PL-200 Practice Test Set 4 – Implement Power Virtual Agents Chatbots (10-15%): Explanation

Question 1:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots.

Which one of the following charts shows the topics in order of their impact on the escalation rate?

A. Engagement over time chart
B. Session outcomes over time chart
C. Resolution rate drivers chart
D. Escalation rate drivers chart
E. Abandon rate drivers chart

Answer Area

D. Escalation rate drivers chart

Explanation

The Escalation Rate Drivers chart displays topics to impact the escalation rate over the specified time period.

Learn more here.

Question 2:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots.

Which one of the following charts determine which topics are transferred to live agents most often?

A. Engagement over time chart
B. Session outcomes over time chart
C. Resolution rate drivers chart
D. Escalation rate drivers chart
E. Abandon rate drivers chart

Answer Area

D. Escalation rate drivers chart

Explanation

Use Escalation rate drivers' chart to determine which topics are transferred to live agents with frequency. The chart displays the impact as a red or blue bar. A red bar indicates that the topic's escalation rate is greater than the average escalation rate, resulting in a negative impact on the overall escalation rate. A blue bar indicates that the escalation rate is smaller, resulting in a positive impact on overall escalation rate performance.

Learn more here.

Question 3:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots and their billing.

You need to explain customer the maximum duration of a session that is considered as a billed session.

A. 15 minutes
B. 30 minutes
C. 45 minutes
D. 60 minutes
E. 75 minutes
F. 90 minutes

Explanation

A billed session is an interaction between a customer and a bot and represents one unit of consumption. The billed session begins when a user topic is triggered.

A session ends when it is longer than 60 minutes.

- The first message that occurs after 60 minutes starts a new session.

Learn more here.

Question 4:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots and their billing.

You need to explain to a customer when the bot will end the conversation automatically. What is the maximum duration of idle state (when the bot does not receive a message)?

A. 15 minutes
B. 30 minutes
C. 45 minutes
D. 60 minutes
E. 75 minutes
F. 90 minutes

Answer Area

B. 30 minutes

Explanation

A billed session is an interaction between a customer and a bot and represents one unit of consumption. The billed session begins when a user topic is triggered.

When the bot doesn't receive a new message for more than 30 minutes, the session is considered closed.

Learn more here.

Question 5:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots and their billing.

You need to explain to a customer about the maximum number of turns in a session.

A. 30 turns
B. 50 turns
C. 80 turns
D. 100 turns
E. 125 turns
F. 150 turns

D. 100 turns

A billed session is an interaction between a customer and a bot and represents one unit of consumption. The billed session begins when a user topic is triggered.

When the session has more than 100 turns, the new session will start. A turn is defined as one exchange between a user and the bot. The one-hundred-and-first turn starts a new session

Learn more here.

Question 6:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots and their billing.

Statement: You can only see billed sessions for a single bot and not for your organization's total number of billed sessions.

Select True if the statement is correct. Otherwise, select False.

A. True
B. False

A. True

Currently, you can only see billed sessions for a single bot. Learn more here.

Question 7:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots.

Which one of the following charts uses artificial intelligence (AI) to group related support cases as topics?

A. Engagement over time chart
B. Customer satisfaction drivers chart
C. Session outcomes over time chart
D. Resolution rate drivers chart
E. Escalation rate drivers chart
F. Abandon rate drivers chart

B. Customer satisfaction drivers chart

The Customer satisfaction drivers chart uses AI to group related support cases as topics. This chart then displays topics in order of their impact on customer satisfaction over the specified time period. Learn more here.

Question 8:

You are a Power Platform functional consultant. You monitor Power Virtual Agents chatbots.

Statement: To analyze bot conversation metrics to reduce the escalations to live agents, open Power Virtual Agents Analytics and use the Sessions tab

Select True if the statement is correct. Otherwise, select False.

A. True
B. False

A. True

This is correct. The Sessions tab in Analytics allows you to download and view conversation transcripts. The transcript contains the outcome of each session (Resolved, Escalated, Abandoned, and Unengaged). You can analyze the Escalated sessions to determine how to improve your bot.

Learn more here.

Question 9:

You are a Power Platform functional consultant. You are required to enable a chatbot to chat with all Microsoft Teams users.

Solution: In Microsoft Teams, add the Power Apps app, and select the bot.

Select True if the solution is correct. Otherwise, select False.

A. True
B. False

B. False

The Power Apps app allows adding canvas apps only and not chatbots.

[Learn more here.](#)

Question 10:

You are a Power Platform functional consultant. You are required to enable a chatbot to chat with all Microsoft Teams users.

Solution: Share the bot with all the users.

Select True if the solution is correct. Otherwise, select False.

A. True
B. False

B. False

Sharing a bot allows other users to edit and collaborate on the bot. It is not the requirement here.

