# Microsoft

## Exam Questions PL-200

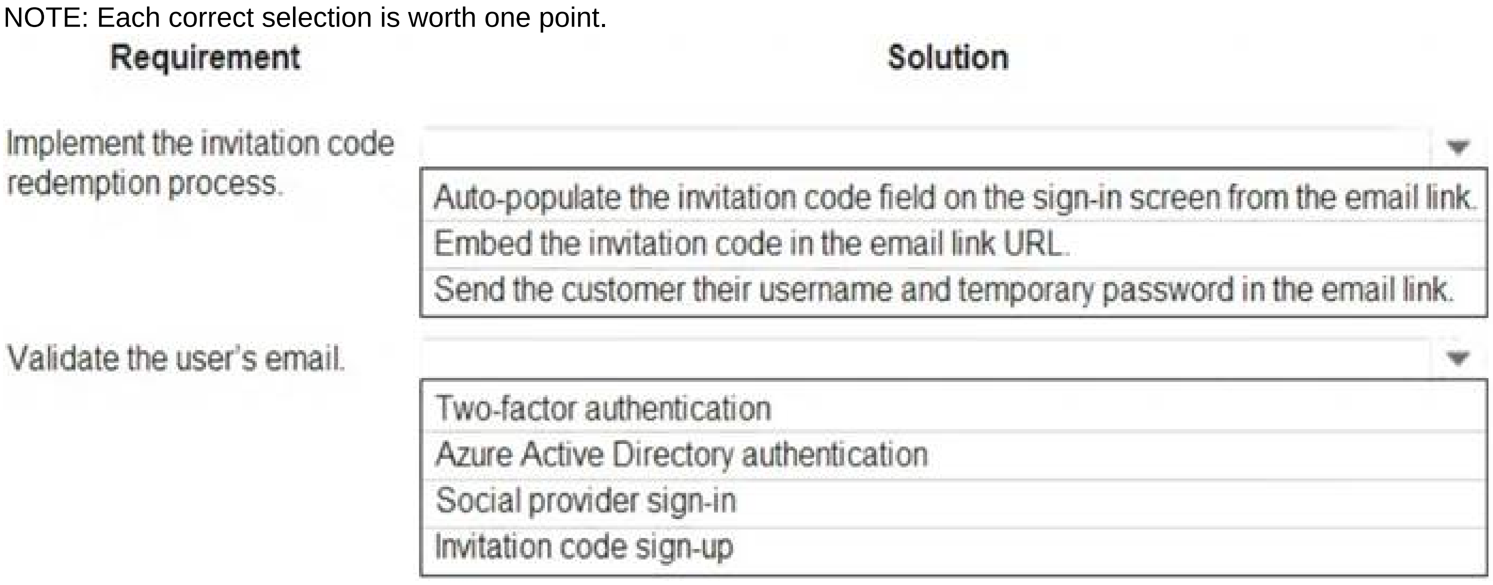
Microsoft Power Platform Functional Consultant

**NEW QUESTION 1**
- (Exam Topic 1)
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

**NEW QUESTION 2**
- (Exam Topic 1)
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.

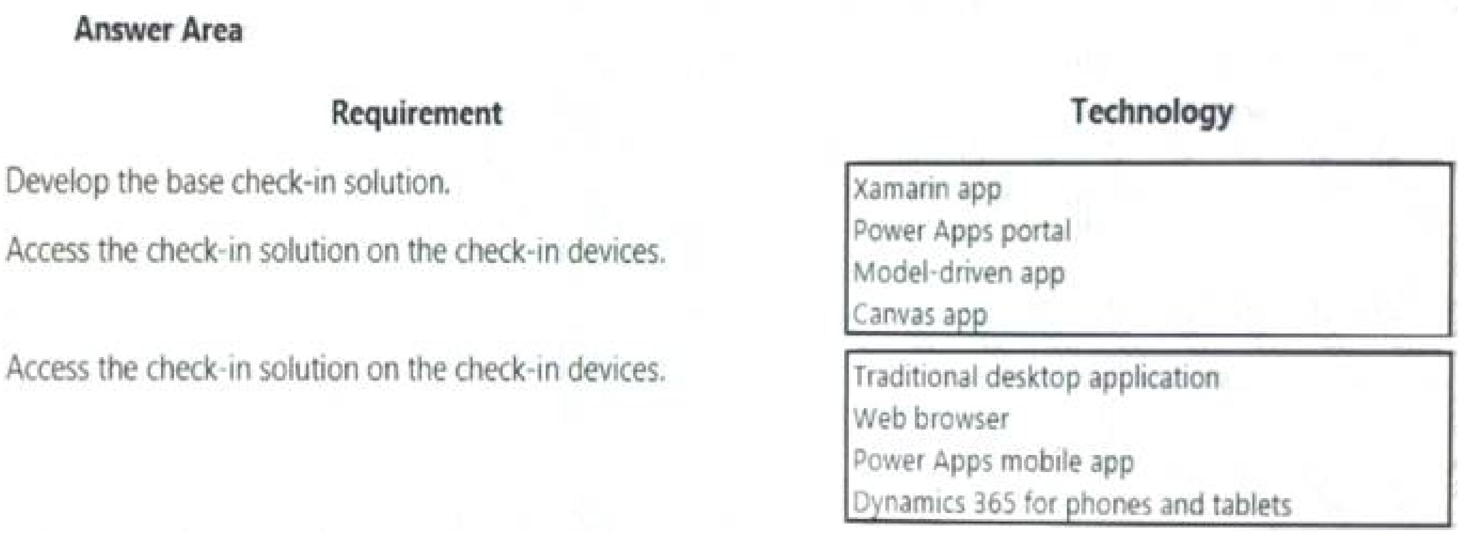



A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application, email Description automatically generated

**NEW QUESTION 3**
- (Exam Topic 1)
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.
You need to design the guest check-in solution.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Canvas app,
Power Apps mobile app
https://docs.microsoft.com/en-us/power-apps/maker/canvas-apps/offline-apps

**NEW QUESTION 4**
- (Exam Topic 2)
You need to implement the requirement for the VP of sales. What should you do?

A. Use a test account with a base security role with QV security added.
B. Add the System Administrator security role to your user account.
C. Use a test account with only QV security added.
D. Add QV security to your user account.

**Answer:** A

**Explanation:**
A VP of sales requires a test environment to demonstrate to potential clients the security policies that are included in their initial offering.
Currently, testing the new QV functionality outside the development environment is not possible due to corporate security policies requiring the same security role across all environments.
Note: One of the security best practices in Dynamics 365 is to use the base security role as a baseline and apply that role to all Users. The base security role will include all the common/basic permissions that are required to have access to the system.
To set up the base security role for the first time
- create a new empty security role.
- add the minimum privileges required to access the system.
- add the privileges required for the basic functionalities.
- test the role with the test user account.
- add the permissions to the entities that all users can access (e.g. reference data).

Reference: https://linnzawwin.blogspot.com/2020/07/minimum-privileges-required-to-log-in.html

**NEW QUESTION 5**
- (Exam Topic 2)
You need to configure a Power Automate flow to send the email with the results to the client. What should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

**Trigger settings**

| |
|---|
| Set Table name to Qualification and Column filter to statecode. |
| Set Table name to Qualification and Column filter to statuscode. |
| Set Table name to Service Requests and Column filter to statuscode. |

**Logic to complete service requests**

| |
|---|
| Complete if current record is in Complete status. |
| Complete if current record is in Pending Verification status. |
| Loop through related qualification records and complete if all are in Complete status. |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Box 1: Set Table table to Qualification and Column filter to statuscode.
Box 2: Loop through related qualification records and complete if all are in Complete status. The new process for completing a service request must automate the following:
Set the Service Request record status to Complete when work on all Qualification records is finished.
Send an email to the client with the results when the service request is completed. The email must list each qualification as either Valid or Not Valid, depending on the verification.

**NEW QUESTION 6**
- (Exam Topic 2)
You create a desktop flow to interact with a certification authority's website. You need to get data in and out of the desktop flow.
How should you set up the input and output parameters? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

| Parameter direction | Configuration |
|---|---|
| Inbound | |
| | Copy and paste qualification data into the desktop flow. |
| | Run a cloud flow from the Dataverse qualification record to send data to the desktop flow. |
| | Connect by using the Dataverse connector from the desktop flow and retrieve the qualification data. |
| Outbound | |
| | Copy and paste the verification data into the qualification record. |
| | Send data from the desktop flow to a cloud flow to update the qualification record. |
| | Connect by using the Dataverse connector from the desktop flow and the qualification record |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Box 1: Connect by using the Dataverse connector from the desktop flow and retrieve the qualification data. All information sent by clients for services is stored in Microsoft Dataverse with a model-driven app as the
interface.
Qualification verification
The qualification table contains details about an individual school degree, professional qualifications, and other qualifications that must be verified.
A service request can have one or more Qualification records associated with it.
Record status is pending verification until the initial team member finishes, at which point the member changes the status to Complete.
When all qualification records related to a service request are verified either by manual or automated processes, the results are made available to ADatum Corporation’s client.
In the rare event that results are questioned, a new service request is created and verified independently of the previous work that took place.
Box 2: Send data from the desktop flow to a cloud flow to update the qualification record. To complete a service request, users perform the following actions:
Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.
Change the service request status to Completed. Currently, service requests do not indicate when all Qualification records are addressed.

**NEW QUESTION 7**
- (Exam Topic 2)
You need to capture the Date Completed value from the website using a desktop flow. Which method should you use?

A. Use optical character recognition (OCR) on the screen to locate and extract the value.
B. Display an input dialog and prompt the user to enter the value.
C. Extract the value from the window the browser is using.
D. Retrieve the value from the HTML element in the webpage.

**Answer:** C

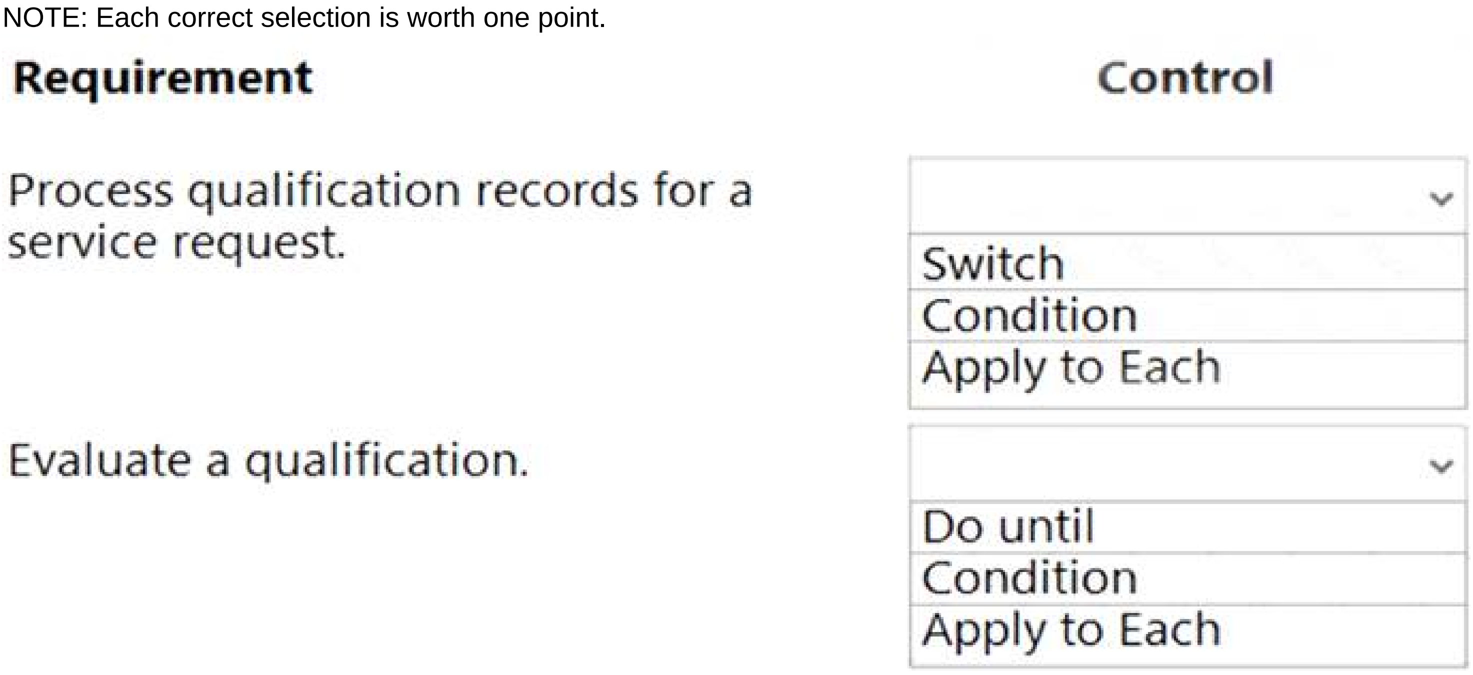
**Explanation:**
Record the name of the QV team member who performed the work and the date completed.

**NEW QUESTION 8**
- (Exam Topic 2)
You need to assign 10 percent of the Qualification records to the QV queue through table configuration by using a Power Automate flow.
What should you do?

