1. The management team in your company want sales staff to be able to check stock information and record customer requests while they are on site with the customer. They also want to have a dedicated help area for customers which would allow them to get automated assistance and have access to product information including documentation and technical experts. What elements in Power Platform would you include in the solution you devise for them? Select all that apply.

**1 point**

Model Driven Apps

Portals

Canvas Apps

Power Virtual Agents.

Power BI

1. You work for a food wholesaler. The company has a large sales team, and the members of the team are constantly on-site with customers, checking their requirements and getting feedback on new products. The company uses Dynamics 365 as its CRM. Due to the volume of visits that the sales staff must make they need to be able to work quickly. They have requested a way to record the customer contact details and other information including location while they are with the customer. Which of the following Power Platform apps would be most beneficial to meet these needs?

**1 point**

Power BI

Model-Driven App

Canvas App

Power Automate

AI Builder

1. The customer service department in the organization that you work for is currently understaffed and customers are ending calls without speaking to an agent because of the long call queue. You suggest to the management team that providing a web-portal interface may help in this situation. The company uses Dynamics365 as its CRM. Which three points should you make them aware of?

**1 point**

The portal community experience could provide peer-to-peer support to customers.

The portal can only be accessed through the main company website.

The portal could help to build a sales pipeline.

The portal can provide information for customers by allowing them to search knowledge articles.

1. You are creating a Power BI report and adding visuals to the canvas. You need to create a graph to indicate sales figures broken down by product and you decide to use a stacked bar chart. In the visualizations pane you clicked on a standard stacked bar chart but when the graphic appears on the canvas it is empty. What are three different ways to add the sales data to the visual?

**1 point**

Drag and drop the sales measure to the Values field in the visual properties.

With the visual selected, tick the sales measure in the Fields pane.

Right Click on the visual and choose add field. Select the Sales Field

Drag and drop the sales measure into the Add Further Analyses to your Visual section of the visual properties.

Drag and drop the sales measure into the visual.

1. You are working in the authoring canvas designing and building the conversation flow for a new chatbot that you hope to deploy on the company website. Which of the following are three components of Power Virtual agents?

**1 point**

Entities

Topics

Actions

Objects

1. A company needs to access data from several data sources including SharePoint and Dynamics 365. They are building apps and flows in Power Platform to enhance and support their business operations. One of the Power Automate flows that they have created notifies users when certain customer types are added to Dynamics 365. Which Dynamics 365 app would allow Power Automate to do this?

**1 point**

Dynamics 365 Customer Service

Dynamics 365 Sales Insights

Dynamics 365 Sales

1. You are creating a canvas app that Human Resources staff will use to organize and run training courses for company staff at offices based at ten possible locations around the country. You need to add a control to the app so that the person delivering the course can scan the bar code on the ID cards of the course attendees. Which option on the Insert Tab of Power Apps Studio will you choose?

**1 point**

Media

Charts

AI Builder

Gallery

Forms

1. You are creating Power Platform solutions for a company which uses Office 365 and Dynamics 365. You have already designed a custom power apps portal to provide company customers with a self-service facility. One of the items that you added to the portal website was a form that customers could complete if they were interested in hearing more about a product that the company sells. The company needs these leads to be added to Dynamics365 so that the sales staff can respond. What should you create?

**1 point**

Task Flow

Dynamics 365 workflow

Power Automate Flow

Business Process Flow

1. The report that you are creating in Power BI uses data imported from Excel. The original file in Excel is used by the whole department and, as a result, it is a large spreadsheet. It contains many columns that you are not currently using in the report though you might need them in the future. You find that you are having difficulty creating visuals. There are so many entries in the fields pane it is taking longer to locate the measures and fields that you want to use. What would be the best approach here?

**1 point**

Go to Transform data, the home tab and use the choose columns drop down to select the columns you want to see in the report.

Go to report view, right click on any field in the fields pane that you do not wish to see and then choose remove.

Go to data view, right click on any field in the fields pane that you do not wish to see and choose hide in report view.

Go to Transform data, right click on any column you don’t need and click on hide.

1. You have started to design a chatbot which you will deploy on the company intranet, and which will deal with standard enquiries from staff relating to payroll and HR issues. You created a new topic called Customer Enquiries and added in the trigger phrases. How many nodes will you see on the authoring canvas?

**1 point**

The trigger phrases node and a message node.

The trigger phrases node only.

The trigger phrases node and an action node.

The trigger phrases node, an action node, and a message node.

1. Your company has made the decision to implement Power Platform and create solutions for the business using its products. You have been researching the Microsoft Dataverse and its ability to structure a variety of data and business logic to support interconnected applications and processes in a secure and compliant manner. Which of the following are true in relation to the Dataverse? Select all that apply.

**1 point**

Dataverse stores your physical data in the Azure cloud.

Each instance of a Microsoft Dataverse must use only the standard tables provided.

Dataverse handles authentication with Azure Active Directory (Azure AD) to allow for conditional access and multi-factor authentication.

Dataverse allows you to easily apply business logic at the data level.

