configure-workflow-steps
https://carldesouza.com/difference-between-instant-automated-and-scheduled-flows-in-power-automate-and-how-to-change-the-type/

NO.62 You need to create a system chart for the Account entity.
The chart must display a count of accounts grouped by owner and then display the accounts by Address 1: State/Province for each owner. You begin to configure chart options as shown in the image below.

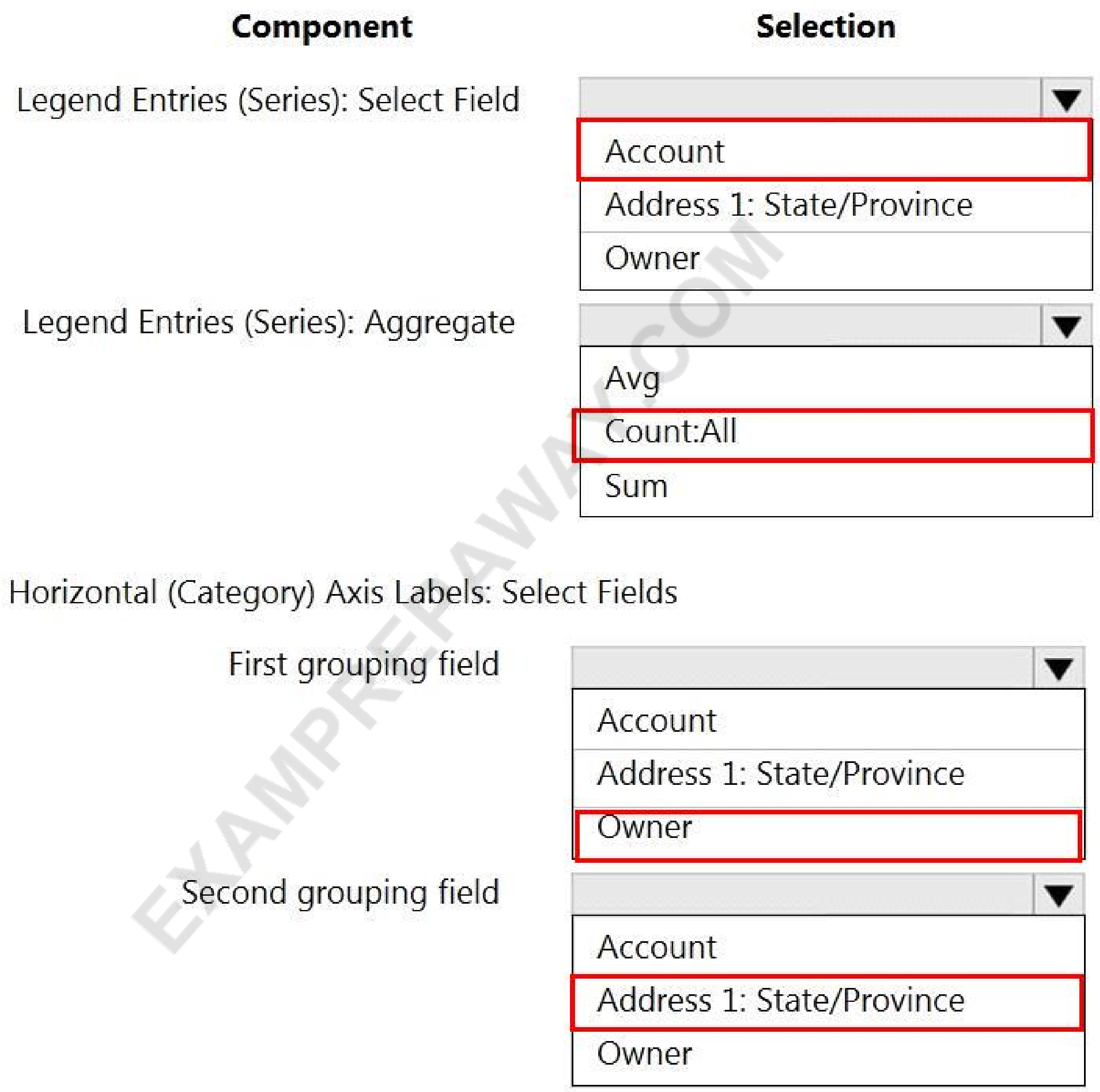


How should you complete the configuration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point. The chart must display a count of accounts grouped by owner, and then display the accounts by Address 1 to State/Province for each owner.