A. Create an autonumber column on the Qualification table and assign its qualification records if the number cleanly divides by 10.
B. Create a calculated column on the Service Request table that sums the number of qualification records, generates a random number between zero and the number from the new field, and assigns each qualification record if the number generated is 10 percent or less of the value of the new field.
C. Create a roll-up column on the Service Request table that is the count of qualification records, generates a random number between zero and the number from the new field, and assigns each qualification record if the number generated is 10 percent or less of the value of the new field.
D. Create an autonumber column on the Service Request table and assign its qualification records if the number cleanly divides by 10.

**Answer:** B

**NEW QUESTION 9**
- (Exam Topic 2)
You need to configure a Power Automate flow to send the email with the results to the client. What should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Apply to each
You can use the Apply to each action to process a list of items periodically. Box 2: Do until
The Do Until control in Power Automate is a loop that repeatedly forces an action until a certain condition becomes true.
Reference: https://docs.microsoft.com/en-us/power-automate/apply-to-each https://blog.enterprisedna.co/do-until-loop-control-in-power-automate/

**NEW QUESTION 10**
- (Exam Topic 2)
You need to be able to move a Power Automate desktop flow used in the verification process to the testing environment.
What should you do?

A. Share a copy of the desktop flow with a member of internal IT.
B. Use the Export option in the flow to get the flow identifier and provide it to internal IT.
C. Send a copy of the desktop flow to a member of internal IT.
D. Create the desktop flow in a solution and provide it to internal IT.

**Answer:** D

**Explanation:**
Internal IT reports that the solution import to the test environment failed because of missing dependencies related to the flow for completing service requests.
Flows with PowerApps steps
Flows that were created via Power Automate in the PowerApps menu or flows that have PowerApps steps added have a different issue then other Power Automate flows. As of the writing of this blog these flows are not able to be imported into another environment. This means that if you create flows with Power Apps steps within them you will need to recreate them in your destination environment.
Reference: https://www.spyglassmtg.com/blog/power-platform-solution-export-and-import-issues

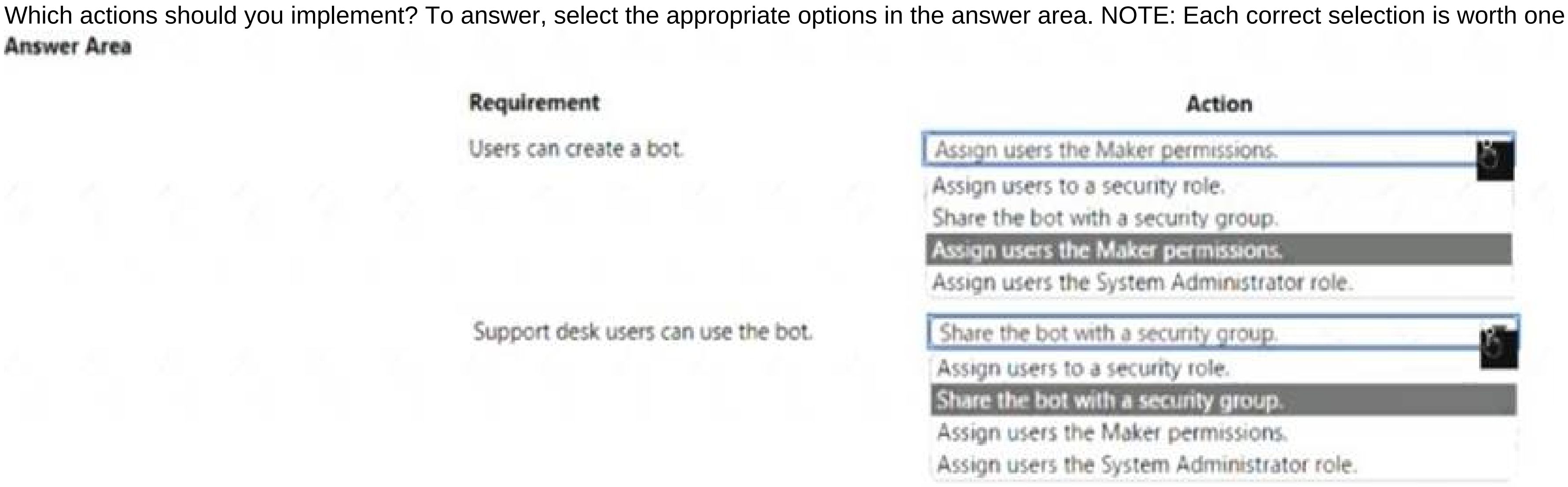
**NEW QUESTION 10**
- (Exam Topic 3)
You are a Dynamics 365 Customer Service system administrator.
Your organization does not permit the use of custom code for solutions. You need to create a view that can be viewed by all users in an organization. Where should you create the view?

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

**Answer:** B

**Explanation:**
Entity: Refers to a table in Dataverse. Table and entity are often used interchangeably for data access. Edit public views through tables
> Expand Data, select Tables, select the table you want, and then select the Views area.
> On the toolbar, select Add view. Add view to table
> On the Create a view dialog, enter a name and, optionally, a description, and then select Create. Reference:
https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-edit-views-app-designer

**NEW QUESTION 15**
- (Exam Topic 3)
A company plans to implement chatbots by using Power Virtual Agents. The company has the following requirements for the bots:
• Users in the accounting department must be able to create a bot for frequently asked questions.
• The support desk users must be able to use the bot.
The users must not be able to change environment parameters in the Microsoft Power Platform environment. You need to configure the permissions for the bots.
Which actions should you implement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

| Requirement | Action |
|---|---|
| Users can create a bot. | Assign users the Maker permissions.<br>Assign users to a security role.<br>Share the bot with a security group.<br>**Assign users the Maker permissions.**<br>Assign users the System Administrator role. |
| Support desk users can use the bot. | Share the bot with a security group.<br>Assign users to a security role.<br>**Share the bot with a security group.**<br>Assign users the Maker permissions.<br>Assign users the System Administrator role. |

**NEW QUESTION 18**
- (Exam Topic 3)
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

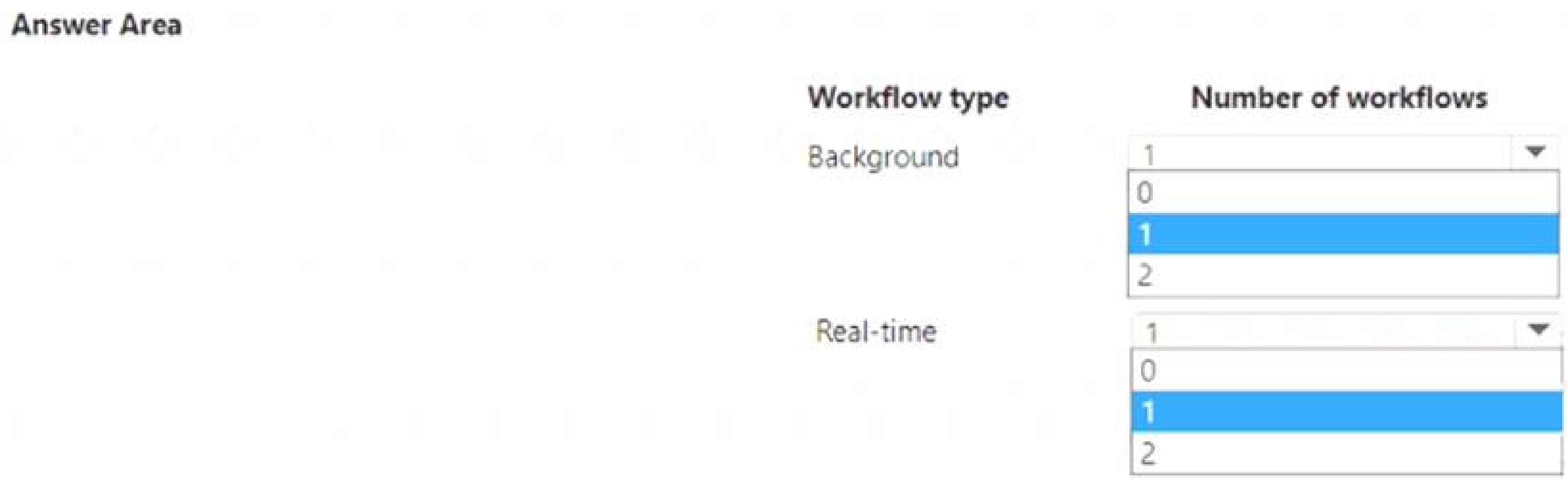
**Answer:** A

**Explanation:**
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationship 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.
Graphical user interface, application Description automatically generated

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

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

**NEW QUESTION 19**
- (Exam Topic 3)
You plan to create classic workflows for process automation on the Account table. The process automation has the following requirements:
• If the Account Name column changes, a custom column named Previous Name must be updated with the original value.
• If the Credit Limit column changes, an email must be sent to the record owner with the new value.
• Asynchronous processes must be used whenever possible. You need to implement the process automation.
What is the minimum number of workflows you should use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

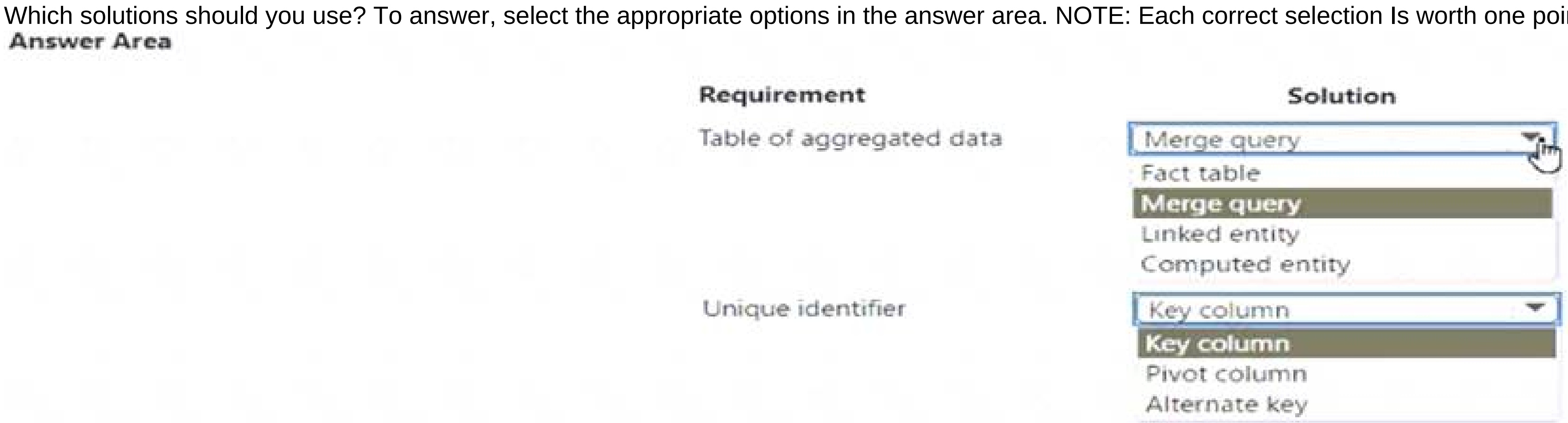
**Explanation:**


**NEW QUESTION 20**
- (Exam Topic 3)
You are creating tables for use with Microsoft Power components.
The display names of the tables must not be changed when the solution is promoted to the user acceptance testing environment.
You need to apply this restriction to the solution, Where should you make the changes?

A. Power Apps
B. Default solution
C. Segmented solution
D. Unmanaged solution
E. Managed solution

**Answer:** C

**NEW QUESTION 23**
- (Exam Topic 3)
You plan to create a dataflow to import data into Microsoft Dataverse by using Power Query. The dataflow has the following requirements:
• A table of aggregated data must be created in dataflow storage.
• A unique identifier must be created for the table.
You need to configure the dataflow.
Which solutions should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection Is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**


**NEW QUESTION 24**
- (Exam Topic 3)
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 B
D. Import the chart as a Power BE visualization.
E. Export the user chart for import as a user chart.

