**opic 1 - Question Set 1**

Question #1*Topic 1*

HOTSPOT -  
The owner of a company needs to know who signs into the system.  
You need to ensure that the owner can view the user audit logs.  
Where does each action need to be performed? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:  
Graphical user interface

Description automatically generated with medium confidence

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/1/) [Discussion   **10**](https://www.examtopics.com/exams/microsoft/pl-200/view/1/)

**Correct Answer:** *Graphical user interface, diagram

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

Question #2*Topic 1*

HOTSPOT -  
You are a Dynamic 365 administrator. You create a new solution in Dynamics 365.  
You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.  
Which actions should you perform? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:  
Graphical user interface, text, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/1/) [Discussion   **4**](https://www.examtopics.com/exams/microsoft/pl-200/view/1/)

**Correct Answer:** *Graphical user interface, text, application

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

Question #3*Topic 1*

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

* A. Create a Students web role and set the Authenticated Users Role option to true. Assign the web role to each registered user.
* B. Create an entity for managing free courses. Create entity permission records to provide access to entity records for free courses and assign the entity permissions to users when they register on the portal for the first time.
* C. Create an entity for managing free courses. Create a Students web role and set the Authenticated Users role option to true. Create appropriate entity permissions to access the free course entity records and assign the entity permissions to the web role.

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/1/) [Discussion   **26**](https://www.examtopics.com/exams/microsoft/pl-200/view/1/)

**Correct Answer:** *A*

Question #4*Topic 1*

HOTSPOT -  
You create workflows to automate business processes.  
You need to configure a workflow to meet the following requirements:  
✑ Be triggered when a condition is met.  
✑ Run immediately.  
✑ Perform an action when a condition is met.  
You need to create a workflow that automatically sends emails based on a mail merge template. To answer, select the appropriate configuration in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:  
Graphical user interface, text, application, table

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/1/) [Discussion   **6**](https://www.examtopics.com/exams/microsoft/pl-200/view/1/)

**Correct Answer:** *Graphical user interface, text, application, email

Description automatically generated*

**2**

Question #5*Topic 1*

HOTSPOT -  
You are a Dynamics 365 Customer Service administrator.  
You need to configure the following automation for the sales team:  
✑ Send an email when the status changes on an Opportunity.  
✑ Text the sales manager when an Opportunity is created.  
Create a Wunderlist task when an Opportunity is open for 30 days.  
  
Which tool should you use for each requirement? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:  
Graphical user interface, text, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/2/) [Discussion   **11**](https://www.examtopics.com/exams/microsoft/pl-200/view/2/)

**Correct Answer:** *Graphical user interface, text, application, chat or text message

Description automatically generated*

Question #6*Topic 1*

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

* A. Remove all of the privileges for BPFA.
* B. Use a business rule to prevent users from switching to BPFA.
* C. Deactivate BPFA.
* D. Change the display order of the business process flows to move BPFA to the bottom of the list.

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/2/) [Discussion   **10**](https://www.examtopics.com/exams/microsoft/pl-200/view/2/)

**Correct Answer:** *AC*

Question #7*Topic 1*

You are creating a business rule to implement new business logic.  
You must apply the business logic to a canvas app that has a single screen named Screen1.  
You need to configure the scope for the business rule.  
Which scope should you use?

* A. Screen1
* B. Entity
* C. All Forms
* D. Global

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/2/) [Discussion   **8**](https://www.examtopics.com/exams/microsoft/pl-200/view/2/)

**Correct Answer:** *B*  
Note: Some terminology has changed. Entity is now Table. If you're building a Canvas app, you must use table (entity) as the scope.  
Reference:  
https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-create-business-rule

Question #8*Topic 1*

HOTSPOT -  
You are a Dynamics 365 Customer Services administrator. You have a Production instance and Sandbox instance.  
Users record Production instance data in the Sandbox instance.  
You need to ensure that the users only record data in the Production instance.  
Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:  
Graphical user interface

Description automatically generated

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**Correct Answer:** *Graphical user interface, diagram, application

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

Question #9*Topic 1*

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

* A. user or team owned
* B. organization-owned
* C. none
* D. business-owned

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**Correct Answer:** *A*

Question #10*Topic 1*

HOTSPOT -  
You need to ensure that there are no leads for a customer before you create a new opportunity for the customer.  
How can you use duplicate detection rules to achieve this goal? To answer, select the appropriate options in the answer area.  
  
NOTE:  
Each correct selection is worth one point.  
Hot Area:  
Graphical user interface, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/3/) [Discussion   **23**](https://www.examtopics.com/exams/microsoft/pl-200/view/3/)

**Correct Answer:** *Graphical user interface, application

Description automatically generated*

Question #11*Topic 1*

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

* A. Add salespeople to an Office 365 security group.
* B. Add salespeople to a security role.
* C. Set privileges.
* D. Set app security.