Component	Selection
Legend Entries (Series): Select Field	Account Address 1: State/Province Owner
Legend Entries (Series): Aggregate	Avg Count:All Sum
Horizontal (Category) Axis Labels: Select Fields	
First grouping field	Account Address 1: State/Province Owner
Second grouping field	Account Address 1: State/Province Owner

Answer:



NO.63 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.

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

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

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

NO.64 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.

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

Answer:

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

NO.65 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.

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

Answer:

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

- Visual Studio
- Power Apps Web Studio
- AI Builder
- Common Data Service

Where must the check-in solution be available within the communication solution?

- chat section of the solution
- Microsoft 365 Apps selection grid
- in an embedded webpage
- in a tab

NO.66 You manage the Dynamics 365 environment for a company.
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.

Duplicate detection rule criteria	Value
Base record type	Lead Account Opportunity
Base record field	Topic Account Originating Lead

Answer:

Duplicate detection rule criteria	Value
Base record type	Lead Account Opportunity
Base record field	Topic Account Originating Lead

NO.67 You have a model-driven app. You create five Microsoft Excel templates for analyzing customer data.
Four of the templates must be available to all users. The remaining template must be available only to you. You configure the appropriate security roles for users.

You need to determine how to upload the Excel templates.
Which method should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Availability	Method
Available to everyone	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.
Available only to yourself	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.

Answer:

Availability	Method
Available to everyone	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.
Available only to yourself	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.

Reference:
https://docs.microsoft.com/en-us/power-platform/admin/analyze-your-data-with-excel-templates

NO.68 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
Answer: D
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/publication-connect-bot-to-web-channels

NO.69 You use Power BI Desktop to configure Power BI reports and dashboards.

You need to create a canvas app that displays account information and include the app in a Power BI report.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE Each correct selection is worth one point.

A. Publish the report to the Power BI service.

B. Connect to Common Data Service from Power BI Desktop.

C. Connect Common Data Service from Power BI Desktop. Selected required fields from the Accounts table.

D. From the Power Apps Insert menu, add a Power BI

E. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data.

Answer: C,D,E

NO.70 A company uses three apps to complete several business processes.
You need to identify solutions to help the company perform regression testing when the apps are updated.
Which two tools should you use? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Power Automate automated flow

B. Windows recorder (V1)

C. Power Automate desktop flow

D. Windows Steps Recorder

Answer: B,D

NO.71 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.

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

Answer:

Answer Area

Train the prediction AI model by using Common Data Service data

publish the AI model

Use the model with power Apps

1 - Train the prediction AI model by using Common Data Service data
2 - publish the AI model
3 - Use the model with power Apps
Reference:
https://docs.microsoft.com/en-us/ai-builder/prediction-train-model

NO.72 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.

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:

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

NO.73 You need to design the guest check-in solution.
Which technologies should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Technology
Develop the base check-in solution.	Xamarin app / Power Apps portal / Model-driven app / Canvas app
Access the check-in solution on the check-in devices.	Traditional desktop application / Web browser / Power Apps mobile app / Dynamics 365 for phones and tablets

Answer:

Answer Area

Requirement	Technology
Develop the base check-in solution.	Xamarin app / Power Apps portal / Model-driven app / Canvas app
Access the check-in solution on the check-in devices.	Traditional desktop application / Web browser / Power Apps mobile app / Dynamics 365 for phones and tablets