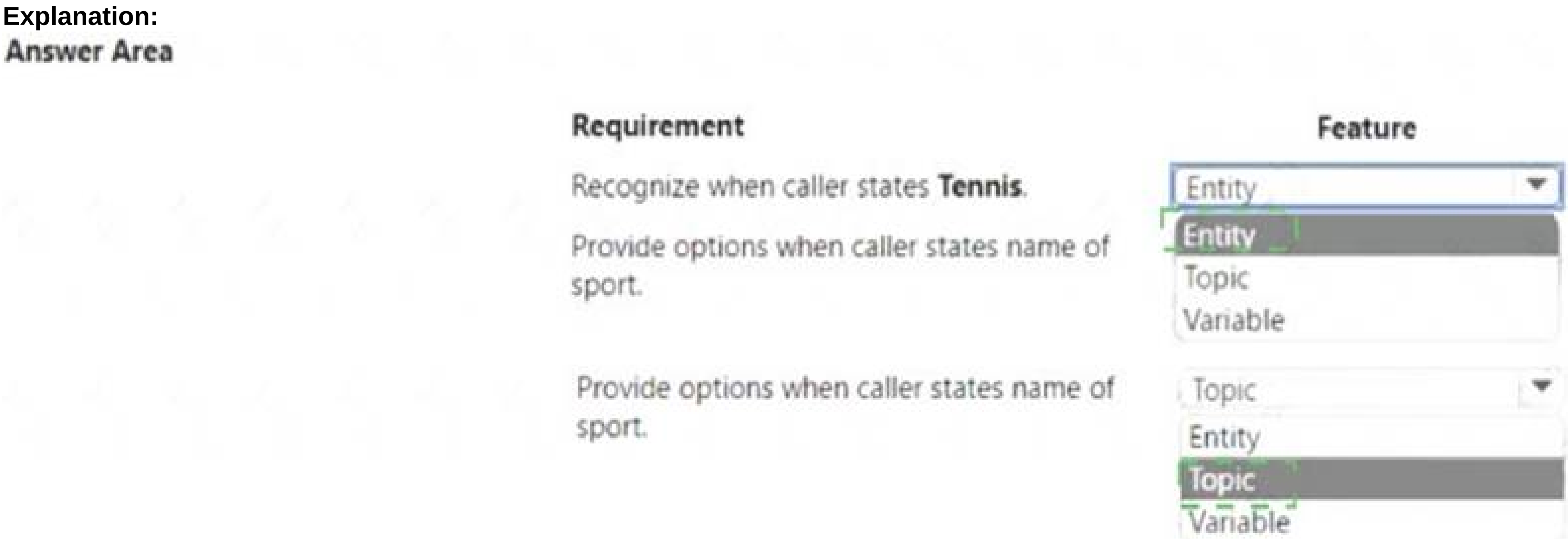
**Answer:** A

**NEW QUESTION 27**
- (Exam Topic 3)
A company plans to implement a voice-enabled Power Virtual Agents bot. The company has the following requirements for the bot:
• Recognize when a caller states Tennis or any variation of the word.
• Provide options when a caller states the name of a sport. You need to configure the bot.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 30**
- (Exam Topic 3)

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.<br>Configure mobile settings at the field level within the case form.<br>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.<br>Configure mobile settings at the field level within the case form.<br>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.<br>Configure mobile settings at the field level within the case form.<br>Configure a security role in the mobile permission set for appropriate users. |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
* 1. User is able to login but can't see Case Records --> "Configure Mobile Settings on Case Entity Level"
* 2. Users can open cases but cannot see the subject of the case - “configure mobile settings at the field level within the case form
* 3. User reports that they cannot access the system from Dynamics 365 mobile app --> Configure a security role in the mobile permission set of the appropriate user
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phon

**NEW QUESTION 33**
- (Exam Topic 3)
A company creates a Microsoft Power Apps app through the Power Apps designer portal for use in Microsoft Teams.
This app needs to be promoted to the user acceptance testing environment.
You need to complete the Microsoft recommended actions before you export the solution. Which two actions should you complete? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Write validation tests.
B. Set the Optimized embedding appearance field to true.
C. Publish all changes.
D. Run the solution checker.
E. Clone a solution.

**Answer:** DE

**Explanation:**
The Power Apps solution checker performs a rich static analysis check on your solutions against a set of best practice rules to quickly identify problematic patterns. After the check completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.
The solution checker analyzes these solution components: Common Data Service plug-ins
Common Data Service custom workflow activities
Common Data Service web resources (HTML and JavaScript) Common Data Service configurations, such as SDK message steps
Reference: https://www.eimagine.com/ui/

**NEW QUESTION 34**
- (Exam Topic 3)
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

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

**NEW QUESTION 38**
- (Exam Topic 3)
A company collaborates by using Microsoft Teams.

You must create a Power Apps app directly from within a Teams channel. The app will be used by members of the channel to manage sales orders.
You need to create the app by using Dataverse for Teams. How should you create the app?

A. Create a canvas app by using a Power Apps personal app in Teams.
B. Create a canvas app by using the App Studio app.
C. Use the Power Apps web designer.
D. Create a model-driven app by using the App Studio app

**Answer:** B

**Explanation:**
You can create, edit, and delete canvas apps in Teams.
Note: With Power Apps Studio embedded in the Power Apps app in Teams and the new built-in data platform providing an easy-to-use, editable data table, you can quickly build apps based on custom data tables that are
Teams-specific and scenario-specific.
Reference: https://docs.microsoft.com/en-us/power-apps/teams/create-first-app https://docs.microsoft.com/en-us/power-apps/teams/create-apps-overview

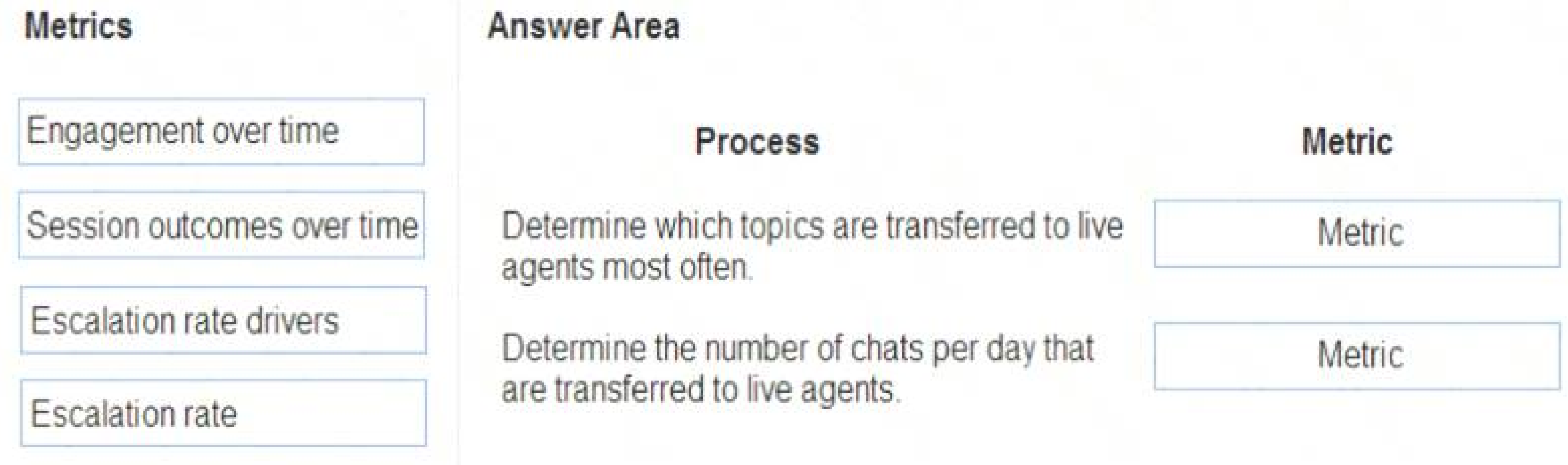
**NEW QUESTION 39**
- (Exam Topic 3)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have 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

**NEW QUESTION 42**
- (Exam Topic 3)
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.




A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 47**
- (Exam Topic 3)
A company is training an AI model using a custom table to determine the amount of time it takes to deliver a package based on several key fields.
The testing data used to train the model is used for all training and regression testing scenarios and is considered complete data.
The trained model predicts a 2 percent variance between the estimated delivery time and the actual delivery time of packages.
The executive sponsors reject the model because the actual variance is at 15 percent. You need to address the sponsors' concern
What should you do?

A. Reduce the size of the data used within the model.
B. increase the size of the data used with the model.
C. Use sample training data from Microsoft
D. Replace the training data with real-world data.

**Answer:** D

**Explanation:**
Note: Start using AI Builder with sample data
Don't have any data of your own to create a model? No problem! We've got you covered.
Sample data is available for several AI Builder model types, together with instructions for working with the sample data.
Reference: https://docs.microsoft.com/en-us/ai-builder/samples

**NEW QUESTION 52**
- (Exam Topic 3)
A company is building a Power Virtual Agents chatbot.
Users in the accounting department require access to collaborate with the building of the bot. Users in the sales department require access to only chat with the bot.
You need to configure the bot.
Which sharing options should you use? To answer, drag the appropriate sharing options to the correct requirements. Each sharing option 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.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**


**NEW QUESTION 54**
- (Exam Topic 3)
You create a new independent software vendor (ISV) solution for a Power Apps app.
The Power Apps solution will be imported into multiple customer environments. The environments will have a large variety of solutions and publishers.
You need to avoid naming conflicts during solution import.
Which element should you configure?

A. Package type
B. Configuration page
C. Marketplace
D. Prefix
E. Version

**Answer:** D

**Explanation:**
A solution publisher includes a prefix. The publisher prefix is a mechanism to help avoid naming collisions. This allows for solutions from different publishers to be installed in an environment with few conflicts. For example, the Contoso solution displayed here includes a solution publisher prefix of contoso.
Reference: https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm

**NEW QUESTION 57**
- (Exam Topic 3)
You need to build a Power Bl dashboard for sales managers to track opportunities.
When a new sale closes that is greater than S1 million, a notification must pop up and an email must be sent to the leadership team.
You need to ensure the email is sent without editing the Microsoft Dataverse.
Which two elements should you configure? Each correct answer is part of the solution. NOTE: Each correct selection is worth one point.

A. alerts in Power BI
B. a calculated column in the Dataverse
C. a custom connector
D. a paginated report to save to Microsoft OneDrive
E. a Power Automate flow

**Answer:** AE

**Explanation:**
In order to build a Power BI dashboard for sales managers to track opportunities and send notifications and emails when a new sale closes that is greater than S1 million, you should configure:
* A. alerts in Power BI: You can set up alerts in Power BI that will trigger when a specific condition is met. For example, you can set an alert to trigger when the value of a specific field in the "Opportunities" table exceeds $1 million.
* E. a Power Automate flow: To send an email to the leadership team when an alert is triggered, you can create a Power Automate flow that is triggered by the Power BI alert. The flow can then use the "Send an email" action to send an email to the leadership team with the necessary information about the sale that exceeded $1 million.
References:
- https://docs.microsoft.com/en-us/power-bi/transform-model/desktop-alerts
- https://docs.microsoft.com/en-us/power-platform/admin/alerts-overview

**NEW QUESTION 58**
- (Exam Topic 3)
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

**NEW QUESTION 62**
- (Exam Topic 3)
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.
- In the Views list for a table, select the Show list of references down arrow Drop Down. Edit View.Graphical user interface, application Description automatically generated
- 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

**NEW QUESTION 67**
- (Exam Topic 3)
A company uses a model driven app.
The company needs to automatically update the Status column in real time. You need to configure this feature.
Solution: Create a workflow that has a Change Status step. Does the solution meet the goal?

A. Yes
B. No

**Answer:** B

**NEW QUESTION 69**
- (Exam Topic 3)
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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

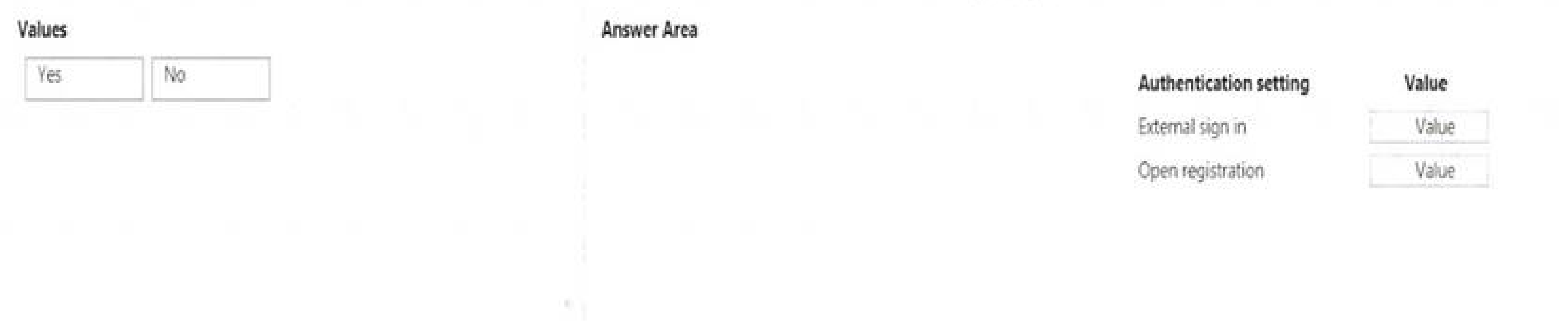
**NEW QUESTION 72**
- (Exam Topic 3)
You attempt to deactivate several currencies in a Microsoft Dataverse environment. You are not able to deactivate one of the currencies.
You need to determine why you cannot deactivate the currency. What is the reason?

A. You are not the currency record owner.
B. The currency is used by an active business process.
C. The currency is the base currency.
D. The currency is used by another record.

**Answer:** C

**Explanation:**
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/org-service/web-service-error-codes https://docs.microsoft.com/en-us/power-platform/admin/manage-transactions-with-multiple-currencies

**NEW QUESTION 77**
- (Exam Topic 3)
A company has a portal. Users sign into the portal by using a social media account.
The company wants to replace the existing portal with a Power Apps portal. users must sign up for access to the portal by using a Microsoft account and a unique invitation code that will be provided to the users.
You need to configure authentication for the home page.
Which values should you use? To answer, drag the appropriate values to the appropriate authentication settings. Each value 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.