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/3/) [Discussion   **6**](https://www.examtopics.com/exams/microsoft/pl-200/view/3/)

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

Question #12*Topic 1*

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

* A. field visibility on the form
* B. workflow
* C. business process flow
* D. business rule

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/3/) [Discussion   **10**](https://www.examtopics.com/exams/microsoft/pl-200/view/3/)

**Correct Answer:** *D*  
Create apps by using Power Apps

Question #1*Topic 2*

DRAG DROP -  
You must create a form for team members to use. The form must provide the ability to:  
✑ Lock a field on a form.  
✑ Trigger business logic based on a field value.  
✑ Use existing business information to enhance data entry.  
You need to implement business rule components to create the form.  
Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.  
NOTE: Each correct selection is worth one point.  
Select and Place:  
Graphical user interface, text, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/4/) [Discussion   **6**](https://www.examtopics.com/exams/microsoft/pl-200/view/4/)

**Correct Answer:** *Graphical user interface, text, application

Description automatically generated*

Question #2*Topic 2*

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

* A. Fields in the Edit Filter Criteria option of the Quick Find view
* B. the Field Security field on the Field Properties form
* C. a searchable field on the Field Properties form
* D. Fields in the Add Find Columns option of the Quick Find view

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/4/) [Discussion   **6**](https://www.examtopics.com/exams/microsoft/pl-200/view/4/)

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

Question #3*Topic 2*

HOTSPOT -  
You are designing a canvas app that connects to Common Data Service.  
You need to configure the app to meet the requirements and ensure that the canvas app is available offline.  
What should you implement? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point  
Hot Area:  
Graphical user interface, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/4/) [Discussion   **5**](https://www.examtopics.com/exams/microsoft/pl-200/view/4/)

**Correct Answer:** *Graphical user interface, text, application

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

Question #4*Topic 2*

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

* A. Use the Reset(Control) formula and pass the gallery control as a parameter to the Reset formula.
* B. Use the Reload(Control) formula and pass the gallery control as a parameter to the Reload formula.
* C. Use the ForAll() function to iterate through each item of the Gallery and clear user selections.
* D. Set the OnCheck value to populate a collection and the OnUncheck value to remove the item from the collection. Clear collection when the user selects the button.

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/4/) [Discussion   **25**](https://www.examtopics.com/exams/microsoft/pl-200/view/4/)

**Correct Answer:** *A*

Question #5*Topic 2*

HOTSPOT -  
A company has a canvas app that includes the following screens: Screen1 and Screen2.  
The OnVisible property for Screen1 contains the following expression.  
Set(AgeGroups, ["1-25", "26-54", "55+"])  
For each of the following statements, select Yes if the statement is true. Otherwise, select No.  
NOTE: Each correct selection is worth one point.  
Hot Area:  
Graphical user interface, text, application, email

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/5/) [Discussion   **29**](https://www.examtopics.com/exams/microsoft/pl-200/view/5/)

**Correct Answer:** *Graphical user interface, text, application

Description automatically generated*

Question #6*Topic 2*

DRAG DROP -  
You are a Dynamics 365 administrator.  
You create a new app.  
You need to create the site map for the app.  
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.  
Select and Place:  
A picture containing diagram

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/5/) [Discussion   **4**](https://www.examtopics.com/exams/microsoft/pl-200/view/5/)

**Correct Answer:** *Diagram

Description automatically generated*

Question #7*Topic 2*

You are a Dynamics 365 Customer Service system administrator.  
Your organization does not permit the use of custom code for solutions.  
You need to create a view that can be viewed by all users in an organization.  
Where should you create the view?

* A. Microsoft Excel template
* B. Entities component of a solution
* C. Microsoft Virtual Studio
* D. Templates area

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/5/) [Discussion   **4**](https://www.examtopics.com/exams/microsoft/pl-200/view/5/)

**Correct Answer:** *B*

Question #8*Topic 2*

DRAG DROP -  
You are a Dynamics 365 Customer Service help desk administrator.  
Cases entered in forms require different types of data to be stored in different types of fields.  
You need to create forms for each of the following case types:  
Table

Description automatically generated  
Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.  
NOTE: Each correct selection is worth one point.  
Select and Place:  
Graphical user interface, application

Description automatically generated

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**Correct Answer:** *Graphical user interface, application

Description automatically generated*  
Reference:  
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub

Question #9*Topic 2*

DRAG DROP -  
You are a Dynamics 365 Customer Service developer.  
A salesperson creates a chart.  
You need to ensure that the chart is available to all users on the team.  
Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.  
NOTE: Each correct selection is worth one point.  
Select and Place:  
Graphical user interface, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/6/) [Discussion   **20**](https://www.examtopics.com/exams/microsoft/pl-200/view/6/)

**Correct Answer:** *Graphical user interface, application

Description automatically generated*

Question #10*Topic 2*

HOTSPOT -  
You implement an editable grid for the Account entity.  
The business team provides the following list of features that they would like you to implement:  
✑ Group by or sort columns in the current view.  
✑ Configure a business rule to show an error message.  
✑ Edit values in calculated fields.  
✑ Edit the Address composite field.  
✑ Use the editable grid on mobile phones.  
Which actions can you perform? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.  
Hot Area:  
Graphical user interface

