

PL-200: Practice Tests Explanation

PL-200 Case Study (From Public Domain Website)

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

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

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

To start the case study -

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

CURRENT ENVIRONMENT.

General -

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

The company recently purchased a chatbot named FAQbot from AppSource. The chatbot uses the resort's existing FAQs.

Communication -

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

Conversations between staff members and guests are often lost.

Conference calls are used for all group meetings.

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 progress -

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

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

REQUIREMENTS

General -

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

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

You must implement the following solutions:

- a centrally managed communication solution
- a customer service solution
- a resort portal
- a chat solution
- a check-in solution

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 guests to ask questions about hotel policies, event information, weather reports, and current weather conditions 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 guests ask about topics that are not listed in the FAQ the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue -

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

Case Question 1:

You need to design the FAQ solution to handle unknown responses.

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
Handle an unknown question from a guest in a conversation.	Escalate Fallback topic Failure path
Redirect a guest with an unknown question to a live staff member.	Power Apps Power Virtual Agent Web Application Microsoft Teams Omnichannel for Dynamics 365 Customer Service

Answer Area

Requirement	Component
Handle an unknown question from a guest in a conversation.	Escalate
Redirect a guest with an unknown question to a live staff member.	Omnichannel for Dynamics 365 Customer Service

Explanation

In some instances, the bot may be unable to determine the intent of a customer's conversation. For example, the customer may be asking a specific question for which there is no topic or there is no matching option within a topic.

In other instances, your customers may ask to be handed off to a live agent immediately. For example, customers may type "talk to agent" mid-way into a conversation.

When the bot detects an escalation in this manner, it will automatically redirect the user to the **Escalate system topic**. This type of trigger is known as *implicit triggering*.

[Learn more here.](#)

With Power Virtual Agents, you can seamlessly and contextually handoff escalated Power Virtual Agents conversations to live (human) agents using **Omnichannel for Dynamics 365 Customer Service**.

When you hand off a conversation, you share the full history of the conversation (the context) and all user-defined variables. This allows Omnichannel for Customer Service to route incoming escalations to the right live agent queue and enables engaging live agents to review context from the prior conversation and resume the conversation.

[Learn more here.](#)

Case Question 2:

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 App Studio AI Builder Common Data Service (DataVerse)
Where must the check-in solution be available within the communication solution?	Chat section of the solution Microsoft 365 App selection grid In an embedded webpage In a tab

Answer Area

What must you use to embed the check-in solution?	AI Builder
Where must the check-in solution be available within the communication solution?	In an embedded webpage

Explanation

You must use AI Builder to embed the check-in solution, and it must be available in an embedded webpage as it is self-service. When there is an internet connectivity issue, and the guest cannot use the check-in solution, a staff member can open the solution quickly from the communication solution tab and ask questions to complete the check-in process.

Case Question 3:

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 Area

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	Create a new app.
Configure the FAQ solution in Microsoft Teams.	Create a new chatbot.

Explanation

To create a new FAQ solution for the communication solution for the first time, you need to create a new app in Power Apps Maker Portal.

You can only import and export bots with the Power Virtual Agents web app. The feature is not available in the Power Virtual Agents app in Microsoft Teams. [Read more here.](#)

Case Question 4:

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.

Requirement	Action
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 Area

Requirement	Action
Develop the base check-in solution.	Canvas app
Access the check-in solution on the check-in devices.	Web browser

Explanation

Canvas app is the right technology to build a check-in app as it is independent of Common Data Service (Microsoft DataVerse) and not using Dynamics 365 apps connection.

To access a canvas app, you need to use a web browser. [Read more here.](#)

Case Question 5:

You need to embed the business card solution in the check-in app.

What should you use?

- A. Input control
- B. Custom component
- C. Button control
- D. AI Builder component

Answer Area

D. AI Builder component

Explanation

You can use the **AI Builder business card reader** component to detect business cards and extract their information. You can take photos directly in the component or load images that you've taken. Data is extracted and identified by using the properties [*listed here*](#).

Case Question 6:

You need to create the FAQ solution content.

What should you do first?

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

Answer Area

- A. Suggest topics

Explanation

The first step after creating a bot is to suggest topics.

Case Question 7:

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

Answer Area

- C. Smart match
- D. Topics
- E. Escalations

Explanation

As the topics must be taken from the website, then you must use the Topics component. To answer a question that the bot cannot answer, Escalations is required. And Smart match can be utilized to match misspellings, grammar variations, and words with similar meanings.

Case Question 8:

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 Area

- B. Check box

Explanation

The check-in solution must have a screen where the guest will select either yes or no health and wellness questions.

Case Question 9:

You need to design the resort portal to meet the business requirements.

Which data source should you use?

- A. Common Data Service (DataVerse)
- B. Microsoft Excel
- C. Azure SQL Database
- D. SQL Server

Answer Area

- B. Microsoft Excel

Explanation

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

Case Question 10:

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 Area

Requirement	Solution
Implement the invitation code redemption process.	Embed the invitation code in the email link URL.
Validate the user's email.	Invitation code sign-up

Explanation

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.

Case Question 11:

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 (DataVerse) 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 Area

Action	Solution
Extract business card data.	AI Builder
Implement the contact gathering solution.	Use a prebuilt AI model.

Explanation

To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into the 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.

Case Question 12:

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. (correct)
- 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 Area

- C. Embed the invitation code in the email link URL.

Explanation

You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.