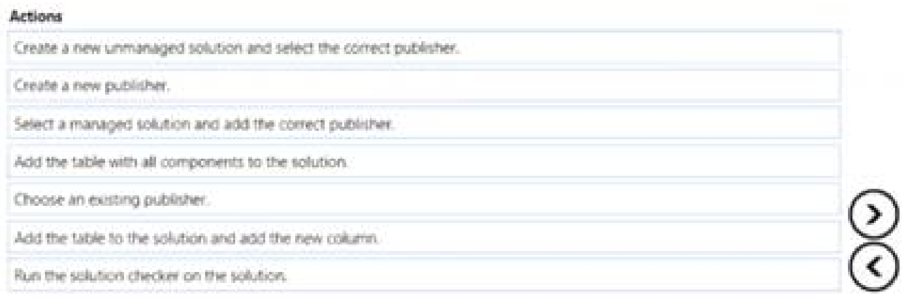



A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
NO NO

**NEW QUESTION 82**
- (Exam Topic 3)
You are using a development environment to add a new column to a system table. You plan to move the changes to a test environment they are complete.
The changes must meet the following requirements:
• Must be clearly identified so that they are not confused with system components and components from other solutions.
• Must not affect any existing components in the test environment. You need to prepare a solution for deployment to the test environment.
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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Step 1: Create a new publisher Solution publisher
Every app and other solution components such as entities you create or any customization you make is part of a solution. Because every solution has a publisher, you should create your own publisher rather than use the default. You specify the publisher when you create a solution.
Step 2: Create a new unmanaged solution and select the correct publisher unmanaged solution
Unmanaged solutions are used in development environments while you make changes to your application. Unmanaged solutions can be exported either as unmanaged or managed. Exported unmanaged versions of your solutions should be checked into your source control system. Unmanaged solutions should be considered your source for Microsoft Power Platform assets. When an unmanaged solution is deleted, only the solution container of any customizations included in it is deleted. All the unmanaged customizations remain in effect and belong to the default solution.
Step 3: Add the table top the solution and add the new column. Step 4: Run the solution checker on the solution
Use solution checker to validate your model-driven apps in Power Apps.
Reference: https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm https://docs.microsoft.com/en-us/power-apps/maker/data-platform/use-powerapps-checker

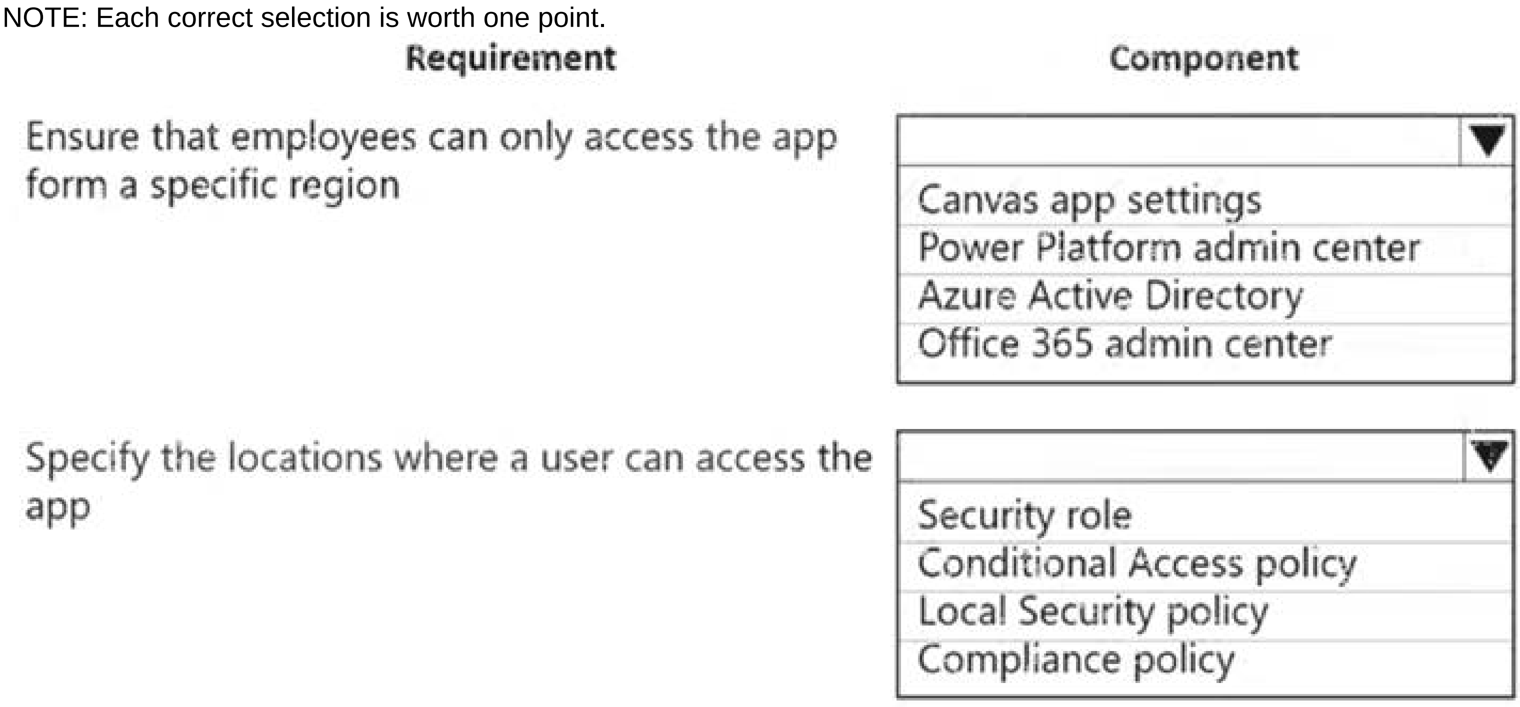
**NEW QUESTION 85**
- (Exam Topic 3)
On a Contact record, a user creates a Note record that contains the word running.
One week later, the user reports that they cannot find the Contact record associated with the Note record. You need to find the Note record.
Solution: Use Categorized Search to search 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-releva

**NEW QUESTION 90**
- (Exam Topic 3)
A company uses a canvas app to manage production resources in a specific region. Employees must be at company locations to use the app.
Due to a sudden requirement for employees to work remotely, employees no longer commute to a specific location to conduct their work and cannot access the canvas app.
You must reconfigure the app to ensure that employees only access the app from a limited number of locations.
You need to restrict access to the app.
Which components should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

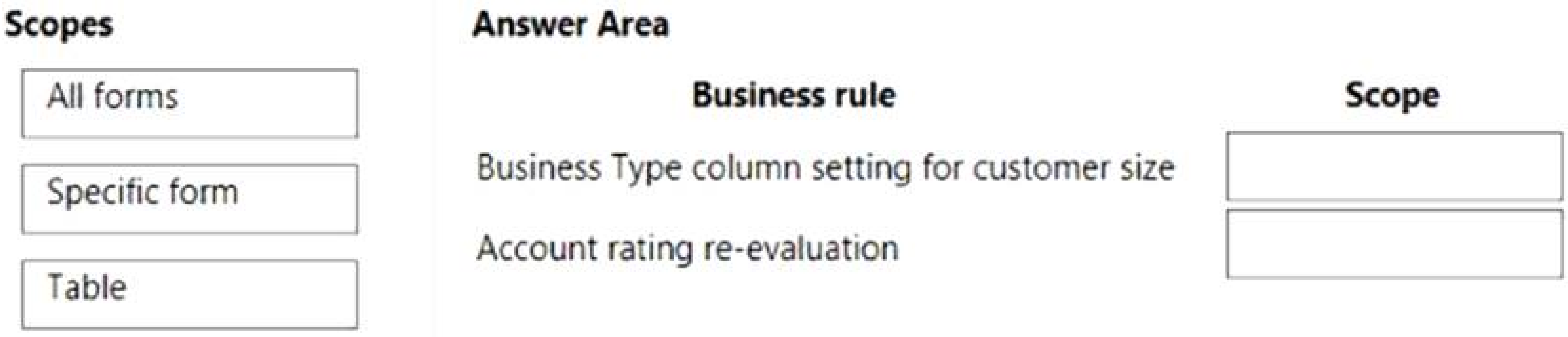
**Explanation:**
Graphical user interface, text, application, email Description automatically generated
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/restrict-access-online-trusted-ip-rules

**NEW QUESTION 94**
- (Exam Topic 3)
A company plans to create an app by using Power Apps. The company has the following requirements:
• The app must be able to enter data into Microsoft SharePoint
• Users must be able to add the app into Microsoft Teams.
You need to recommend which app to create. Which type of app should you recommend?

A. model-driven app as a personal app
B. canvas app as a personal app
C. canvas app as a tab app
D. model-driven app as a tab app

**Answer:** B

**NEW QUESTION 95**
- (Exam Topic 3)
A company is creating a canvas app and a model-driven app to manage their customer accounts.
The canvas app requires a business rule to set the Business Type column to large if the customer size is greater than a specific currency value.
The model-driven app requires a business rule to recommend the account rating be re-evaluated when the account goes on credit hold for this app only.
You need to configure the scope for the business rules.
Which scope should you use? To answer, drag the appropriate scopes to the correct business rules. Each scope 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.

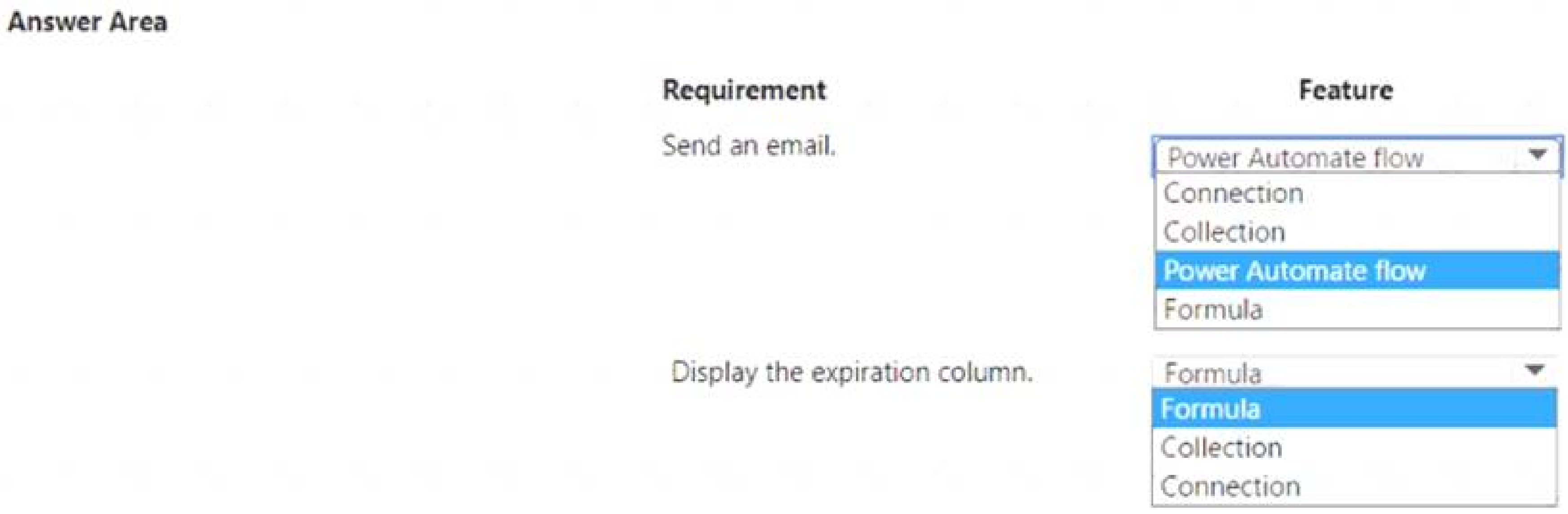



A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Box 1: Table
The canvas app requires a business rule to set the Business Type column to large if the customer size is greater than a specific currency value.
Scope the business rule to Entity (Table). Box 2: Specific form
The model-driven app requires a business rule to recommend the account rating be re-evaluated when the account goes on credit hold for this app only.
For Model
The scope of the business rule determines which forms the business rule will be applied. You set the scope, according to the following:
If you select this item... The scope is set to...
Entity- The table and all forms for the table All Forms- All forms for the table
Specific form (account Main Form, for example) - Just that form
Reference: https://debajmecrm.com/business-rules-in-powerapps-canvas-apps/
https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-business-rules-recommendations