1. You are creating an app that department managers in your organization will use. The app will need to provide a real time display of the volume of sales and customer enquiries. You have already accessed the data sources for the app, and you are now ready to create the app itself. What are the three design phrases of building a model driven app? Select all that apply.

**1 point**

Build the app.

Selecting connectors

Identifying what devices the managers will use to access the app.

Define Business Processes

Model Business Data

1. You are designing Power Automate flows to make the transfer of information and other business processes in the company more efficient. Which of the following are four actions that you can have a workflow include?

**1 point**

Do Until

Loops

Switch

Repeat

Apply to each

1. Power BI has just been introduced in your company and all departments have been asked to use it to report on performance. Some of your colleagues are unfamiliar with Power BI and they are concerned that it won’t be flexible enough to generate the types of reports they want. Which of the following are three benefits that you can mention to them to reassure them?

**1 point**

You can display data aggregates and raw data in a Power BI report.

You can have multiple pages in the same Power Bi report

You can display related data from multiple sources in the same Power BI report.

The managers, who will only be viewing the published report, will be able to create custom filters to focus on areas and results that they are interested in.

1. You are creating a chatbot which you will add to a company website to answer standard enquiries from staff. As part of the response to an enquiry on how to submit expenses, you want the chatbot to run an existing Power Automate approval flow which records and then submits the expenses claim. What node choice would you make to call the flow?

**1 point**

Add a Flow

Call an Action

Add a topic

Add an Action

1. The Dataverse Database you work with contains two tables. The first table is called Invoices and it contains records of Customer Invoices. The other table is called Orders and it contains line items. Each line contains an entry for a specific product the customer has ordered. It includes the amount of the product they require and the invoice number for the invoice the item will be billed on. You link the invoice table to the product table in a one-to-many relationship. What is the invoice number column in the Orders table referred to as?

**1 point**

A Many Key

A Unique Key

A foreign key

1. You created a canvas app and shared it with several departments in the organization. You and two other managers are the only people who have permissions to edit the app. The users have given feedback on how the app works in practice and you decide to incorporate one of the suggested pieces of information. If you make the edit, save the app, and then publish it who will see the updated version of the app?

**1 point**

Only you. For all users to see the changes they will need to uninstall and reinstall the app.

All users

Only you and the two other managers who can edit the app.

1. You are creating a flow in Power Automate. You will need to enter the same string of digits multiple times in the same flow. What action can you include which will store the numbers and allow you to reuse them in the flow?

**1 point**

Loop

Condition

Repeat

Compose

1. You have created a Power BI sales report containing a single page of visualizations which has been shared with all colleagues. The manager of the department wants to see a page of visuals that just focuses on the top departmental goal metrics. What would be the most effective approach?

**1 point**

Copy the initial report page and delete the visuals that the manager does not need to see.

Create a Dashboard.

Create a new blank page in the report and copy and paste the required visuals from the first report page.

1. You have created a complex conversation path in a topic with multiple condition branches. You now want to step through the conversation in the test pane to see how the chatbot leads the user. What two things should you do while testing to help you find and fix unexpected behavior?

**1 point**

Click on reset to clear previous conversations.

Turn on the Highlight Current Node setting.

Turn on the User Experience Toggle

Turn on Track Between Topics

1. You have the Environment Admin Role for your company and have been asked to review Data Loss Prevention Policies to ensure that there is no accidental or inappropriate sharing of Data. You can see that connectors have been used to access Sales data across the organization but also to connect to a social network. You are happy for all staff to connect to the sales data, but you do not want the staff to be able to use the connector to the social network. How should you classify the two connectors?

**1 point**

Classify the Sales Data connector as non-Business and the Social Media Connector as Blocked.

Classify the Sales Data connector as Business and the Social Media connector as non-Business.

Classify the Sales Data connector as Business and the Social Media Connector as Personal-Use.

1. The model-app that you designed for the sales department is complete and you are now ready to share it. You know that you need to assign security roles to the users. The manager of the department needs to be able to share the app with staff who join the department. Which security role will you need to assign to the manager?

**1 point**

System Administrator

Delegate

Microsoft Dataverse User

System Customizer

1. The business process flow that you are creating is a complex one which will have a large number of stages and conditions. What is the maximum number of stages that you can have in a business process flow?

**1 point**

30

90

60

1. Once you publish a report to the Power BI Service, you then can share it with colleagues to improve collaboration and share information. Which of the following is true in relation to sharing on the Power BI Service?

**1 point**

You can share reports, datasets, and dashboards on the power bi service.

You can only share reports and dashboards on the power bi service

You can share the report and the dataset, but you must publish the dashboard to an app before that can be shared.

1. You created and deployed a customer self-service chatbot on your company website. Customers have been using the chatbot for a month and you want to see which topics have had most impact on the chatbots performance. Which three areas on the Analytics summary page can will give you this information? Select 3 correct answers

**1 point**

Resolution Rate Drivers

Session Outcome Over Time

Escalation Rate Drivers

Engagement Over Time

Abandon Rate Drivers

1. The company that you work for uses Office 365, SharePoint, and Dynamics 365. The management team are considering the benefits of implementing Power Platform but are concerned that they do not have a dedicated IT department. Which of the following are benefits that you could put forward to help them make the decision? Select all that apply.