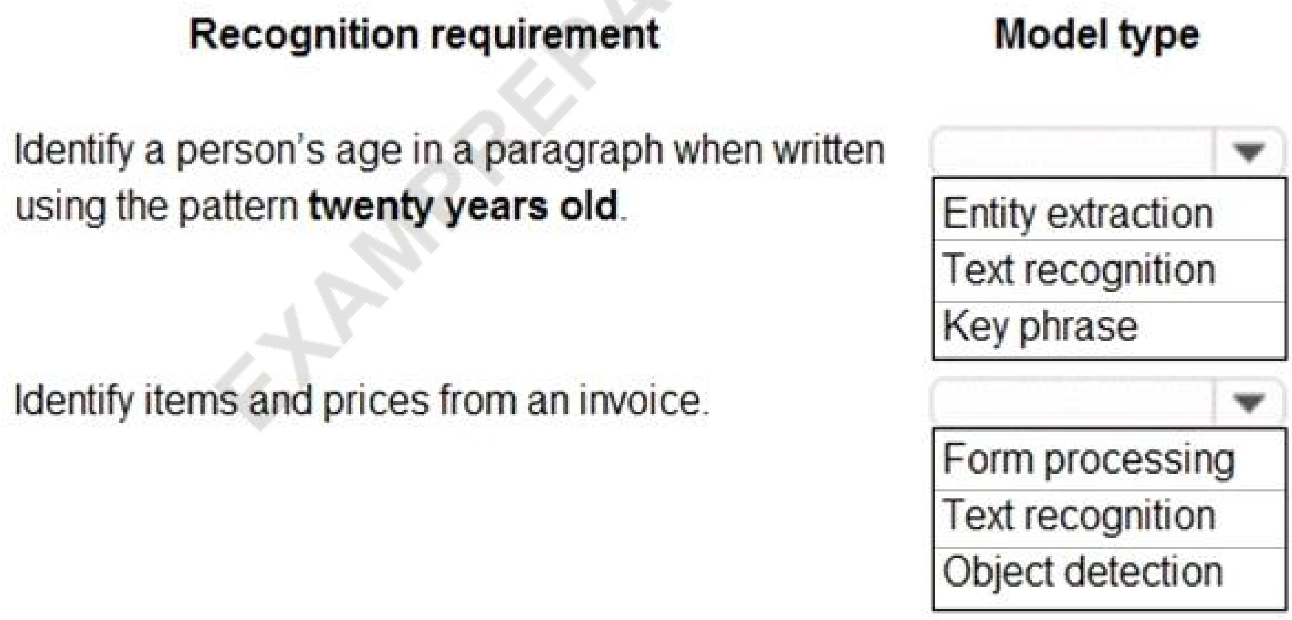
NO.74 You manage the Dynamics 365 Customer Service environment for an organization.

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.
NOTE: Each correct selection is worth one point.

A. Microsoft OneDrive for Business
B. Microsoft Yammer
C. Microsoft OneNote
D. Microsoft Skype for Business
E. Microsoft Exchange Online

Answer: B,D,E
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services

NO.75 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.



Answer:

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

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

NO.76 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.

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

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.	Flow that uses a custom connector
Access data from a public web site with no API functionality for emails processed through an unmonitored queue.	Unattended UI flow

NO.77 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.

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

Answer:

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

NO.78 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
Answer: A

NO.79 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.

Answer: B,E,F
Reference:
https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards

NO.80 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. Bot

B. Topic

C. Context

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

NO.81 You need to design the resort portal'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

Answer: C
Explanation:
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/

NO.82 On a Contact record, a user creates a Note record that contains the word running.
One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.
Solution: Use Relevance Search to search for the word run.
Does the solution meet the goal?
A. Yes
B. No
Answer: A
Explanation:
Relevance Search brings the following benefits:
Finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed." Includes the ability to search documents found in Notes and Attachments on Emails and Appointments Reference:
https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search

NO.83 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.
Answer: C
Reference:
https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards

NO.84 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
Answer: C
Reference:
https://community.dynamics.com/365/b/dynamics365apps/posts/kb-understanding-dynamics-365-field-ssearchable-property

NO.85 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.

Scenario	Action
Identify and reference the company event a guest mentions.	Load the response into a variable Use smart matching to load an entity into a topic Load the extracted topic into a variable
Identify attributes for snow conditions.	Create a custom entity Create a new topic Create a new variable Create an escalation

Answer:

Scenario	Action
Identify and reference the company event a guest mentions.	Load the response into a variable Use smart matching to load an entity into a topic Load the extracted topic into a variable
Identify attributes for snow conditions.	Create a custom entity Create a new topic Create a new variable Create an escalation

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

NO.86 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 the solution meet the goal?
A. Yes
B. No
Answer: A
References:
https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online

NO.87 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.