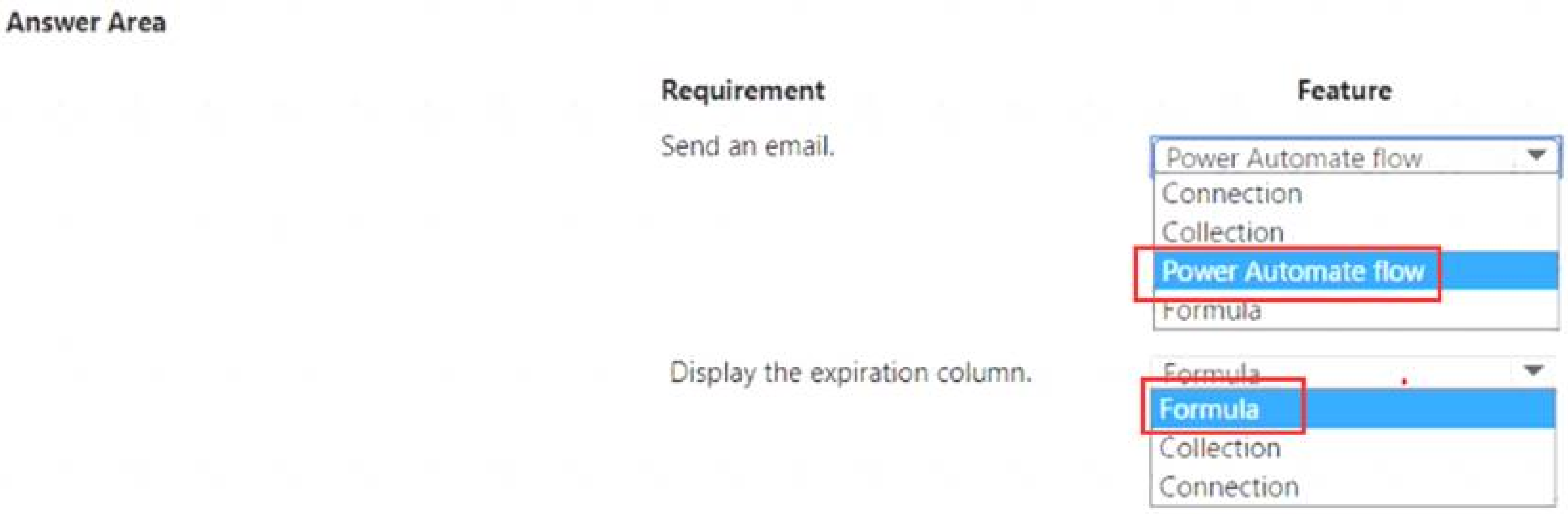
**NEW QUESTION 99**
- (Exam Topic 3)
You plan to create a canvas app.
The app must meet the following requirements:
• Send an email after a record is saved.
• Display the expiration column on a form if the creation date of the record is older than 90 days. You need to configure the app.
Which features should you use? To answer, select the appropriate options in the answer area.



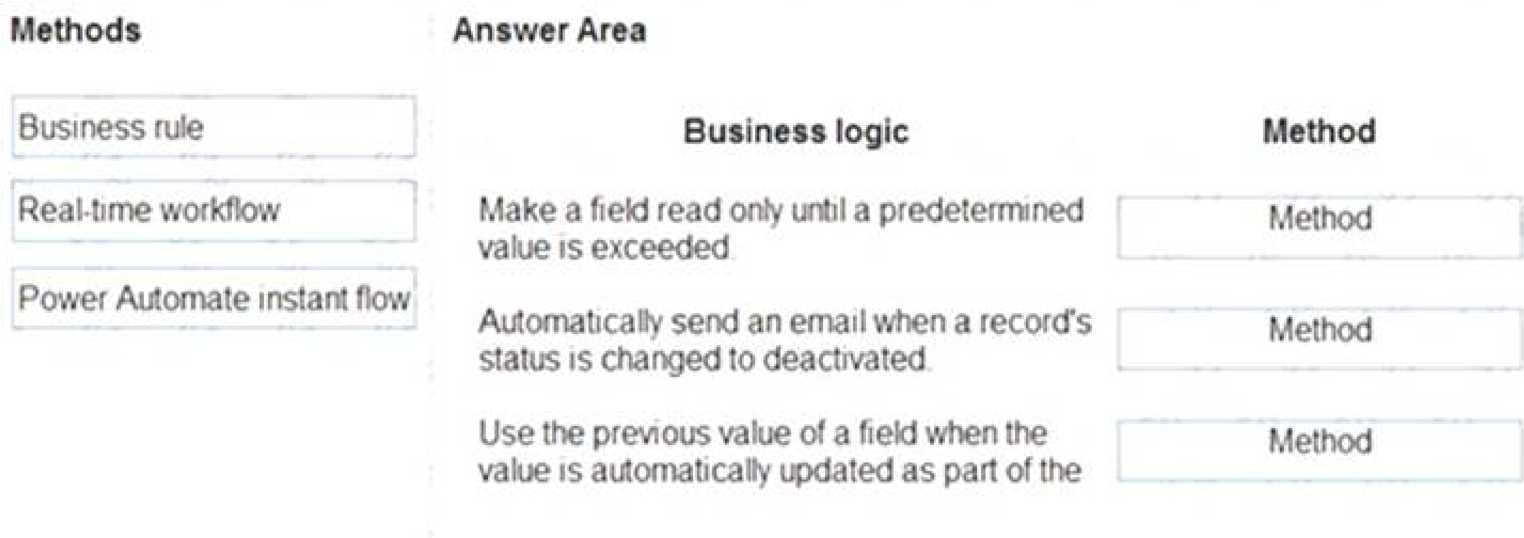

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 103**
- (Exam Topic 3)
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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application Description automatically generated
Box 1: Business rule
By combining conditions and actions, you can do any of the following with business rules:
- NSE5_FSM-5.2 Set column values
- Clear column values
- Set column requirement levels
- Show or hide columns

- Enable or disable columns
- Validate data and show error messages
- Create business recommendations based on business intelligence. Box 2: Real-time workflow

Real-time workflows:
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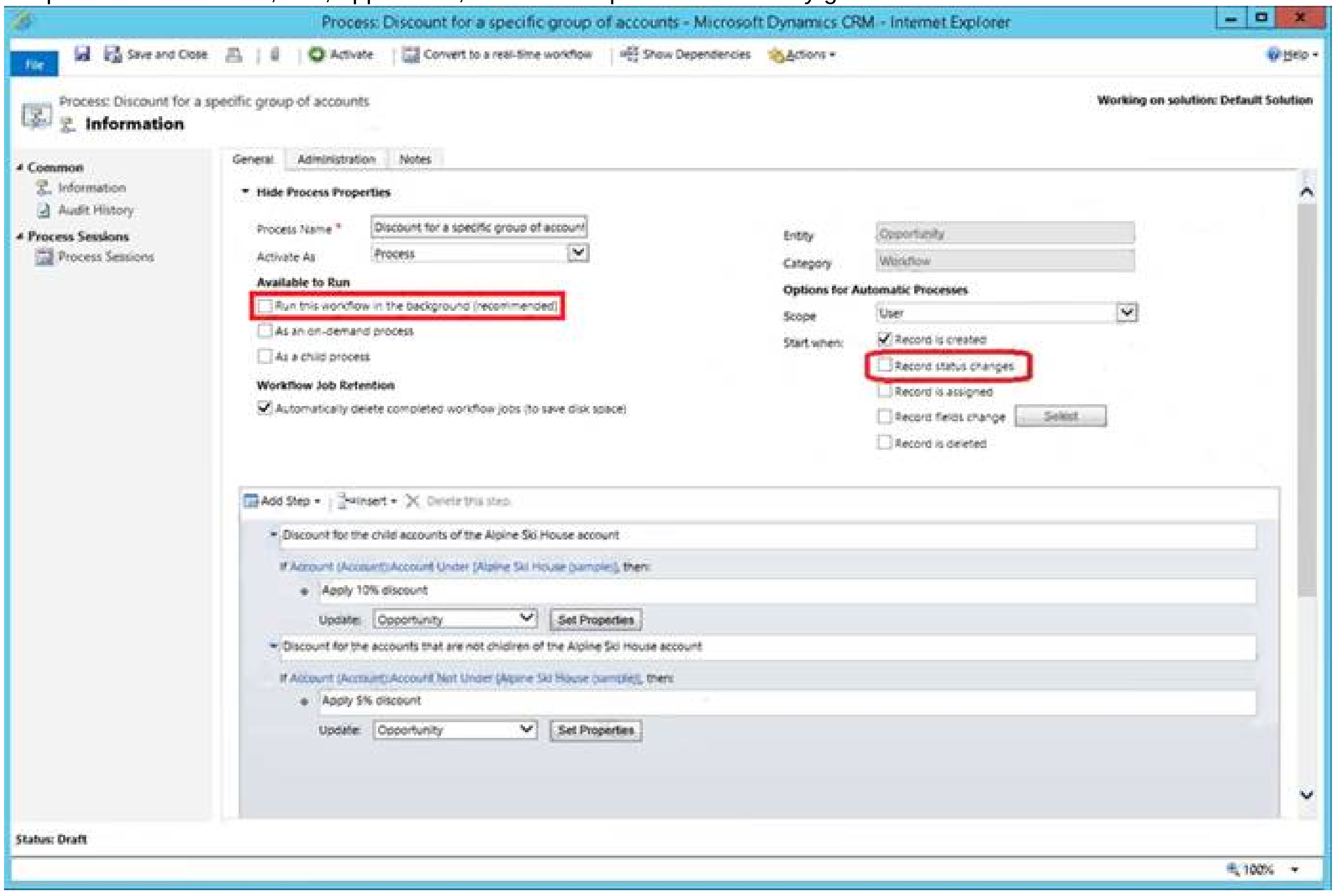
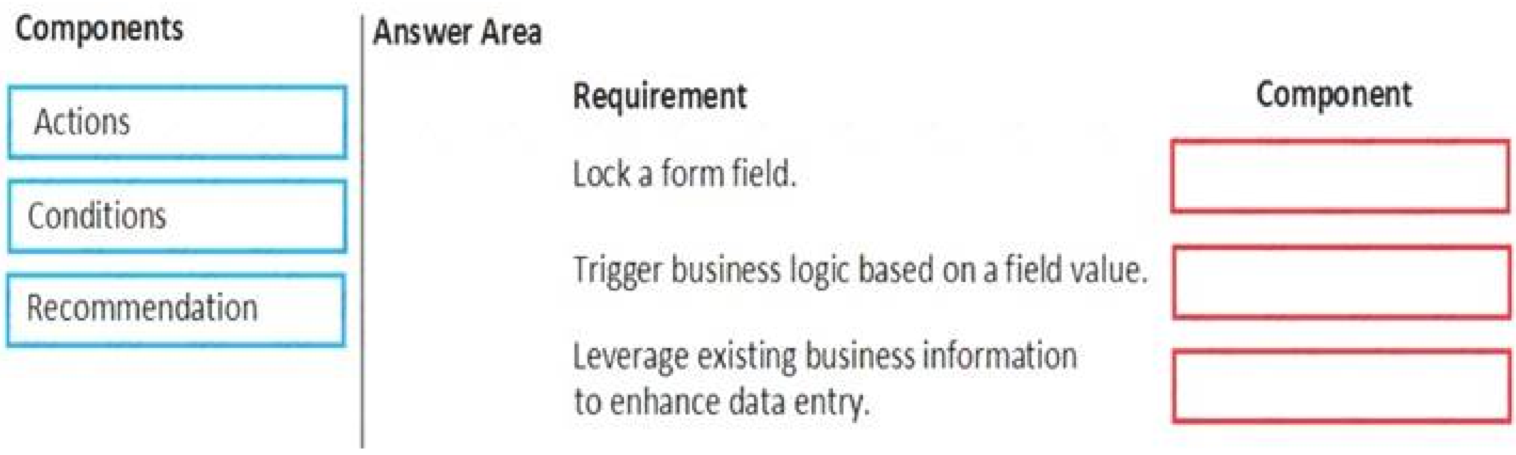



Box 3: Power Automate instant flow
Instant Flows don't have a trigger in the same way as the Automated flow. Instead, they are triggered manually or on-demand, such as a user clicking a Flow button in the mobile app.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-business-rules-recommendations-a 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-ho

**NEW QUESTION 108**
- (Exam Topic 3)
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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

- Action
- Condition
- Recommendation

**NEW QUESTION 113**
- (Exam Topic 3)
You plan to create a dataflow by using Power Query to transform the data. You observe that some cells display an error instead of the expected data. You need to obtain more details about the errors. What should you do?

A. Select the row that includes the cell with the error.
B. Use the Flow Checker.
C. Select the cell with the error.
D. Use the App Checker.
E. Use the Advanced Editor.

**Answer:** C

**Explanation:**
When you select the cell with the error, a tooltip will appear with more details about the error. This will help you identify the cause of the error and take the necessary steps to fix it.

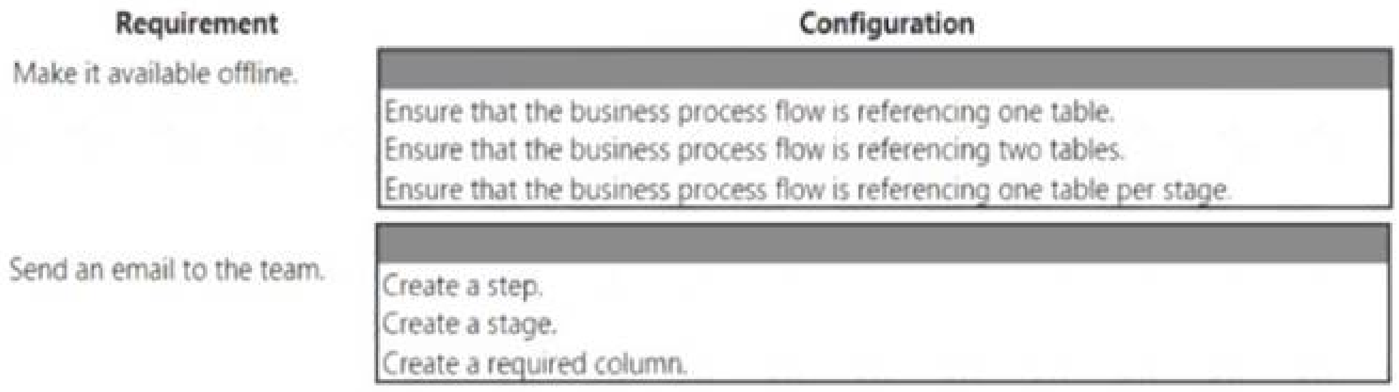
**NEW QUESTION 115**
- (Exam Topic 3)
A veterinary office plans to use Microsoft Power Platform to streamline customer experiences. The customer creates a canvas apps to manage appointments. On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, a text field must appear so that staff members can add details about the pet.
You need to create a dynamically visible field. What should you configure?