**1 point**

The Power Platform business solutions can be used and implemented into Microsoft Teams which the company already use extensively.

Users themselves can use Power Apps to create apps for different departments so the lack of IT support would not be an issue.

Users can use Power Automate to share information between Microsoft 365 and Dynamics 365.

To use the apps, the staff will need to have their mobile devices bound to the same service provider.

1. You are creating a canvas app for sales staff, using an Excel spreadsheet in a shared OneDrive for Business folder as the data source. You want to add a new element in the canvas app which will show the details of an item that the user picks from the initial browse screen. The user may need to amend the details. Which option on the Insert Tab of Power Apps Studio will you choose?

**1 point**

AI Builder

Charts

Media

Forms

Input

1. You are creating Power Platform solutions for a company that leases specialized equipment to companies working in the pharmaceutical industry. The company must review the equipment at set intervals and perform maintenance checks. The management team have identified an issue with some field technicians missing steps when they review a specific type of equipment. You need to ensure that the technicians perform all the required steps in the correct order. What should you use?

**1 point**

AI Builder

Power Virtual Agent

Business Rule

Business Process Flow

1. You are designing the model-driven app that managers in your organization will use and need to add the user interface components which will determine how users will interact with the finished app. Which two of the following choices are User Interface components?

**1 point**

Choice

Site Map

Form

Column

1. In the company you work for, before the sales staff can offer a new customer a discount, they must fill in a discount request form which the sales team leader must approve. They save the form in a nominated OneDrive folder. As soon as they do that, the flow will automatically send the form to the correct team leader for approval and move it to a different folder based on whether they approve or reject the request. In this scenario, what is the saving of the file to the OneDrive folder called in the context of the Power Automate Flow?

**1 point**

A condition

An Action

A trigger

1. You are creating a report in Power BI which will draw information from multiple sources including Excel, SQL and the web. You want to be able to run queries for related data across all the tables in the dataset. To do this, you need to create relationships between the tables. Which area on the Power BI screen will allow you to visually set the relationships between tables or elements?

**1 point**

Fields pane

Report view

Data view

Model view

1. The organization that you work in has two offices, one in New York and one in Paris. You are designing a chatbot which will allow staff to make enquires about payroll, annual leave and expenses claims.

At the beginning of the conversation, the chatbot asks the user to identify the office at which they are based. For certain enquiries, such as the dates of public holidays, you will need the conversation to branch and take the user down a path to the correct information for their geographic location. How should you structure the topic to deal with this?

**1 point**

Branch the conversation into two when the customer identifies the office that they are based in and create two separate conversations with each one having complete information on payroll, annual leave and expenses claims.

At each point in the conversation where location is important add an Ask a Question node again and clarify the office location.

Save the office location as a variable. At each point in the conversation where location is important use the branch based on a condition node and use the variable.

1. In the Microsoft Dataverse Database information is stored in either Standard or Complex tables. A colleague wants to understand the difference between them and has asked you for help. Which of the following are true for Standard tables? Select all that apply.

**1 point**

You can delete columns from a standard table.

You can add columns to a standard table to customize it.

Standard tables automatically contain columns with specific headings and data types.

Standard Tables use server-side business logic.

1. You created a canvas app for use by the sales staff in your organization. You now need to share it with them so that they can begin using it but not editing it. What would be the best way to do this?

**1 point**

Share through an Azure Active Directory Security Group

Share it with the sales team in teams.

Send the share invite to an Outlook group.

1. You are using the Power Automate Mobile App to create Button flows. What three features can you access in this app?

**1 point**

Manage Flows

Business Process Flows

Buttons

Activity Feed

1. You are creating a dashboard to provide a summary view of company sales which will be shared with senior management. The four departments in the company all use Power BI to create their reports. Ideally, the dashboard for senior management should contain visuals and information from all four Power BI reports. How can you achieve this?

**1 point**

Ask for the reports to be shared with you. Copy and paste the visuals you want into your report and then create the dashboard from that.

Ask for the reports to be shared with you. Select the visuals you want to re-use and pin them to the dashboard.

Ask for the reports to be shared with you. Check which data sources were used to create the separate reports and import those into your dataset.

1. You have created and deployed a customer self-service chatbot. You configured the bot by adding three channels. You have made amendments to the chatbot. What do you need to do to ensure that the changes are pushed out to all customers regardless of the channel they use?

**1 point**

You will need to publish the chatbot and configure the three channels again.

You only need to publish the chatbot again.

You do not need to do anything. The chatbot will update automatically when you save the changes.

1. You are creating a business process flow which will guide field technicians through the maintenance steps on a complex piece of equipment. When you created the flow, you choose a table called Maintenance Log as the base table for the flow. You have now reached a point in the flow where you want to add a stage that will be based on a different table. Which of the following is true?

**1 point**

You will need to select a relationship between the tables.

You will need to set a process flow order.

You cannot add a stage which is based on a different table to the first stage.