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/6/) [Discussion   **32**](https://www.examtopics.com/exams/microsoft/pl-200/view/6/)

**Correct Answer:** *Graphical user interface, application

Description automatically generated*  
Reference:  
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/make-grids-lists-editable-custom-control  
Create apps by using Power Apps

**Topic 3 - Question Set 3**

Question #1*Topic 3*

DRAG DROP -  
You are developing an app.  
You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The notification will send email to the 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.  
Select and Place:  
Graphical user interface, text, application, email

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/6/) [Discussion   **10**](https://www.examtopics.com/exams/microsoft/pl-200/view/6/)

**Correct Answer:** *Graphical user interface, text, application, email

Description automatically generated*

Question #2*Topic 3*

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

* A. the SiteMap
* B. the Customizations section of System Settings
* C. the Entity component of the default solution
* D. the Buttons tab of Flow

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/6/) [Discussion   **7**](https://www.examtopics.com/exams/microsoft/pl-200/view/6/)

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

Question #3*Topic 3*

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

* A. Ensure that the User1 account has an active user session on the device.
* B. Ensure that all user sessions are signed out.
* C. Ensure that there are no active user sessions on the device.
* D. Ensure that all user sessions are signed out except for locked user sessions.

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/7/) [Discussion   **16**](https://www.examtopics.com/exams/microsoft/pl-200/view/7/)

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

Question #4*Topic 3*

You plan to create user interface (UI) flows to automate several web-based business processes that you currently perform manually.  
You need to ensure that users can create and run web UI flows.  
Which three components must you install and configure on user's devices? Each correct answer presents part of the solution.  
NOTE: Each correct selection is worth one point.

* A. UI Flows application
* B. Latest version of Microsoft Edge
* C. On-premises data gateway
* D. Selenium IDE
* E. Latest version of Mozilla Firefox

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/7/) [Discussion   **20**](https://www.examtopics.com/exams/microsoft/pl-200/view/7/)

**Correct Answer:** *ABD*  
Reference:  
https://docs.microsoft.com/en-us/power-automate/ui-flows/setup

Question #5*Topic 3*

DRAG DROP -  
You are designing a desktop user interface (UI) flow.  
The UI flow automates legacy software.  
You need to prepare data for transfer to Microsoft SharePoint list.  
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.  
Select and Place:  
Graphical user interface, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/7/) [Discussion   **8**](https://www.examtopics.com/exams/microsoft/pl-200/view/7/)

**Correct Answer:** *Graphical user interface, table

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

Question #6*Topic 3*

DRAG DROP -  
You have a business process flow.  
You need to update the business process flow while minimizing administrative and maintenance efforts.  
What should you implement? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all.  
You may need to drag the split bar between panes or scroll to view content.  
NOTE: Each correct selection is worth one point.  
Select and Place:  
Graphical user interface, text, application

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/7/) [Discussion   **12**](https://www.examtopics.com/exams/microsoft/pl-200/view/7/)

**Correct Answer:** *Graphical user interface, text, application

Description automatically generated*

Question #7*Topic 3*

You are creating a new business process flow to qualify leads.  
You create an action. The action is not available inside the Action Step.  
You need to make the action available to the Action Step.  
Which two steps must you perform? Each correct answer presents part of the solution.  
NOTE: Each correct selection is worth one point.

* A. Ensure that the entity for the action matches the corresponding entity for the business process flow stage.
* B. Add at least one step to the action.
* C. Select Run as an on-demand process.
* D. Activate the action.

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/8/) [Discussion   **19**](https://www.examtopics.com/exams/microsoft/pl-200/view/8/)

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

Question #8*Topic 3*

DRAG DROP -  
You plan to automate several different processes by using Power Automate.  
Each process has unique characteristics.  
You need to recommend components for each process.  
Which components should you recommend? To answer, drag the appropriate components to the correct processes. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.  
NOTE: Each correct selection is worth one point.  
Select and Place:  
Text

Description automatically generated

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/8/) [Discussion   **16**](https://www.examtopics.com/exams/microsoft/pl-200/view/8/)

**Correct Answer:** *Text

Description automatically generated*  
Implement Power Virtual Agents chatbots

**Topic 4 - Question Set 4**

Question #1*Topic 4*

You are creating a Power Virtual Agents chatbot that uses multiple topics.  
Each user interaction can reference more than one topic.  
You need to be able to capture a value in an initial topic and use it in subsequent topics.  
Which type of variable should you create?

* A. Context
* B. Bot
* C. Topic

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/8/) [Discussion   **2**](https://www.examtopics.com/exams/microsoft/pl-200/view/8/)

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

Question #2*Topic 4*

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

* A. Webpage URL
* B. Form ID
* C. Bot ID
* D. IFrame

[Hide Solution](https://www.examtopics.com/exams/microsoft/pl-200/view/8/) [Discussion   **4**](https://www.examtopics.com/exams/microsoft/pl-200/view/8/)

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