A. business rule
B. business process flow
C. workflow

**Answer:** A

**Explanation:**
A business rule can be used to configure the visibility of a field based on the value selected in another field. In this case, a business rule could be created to make the text field for additional pet details visible when the "Other" option is selected in the dropdown field for the type of pet. This can be done by going to the Power Apps portal, navigating to the Common Data Service, and creating a new business rule for the entity that contains the appointment form. Within the rule, you can set the visibility of the text field to be dependent on the value selected in the dropdown field. Reference:
https://docs.microsoft.com/en-us/power-platform/model-driven-apps/model-driven-business-rules
It's important to note that the above feature is only available in the PowerApps Model Driven App and not in Canvas App.

**NEW QUESTION 116**
- (Exam Topic 3)
You are creating a business process flow for a Power Apps app. The business process flow must meet the following requirements:
• Must be available offline.
• Send an email to the team when a record is created. You need to set up business process flow.
What should you do? To answer, select the appropriate options in the answer area. Each correct selection is worth one point




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application Description automatically generated

**NEW QUESTION 120**
- (Exam Topic 3)
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:** BDE

**Explanation:**

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

**NEW QUESTION 125**
- (Exam 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.

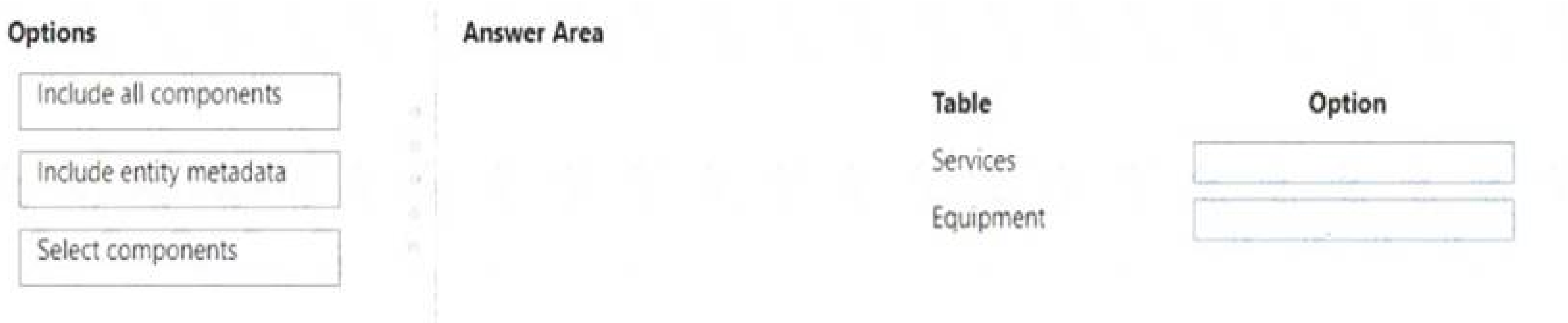
A. UI Flows application
B. Selenium IDE
C. Latest version of Microsoft Edge
D. On-premises data gateway
E. Latest version of Mozilla Firefox

**Answer:** ABC

**Explanation:**

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

**NEW QUESTION 129**
- (Exam Topic 3)
A company is updating a Power Apps solution that contains two tables named Sen/ices and Equipment. The company is creating a new solution to update the current solution for the following requirements:
• The Services table must be updated to include change tracking.
• The Equipment table must be updated to include four new columns.
• The solution must update only the components that need to be added or changed. You need to create the solution.
Which table option should you use? To answer, drag the appropriate options to the correct tables. Each option 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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Select components Option for Services Table Select components Option for Equipment Table
The "Select components" table option allows you to update specific components of a table, such as adding new columns or change tracking, while keeping the existing data and relationships in the table intact. This meets the requirement that the solution must update only the components that need to be added or changed.
You can use the Power Apps maker portal and navigate to the Environment, then click on the Data tab, select the table you want to update and click on the settings icon and then select "Select components" from the options. Then you can select only the columns you want to add or update for each table.
This way, you can ensure that the solution will update only the necessary components for each table, including change tracking for the Services table and four new columns for the Equipment table, without affecting the existing data and relationships in the tables.

**NEW QUESTION 133**
- (Exam Topic 3)
A company is configuring a Power Apps portal using Microsoft Dataverse. The company requires the following:
- Only authenticated users must be able to sign into the portal.
- Authenticated users must have varying degrees of access to the different parts of the portal.
- Users must enter one of several external identities when creating an account during the open registration process.

You need to configure user authentication and permissions.
Which component should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

| Configuration | Component |
|---|---|
| Required for each authenticated user before security can be assigned. | Contact table record<br>Local user<br>Microsoft work or school account<br>Account table record |
| Required for authenticated users to access restricted pages of the portal. | Contact table record<br>Local user<br>Microsoft work or school account<br>Web roles |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Box 1: Contact table record
In Power Apps portals, each authenticated portal user is associated with a contact record in Microsoft Dataverse.
Box 2: Web roles
Portal users must be assigned to web roles to gain permissions beyond unauthenticated users. Reference:
https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/configure-portal-authentication

**NEW QUESTION 138**
- (Exam Topic 3)
A company is planning to create a Power Virtual Agents bot. The bot has the following requirements:
• The bot must provide address information for the company.
• The bot must be available from Microsoft Teams and from the internet website of the company. You need to configure the bot. Which component should you use?

A. Skill
B. Composer
C. Template
D. Channel

**Answer:** D

**Explanation:**
To make the bot available from Microsoft Teams and from the company's internet website, you need to configure the channels for the bot. Power Virtual Agents uses channels to connect the bot to different communication platforms such as Microsoft Teams, Skype, Facebook, and more. By configuring the appropriate channels for the bot, you can make it available on those platforms and allow users to interact with the bot from those locations.
You can configure channels by going to the Power Virtual Agents portal, and then select the bot you want to configure. Then select the "Channels" tab, where you can add the channels which you want the bot to be available on.
Reference: https://docs.microsoft.com/en-us/power-virtual-agents/channels-overview

**NEW QUESTION 143**
- (Exam Topic 3)
A Company plans to send escalation emails to all customers with overdue invoices. You are creating a Microsoft Power Automate flow to determine whether to send an escalation email.
The system must send an alert for all invoices that are seven days or more overdue. You need to configure the flow.
Which expression should you use?

A. `TriggerEmail() = 'OverdueDate' >= 7;`

B. `'OverdueDate' >= '7'?'TriggerEmail()':false`

C. `@GreaterOrEquals(TriggerEmail()?['OverdueDate']: '7')`

A. Option A
B. Option B
C. Option C

**Answer:** C

**Explanation:**
Example: equals(triggerOutputs()?['body/PDFStatus/Value'],'Ready to Generate') Reference:
https://evolvous.com/microsoft-power-automate-trigger-condition/

**NEW QUESTION 144**
- (Exam Topic 3)
A company creates a model-driven app.
Users require access to a Power BI report that is embedded in the app. You need to configure the app.
Where should you add the report?

A. XML report
B. Dashboard
C. Business rule
D. Power Automate cloud flow

**Answer:** B

**Explanation:**
To add a Power BI report to a model-driven app, you should add it to a dashboard. Dashboards in model-driven apps provide a way to organize and display information, such as charts, tables, and reports. You can add a Power BI report to a dashboard by creating a new dashboard and then adding a Power BI report component to it. This component allows you to specify the report you want to add and configure its properties, such as size and layout. Users will then have access to the embedded report when they view the dashboard in the app. Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-model-driven-app-dashboards

**NEW QUESTION 145**
- (Exam Topic 3)
A company plans to create two Microsoft Power Platform applications.
One of the applications requires a custom control layout without using code. The other application will be used primarily by external users.
You need to create the applications.
Which application types should you use? To answer, drag the appropriate application types to the correct requirements. Each application 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.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

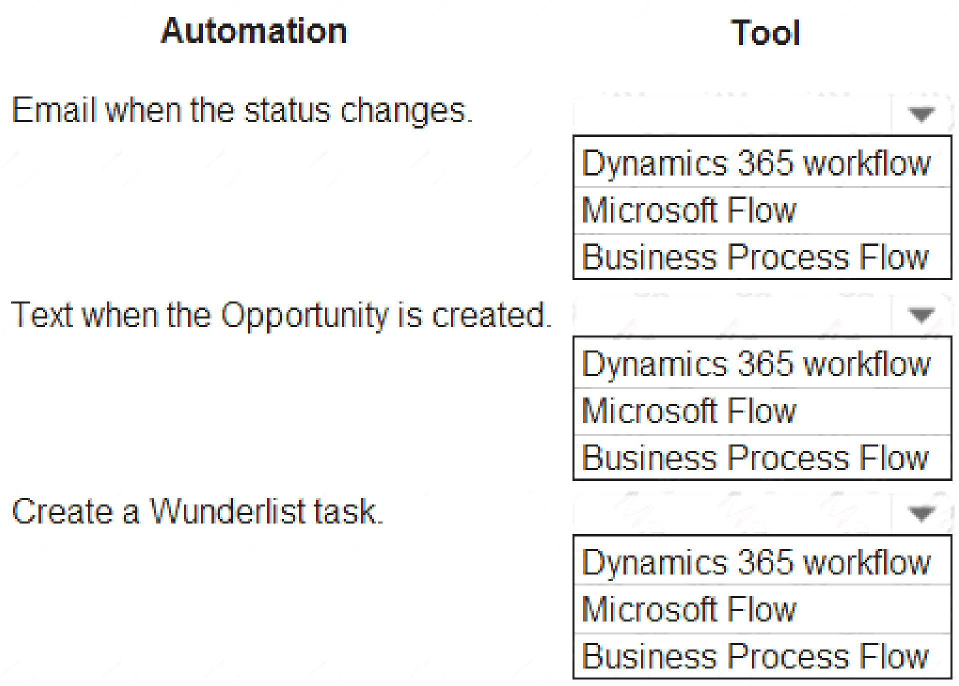

**NEW QUESTION 146**
- (Exam Topic 3)
You make the following customizations to a Microsoft Dataverse Environment
• Create a new table
• Add data to the new table.
• Delete an unused area from the site map.
The components must be transported to a different environment.
You need to determine the method required to transport each component.
Which method should you use? To answer, drag the appropriate methods to the correct components. 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.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**


**NEW QUESTION 149**
- (Exam Topic 3)
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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 153**
- (Exam Topic 3)
A company creates a canvas app.
The app requires users to enter their social security number. The app should only display the last four digits when the user tabs to a different column.
You need to configure the app. Which option should you use?