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

Answer:

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

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

NO.88 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.

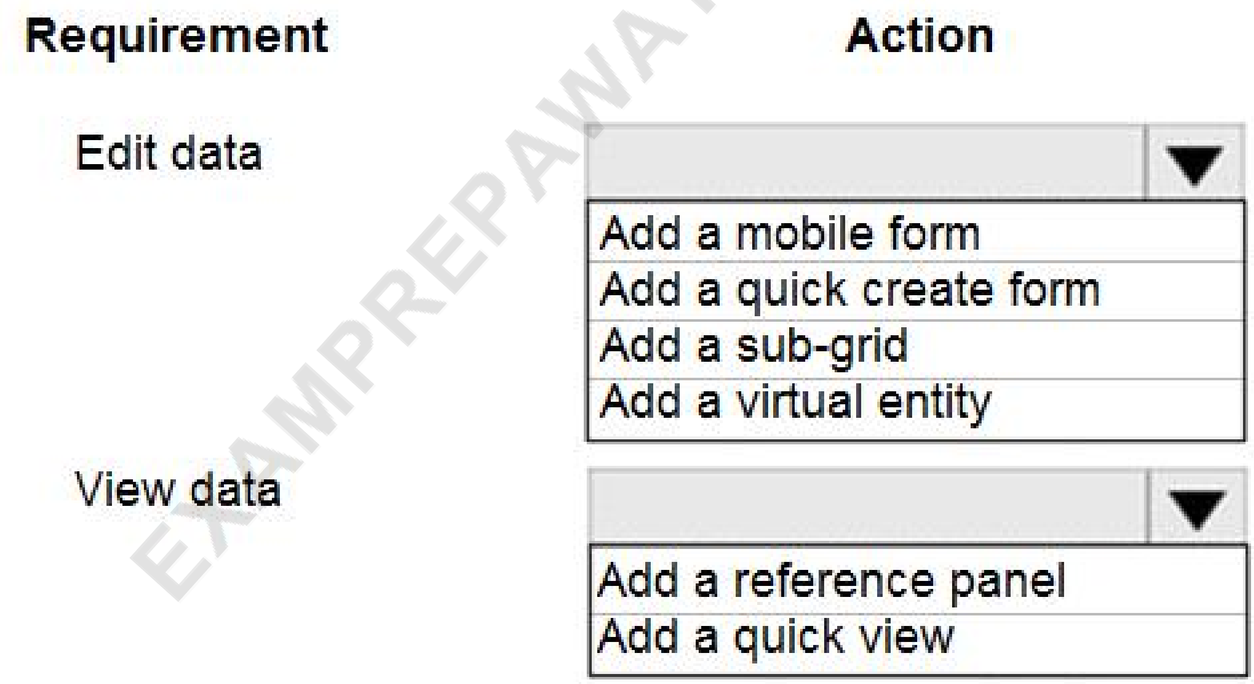
Application area	Security function
Microsoft 365 admin center	Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	Roles Groups Access rights

Answer:

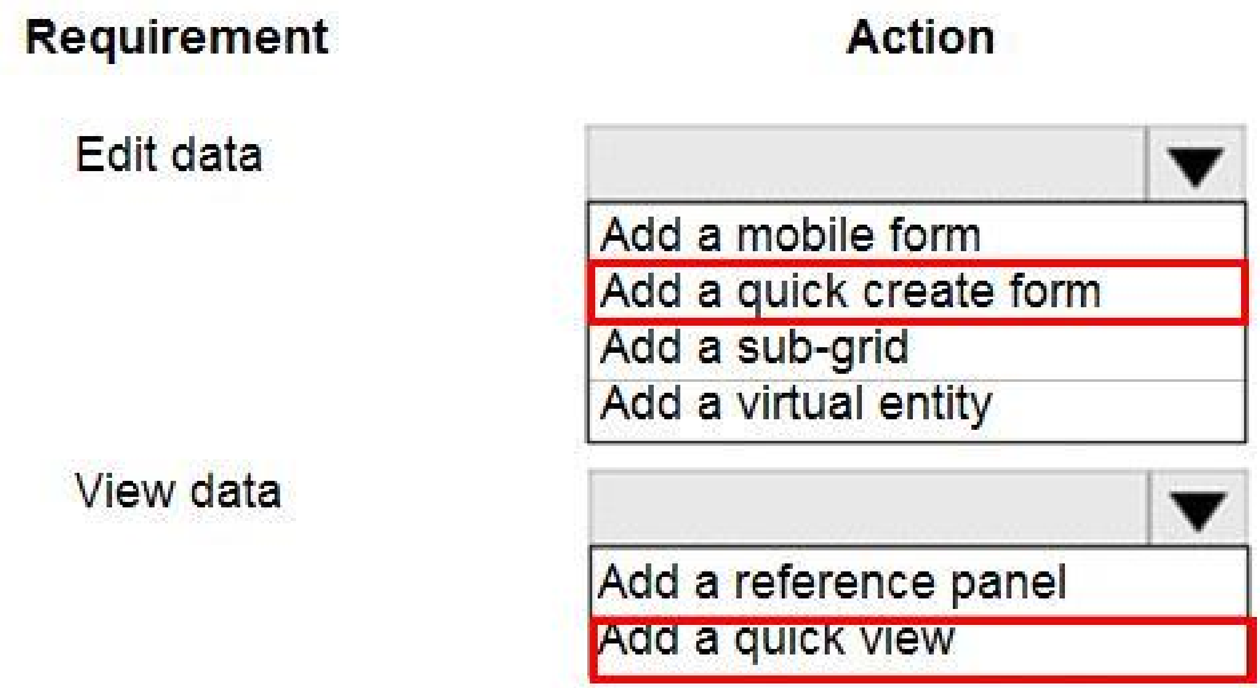
Application area	Security function
Microsoft 365 admin center	Roles $\boxed{\text{Groups}}$ Licenses Access rights
Dynamics 365 Sandbox instance	Roles $\boxed{\text{Groups}}$ Access rights

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

NO.89 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.



Answer:



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

NO.90 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
Answer: B

NO.91 A company uses Common Data Service to manage account and contact information.
The company plans to use the AI Builder model to make key business decision.
You need to integrate prebuilt AI Builder models with Power Automate.
Which models should you use? To answer, select the appropriate option the answer area.
NOTE Each correct selection is worth one point.

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

Answer:

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

NO.92 You are designing an app for a bank.
You must create entities for the app and configure relationships between entities:

Entity	Requirements
LoanApplicant	This entity represents a person who is applying for a loan. The entity must contain an attribute named Email. This attribute must provide look-up for the name of the applicant.
Loan	This entity represents a loan application. Loan applicants may apply for one loan per application. Loan applicants may have more than one active application.
Property	This entity represents the property that the applicant intends to purchase.

Which relationship types should you use? To answer, drag the appropriate relationship types to the correct requirements. Each relationship type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Relationship types

- 1 : N
- N : N
- N : 1

Answer Area

Requirement	Relationship type
The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	
Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	
Loans must be applied for for a single property.	

Answer:

Relationship types

- 1 : N
- N : N
- N : 1

Answer Area

Requirement	Relationship type
The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	N : 1
Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	N : N
Loans must be applied for for a single property.	N : 1

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

NO.93 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 all user sessions are signed out except for locked user sessions.

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

C. Ensure that all user sessions are signed out.

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

Answer: D
Reference:
https://docs.microsoft.com/en-us/power-automate/ui-flows/run-ui-flow

NO.94 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

Answer: B

NO.95 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.

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

Answer:

Metrics

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

Answer Area

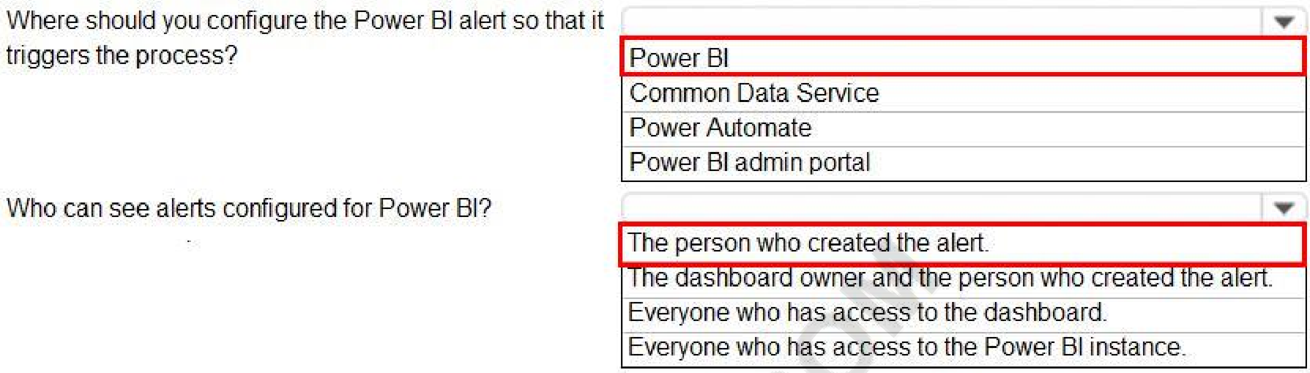
Process	Metric
Determine which topics are transferred to live agents most often.	Escalation rate drivers
Determine the number of chats per day that are transferred to live agents.	Session outcomes over time

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

NO.96 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.

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.

Answer:



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

NO.97 You are developing a canvas app.
You need to apply business rules to the app without writing code.
Which three actions can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. Validate data and show error messages.
B Enable or disable fields.
C. Set field requirement levels.
D. Set field values.
E. Show or hide fields
Answer: A,C,D
Explanation:
The following actions are not available on Canvas apps:
Show or hide columns
Enable or disable columns
Create business recommendations based on business intelligence
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule

NO.98 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 the solution meet the goal?
A. Yes
B. No
Answer: B

NO.99 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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name: Elisabeth.Rice@contoso.com.
After marriage, Elisabeth changes her legal name to Elisabeth Mueller.
You need to update the sign in name for the user without losing any application history.
Solution: Change Elizabeth's username in the user record for the app.
Does the solution meet the goal?

A. Yes

B. No

Answer: A

NO.100 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. All Forms

B. Entity

C. Screen1

D. Global

Answer: B

Explanation:
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

NO.101 You set up a new instance of Dynamics 365 for Customer Service.
Users report a variety of issues working with cases on mobile devices.
You need to configure the mobile app to be able to view cases.
NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

Answer:

Scenario	Action needed
Users cannot see case records on mobile devices.	Configure mobile settings set on the case entity level.
Users can open cases but cannot see the subject of the case.	Configure mobile settings at the field level within the case form.
Users report that they cannot access the system from the Dynamics 365 mobile app.	Configure a security role in the mobile permission set for appropriate users.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phones-and-dynamics-365-for-tablets

NO.102 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. filed visibility on the form

B. business process flow

C. workflow

D. business rule

Answer: D

References:
https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/

NO.103 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.

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

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

NO.104 A company's sales staff wants a simplified way to manage their opportunities in Dynamics 365 Sales without adding custom code.
You need to provide a solution for each requirement.
Which solutions should you provide? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Solution
Drag and drop opportunities to change the stage.	Add a Kanban control. Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	Add both controls to a custom view. Add both controls to the My Opportunities view. Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	Use the List view. Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

Answer:

Requirement	Solution
Drag and drop opportunities to change the stage.	**Add a Kanban control.** Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	Add both controls to a custom view. **Add both controls to the My Opportunities view.** Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	**Use the List view.** Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

Reference:
https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-sales/work-opportunities-kanban-view
https://crmtipoftheday.com/1206/view-any-dynamics-365-record-on-a-calendar/
https://fivep.com.au/how-to-get-visibility-and-report-on-an-opportunities-active-current-sales-stage-without-code-microsoft-dynamics-365/

NO.105 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

Answer: B

NO.106 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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name: Elisabeth.Rice@contoso.com.
After marriage, Elisabeth changes her legal name to Elisabeth Mueller.
You need to update the sign in name for the user without losing any application history.
Solution: Delete the user account in the Power Platform admin portal and recreate the account by using the new name.
Does the solution meet the goal?

A. Yes

B. No

Answer: B

NO.107 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.

Answer: D

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NO.108 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?