[Learn more here.](#)

Question 11:

You are a Power Platform functional consultant. You are required to enable a chatbot to chat with all Microsoft Teams users.

Solution: From Channels, select Microsoft Teams, and click on Submit for admin approval.

Select True if the solution is correct. Otherwise, select False.

A. True
B. False

A. True

This is correct. You should use Submit your bot for approval from the Teams channel. After approval from the Teams Admin portal, the bot will be available for all users.

Learn more here.

Question 12:

You are a Power Platform functional consultant. You are required to embed your chatbot into the portal app.

Solution: Use the Custom website channel, extract the URL of the chatbot from the snippet, and add the URL as an Iframe to the portal's Home page.

Select True if the solution is correct. Otherwise, select False.

A. True
B. False

A. True

You should use the Custom website channel to extract the URL of the chatbot from the snippet. You can then add an Iframe component to the portal using the chatbot's URL. This will embed the bot in the portal app.

Learn more here.

Question 13:

You are a Power Platform functional consultant. You are required to create a chatbot that will be used for self-service without live agent interaction.

Sequence the steps in the correct order to achieve the requirement.

A. Publish Power Virtual Agent.
B. Create trigger phrases.
C. Set up options.
D. Set up questions and responses.
E. Create a new Power Virtual Agent and give it a name.
F. Create a topic to use.

A. Create a new Power Virtual Agent and give it a name.
B. Create a topic to use.
C. Create trigger phrases.
D. Set up questions and responses.
E. Set up options.
F. Publish Power Virtual Agent.

Learn to create your first bot here: Click here

Question 14:

You are a Power Platform functional consultant. You need to create a chatbot that will use the existing information available on web pages.

What should you use?

A. Use QnA Maker
B. Create a custom entity
C. Add synonyms
D. Use Suggest topics
E. Add Bot variables

Answer Area

D. Use Suggest topics

Explanation

Suggest topics uses artificial intelligence (AI) to analyze the information in web pages or online files.

Learn more here.

Question 15:

You are a Power Platform functional consultant. You are educating some new consultants on QnA Maker.

Statement: You can use QnA Maker to store customer data

A. True
B. False

Answer Area

B. False

Explanation

QnA Maker doesn't store customer data. All customer data (question answers and chatlogs) is stored in the region where the customer deploys the dependent service instances.

Learn more here.

Question 16:

You are a Power Platform functional consultant. You are educating some new consultants on QnA Maker.

Statement: You can use QnA Maker when you have static information.

A. True
B. False

A. True

Explanation

Use QnA Maker when you have static information in your knowledge base of answers. This knowledge base is custom to your needs, which you've built with documents such as PDFs and URLs.

Learn more here.

Question 17:

You are a Power Platform functional consultant. You are educating some new consultants on QnA Maker.

Statement: You can use QnA Maker when you want to provide the same answer to a request, question, or command.

A. True
B. False

Answer Area

A. True

Explanation

When different users submit the same question, the same answer is returned. You can use QnA Maker.

Learn more here.

Question 18:

You are a Power Platform functional consultant. You are educating some new consultants on Power Virtual Agent chatbots.

Which one of the following components allows the bot to identify objects and terminology in users' phrases?

A. Variables

B. Skill.

C. Topic

D. Custom entity

Answer Area

D. Custom entity

You should create a custom entity. Entities are not tables in Dataverse. Entities in chatbots allow the bot to identify objects and terminology in the phrases entered by users.

There is a set of prebuilt entities for common objects. You can create custom entities for your organization that holds information, including their synonyms and other parameters.

Learn more here.

Question 19:

You are a Power Platform functional consultant. You are educating some new consultants on Power Virtual Agent chatbots.

Which one of the following components is used to hold a user's response to questions in bot topics?

A. Variables

B. Skill.

C. Topic

D. Custom entity

A. Variables

Variables are used to hold a user's response to questions in bot topics.

Learn more here.

Question 20:

You are a Power Platform functional consultant. You are educating some new consultants on Power Virtual Agent chatbots.

Which one of the following components can be created from an existing chatbot?

A. Variables

B. Skill.

C. Topic

D. Custom entity

B. Skill

Power Virtual Agents enables you to extend your bot using Microsoft Bot Framework skills. If you have already built and deployed bots in your organization (using Bot Framework pro-code tools) for specific scenarios, you can convert bots to skill and embed the skill within a Power Virtual Agents bot.

Learn more here.

Question 21:

You are a Power Platform functional consultant. You are educating some new consultants on Power Virtual Agent chatbots.

You need to prevent a bot from asking the same question again while switching between topics. What should you use?

A. Skill.

B. Adaptive cards

C. Bot Variables

D. Custom entity

C. Bot Variables

By default, variables are used only within a topic. You can use variables to skip questions based on previous responses. Setting a variable as a Bot variable means that all topics in the bot can use the variable. Thus, the bot can skip questions already asked in other topics.

Learn more here.