A. Power Fx
B. Business rule
C. Business process flow
D. Power BI DAX

**Answer:** A

**NEW QUESTION 156**
- (Exam Topic 3)
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.

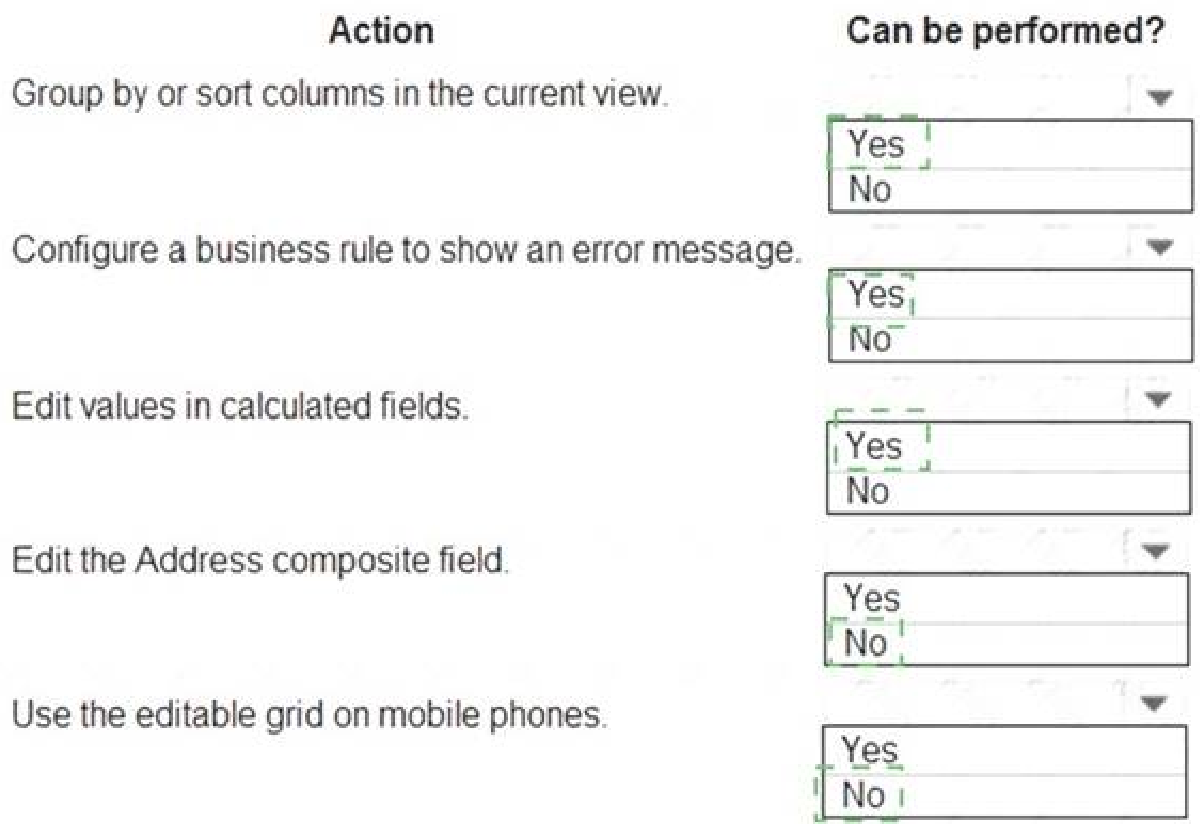
Which actions can you perform? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

| Action | Can be performed? |
|---|---|
| Group by or sort columns in the current view. | Yes<br>No |
| Configure a business rule to show an error message. | Yes<br>No |
| Edit values in calculated fields. | Yes<br>No |
| Edit the Address composite field. | Yes<br>No |
| Use the editable grid on mobile phones. | Yes<br>No |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

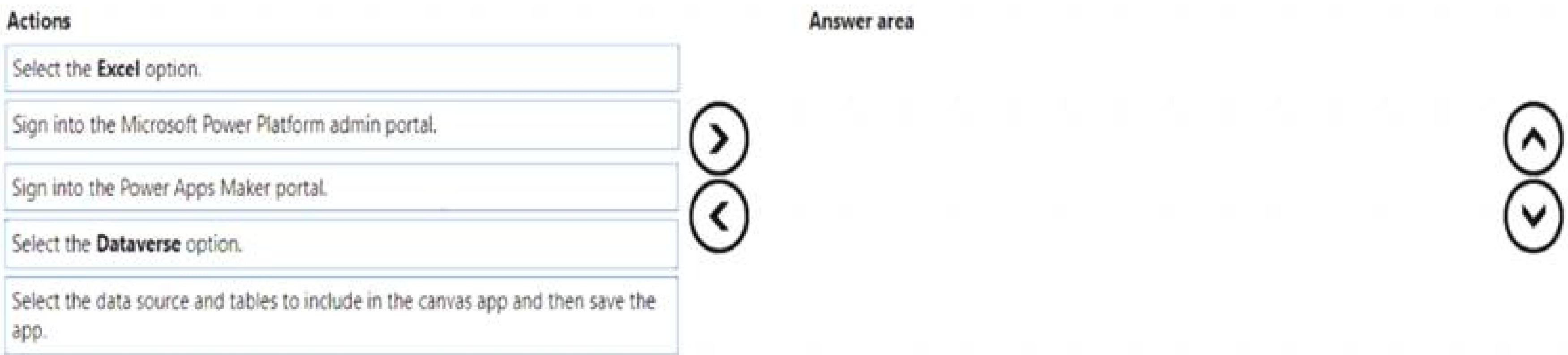



**NEW QUESTION 161**
- (Exam Topic 3)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have 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

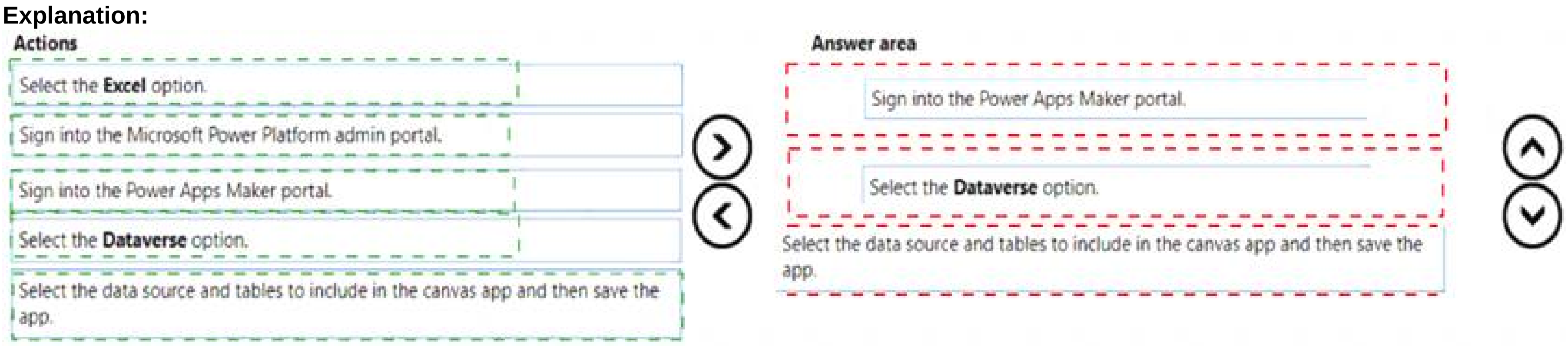
**NEW QUESTION 164**
- (Exam Topic 3)
A company uses a model-driven app with Microsoft Dataverse in a single environment
The company requires a canvas app that includes the same data as the model-driven app. You need to create the canvas app.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



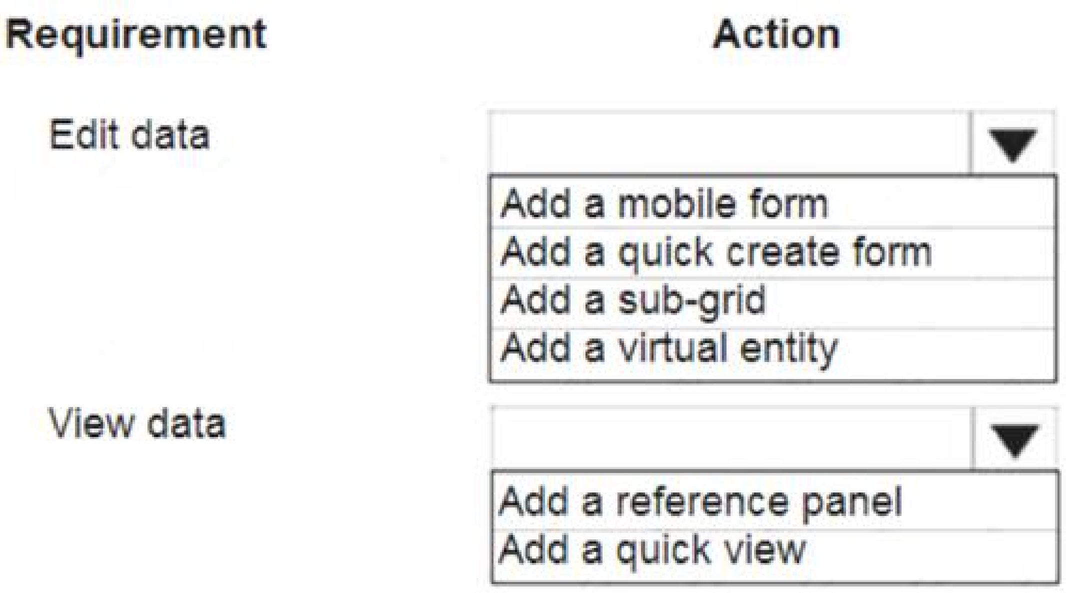

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 167**
- (Exam Topic 3)
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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application, chat or text message Description automatically generated
Box 1: Add a quick create form
With quick create forms, your app can have a streamlined data entry experience with full support for logic defined by form scripts and business rules.
Box 2: Add a quick view
A quick view form can be added to another form as a quick view control. It provides a template to view information about a related entity record within a form for another entity record. This means your app users do not need to navigate to a different record to see the information needed to do their work.
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-v

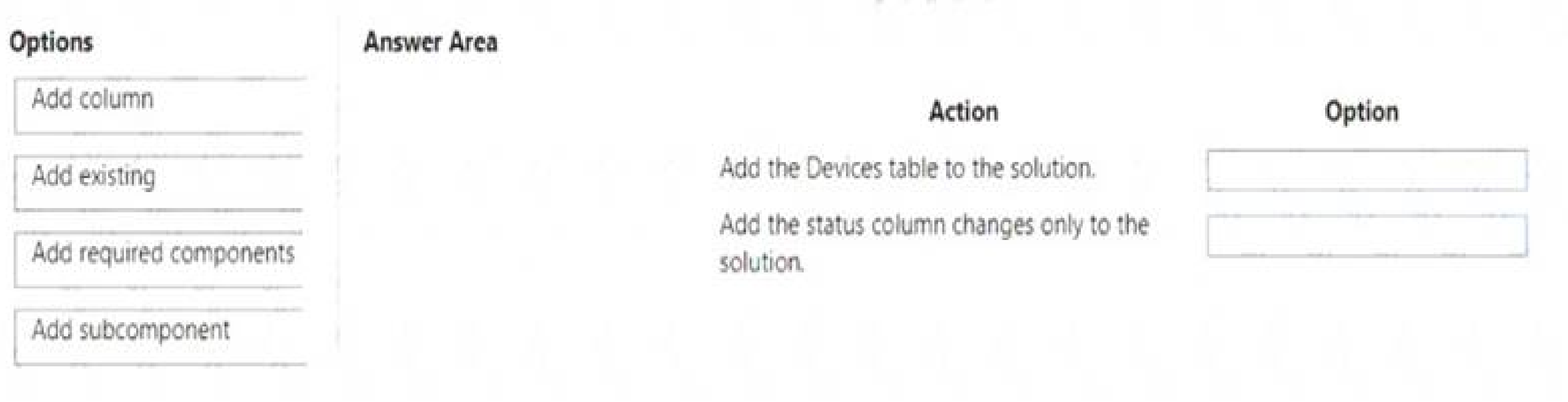
**NEW QUESTION 169**
- (Exam Topic 3)
A company uses Power Apps.
The company plans to create a canvas app that uses a responsive design. You need to configure the app.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Enable the lock orientation setting.
B. Configure the height and width properties by using a formula.
C. Disable the Scale to fit setting.
D. Configure the height and width properties by using drag handles.

**Answer:** BC

**Explanation:**
To create a canvas app that uses a responsive design in Power Apps, you should perform the following actions:
* B. Configure the height and width properties by using a formula: By using a formula to set the height and width properties, you can ensure that the app will respond to changes in screen size and orientation. For example, you can use the Width() and Height() functions to set the width and height properties based on the size of the screen.
* C. Disable the Scale to fit setting: The Scale to fit setting, when enabled, makes the app's content fit on the screen by scaling it down. To create a responsive app, this setting must be disabled.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/responsive-design https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-width

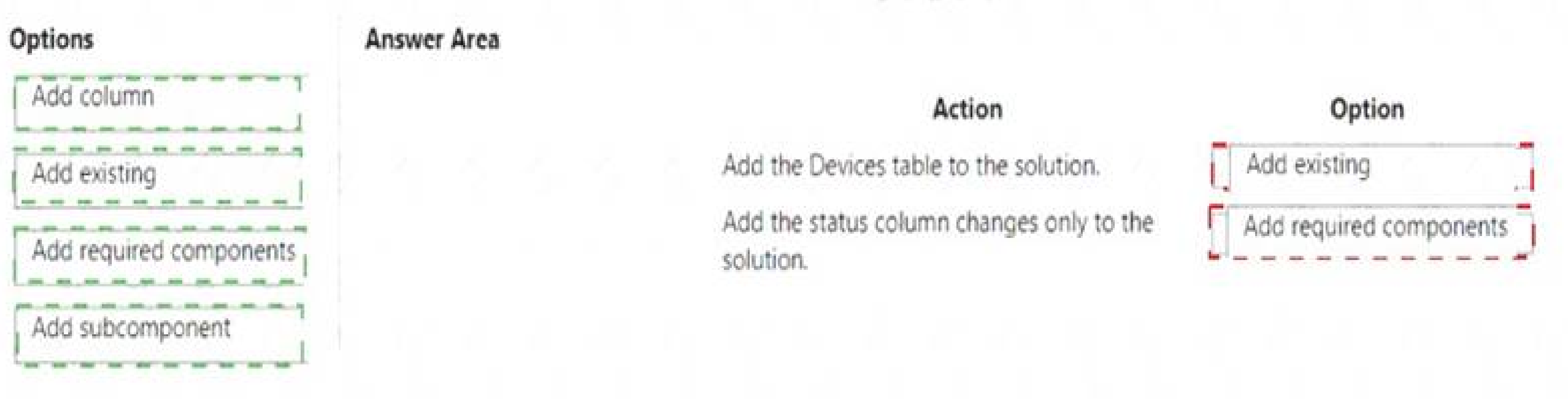
**NEW QUESTION 170**
- (Exam Topic 3)
A company that manufactures medical devices uses Power Apps to manage their sales and device maintenance.
A Table named Devices in Microsoft Dataverse has a column named Status. The Status column must have a new status value of Review added to the existing Choice values of Active and Inactive.
The table must be added to a solution to be promoted once the change is made.
Only this change must be promoted to the test environment. The changes must not be able to be changed once promoted. You need to add the change to a solution for promotion.