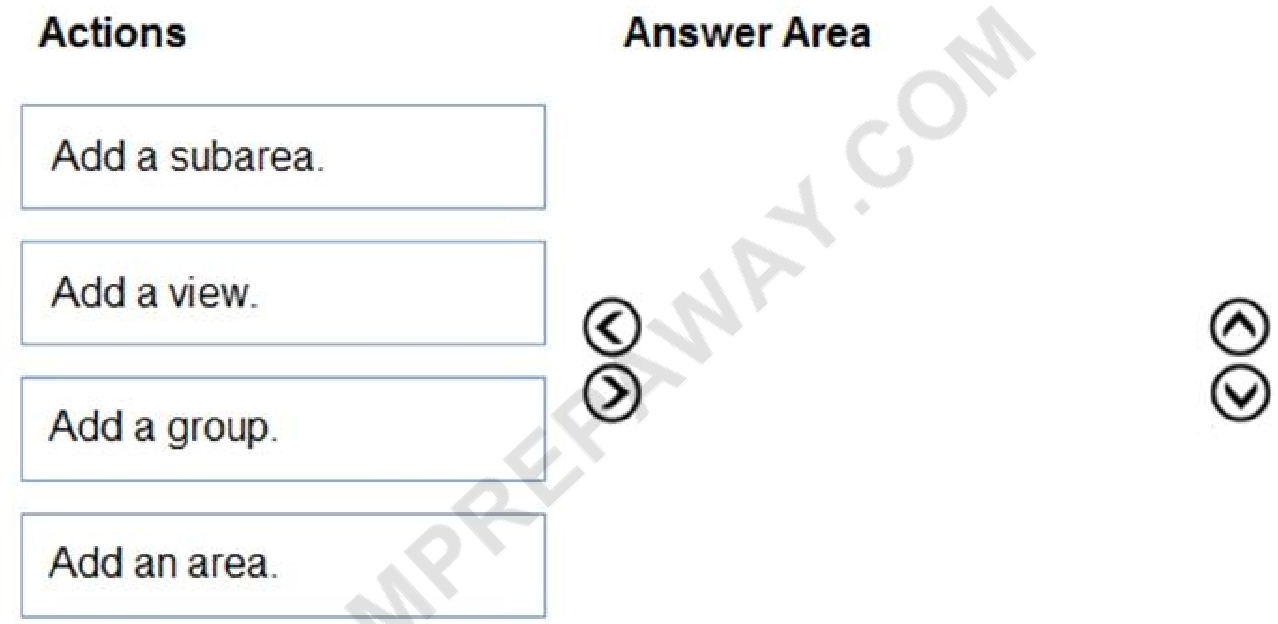
A. Create an entity for managing free courses. Create a Students web role and set the Authenticated Users role option to true. Create appropriate entity permissions to access the free course entity records and assign the entity permissions to the web role.

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.

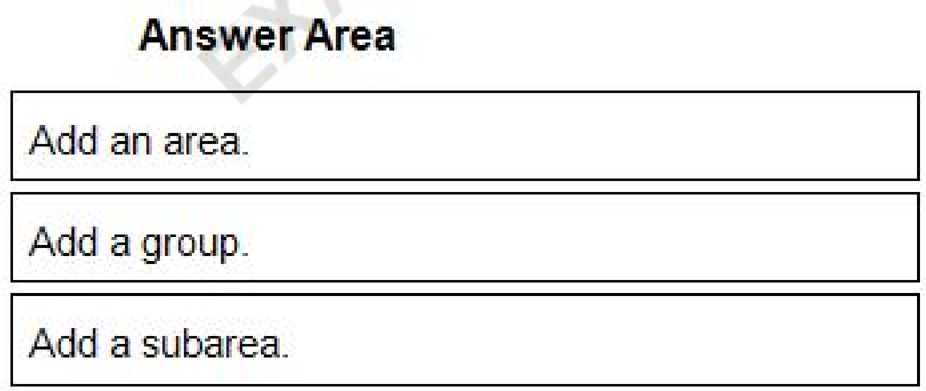
C. Create a Students web role and set the Authenticated Users Role option to true. Assign the web role to each registered user.

Answer: C

NO.109 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.



Answer:



1 - Add an area.
2 - Add a group.

3 - Add a subarea.

NO.110 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

Answer: B