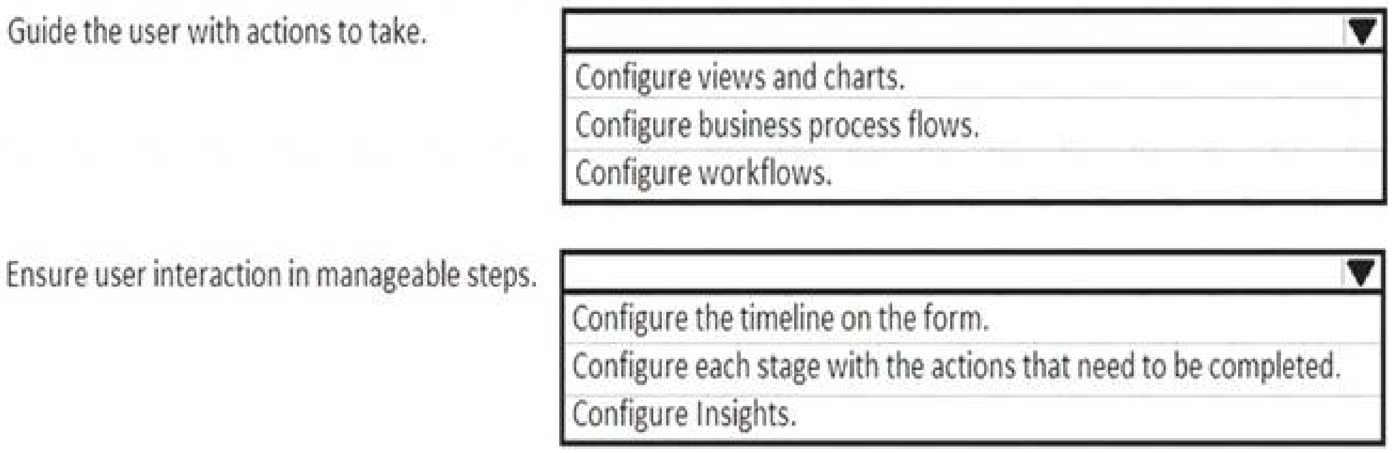

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**



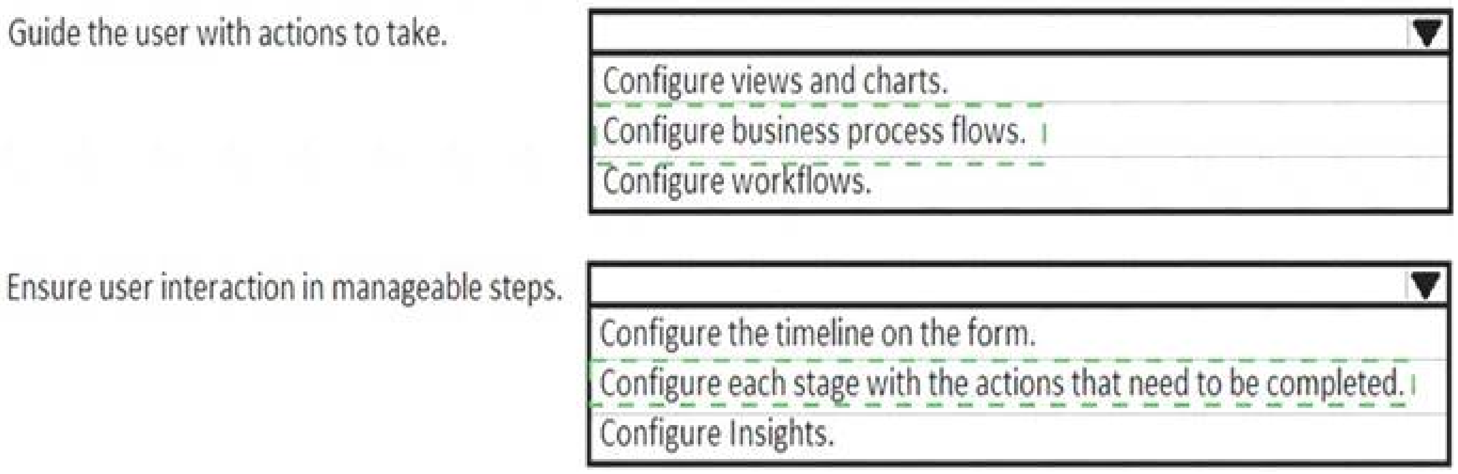

**NEW QUESTION 171**
- (Exam Topic 3)
You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365. You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.
Which actions should you perform? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 174**
- (Exam Topic 3)
A company uses Dataverse to store the names of contacts. The company uses a shared Microsoft Excel file to collect the data. The company requires that the contacts be added to Dataverse automatically every day
You need to identify which tools are required to create and perform the import. What should you use? To answer, select the appropriate options in the answer

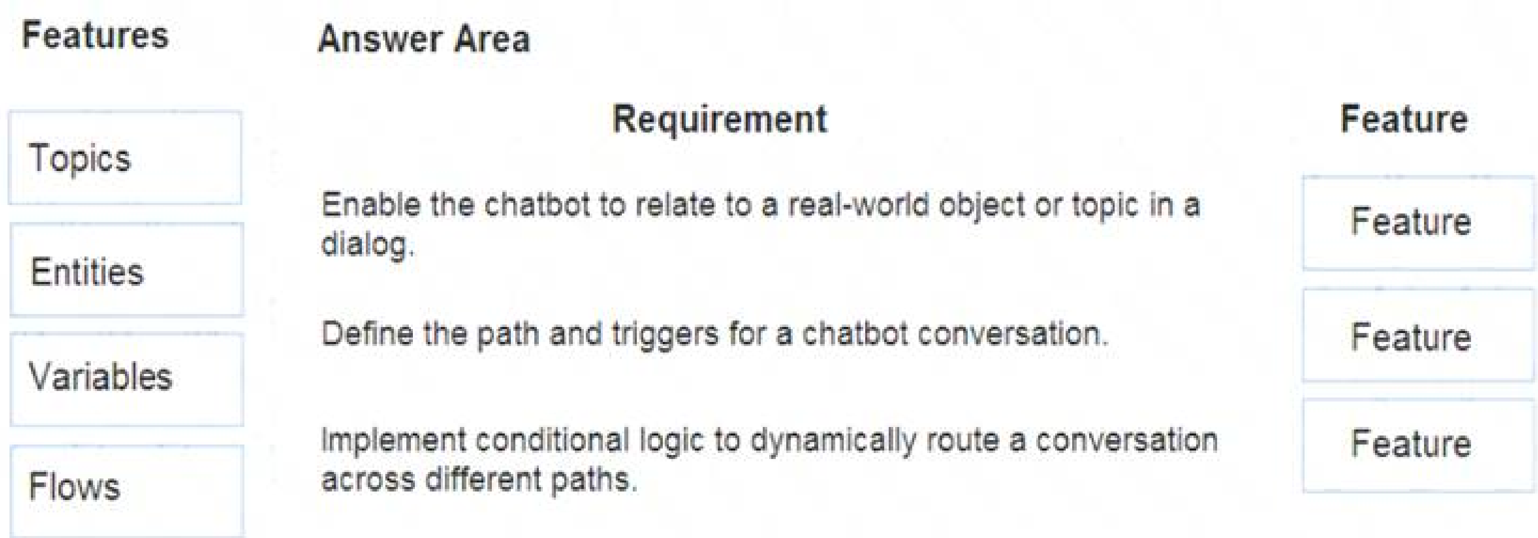
area.
NOTE: Each correct selection is worth one point.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**


**NEW QUESTION 175**
- (Exam Topic 3)
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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application, email Description automatically generated
Box 1: Entities
Out of the box, Power Virtual Agents comes with a set of prebuilt entities, which represent the most commonly used stereotype information in real-world dialogs, such as age, colors, numbers, and names.

With the knowledge granted by entities, a bot can smartly recognize the relevant information from a user input and save it for later use.
Box 2: Topics
In Power Virtual Agents, a topic defines a how a bot conversation plays out.
You can author topics by customizing provided templates, create new topics from scratch, or get suggestions from existing help sites.
A topic has trigger phrases – these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue – and conversation nodes – these are what you use to define how a bot should respond and what it should do.
Box 3: Variables
Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.
For example, you can save a customer's name in a variable called UserName. The bot can then address the customer by name as the conversation continues.
You can use variables to create logical expressions that dynamically route the customer down different conversation paths.
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

**NEW QUESTION 176**
- (Exam Topic 3)
You create a Power Apps app.
The app must be able to display a list of records that are sorted by category. The app must also expand or hide the list by subtopics.
You need to configure the app. Which tool should you use?

A. card
B. expression
C. Power BI dashboard
D. gallery

**Answer:** D

**Explanation:**
A gallery control in Power Apps allows you to display a list of records, and can be configured to sort the records by a specific field, such as category. Additionally, the gallery control has built-in functionality for expanding or hiding a list of subtopics. This can be done by adding a toggle control within the gallery template to show or hide the subtopics based on user interaction. Reference:
https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/controls/control-gallery

**NEW QUESTION 178**
- (Exam Topic 3)
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<br>Key phrase extraction model<br>Text recognition model and key phrase extraction model |
| Determine the likelihood that customers will purchase additional products. | Sentiment analysis model<br>Category classification model<br>Entity extraction model<br>Prediction model |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
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

**NEW QUESTION 180**
- (Exam Topic 3)
You plan to add a Power Apps app to Microsoft Teams.
A Microsoft Dataverse for Teams environment has not been provisioned. You need to create a Dataverse for Teams environment.
Which two actions can you perform? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create a new environment in the Microsoft Power Platform Admin Center.
B. Create a new app in Teams.
C. Create an app permission policy in the Teams admin center.

D. Install an existing app in Teams.

**Answer:** BD

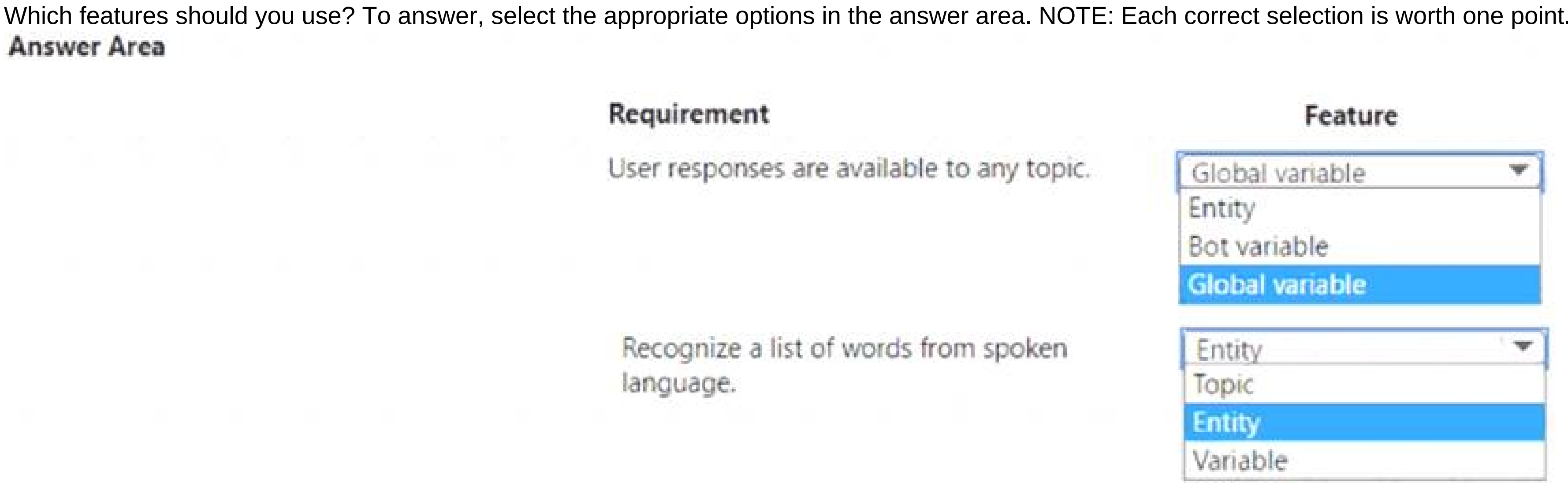
**NEW QUESTION 182**
- (Exam Topic 3)
A company uses a Microsoft Power Platform environment
The company plans to implement a Power Apps app. The application must meet the following requirements:
• Audit all user activity and only retain the audit logs for one year.
• Annually remove products that were created over a year ago. You need to configure the automated processes.
What should you configure? To answer, drag the appropriate configurations to the correct requirements. Each configuration 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.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

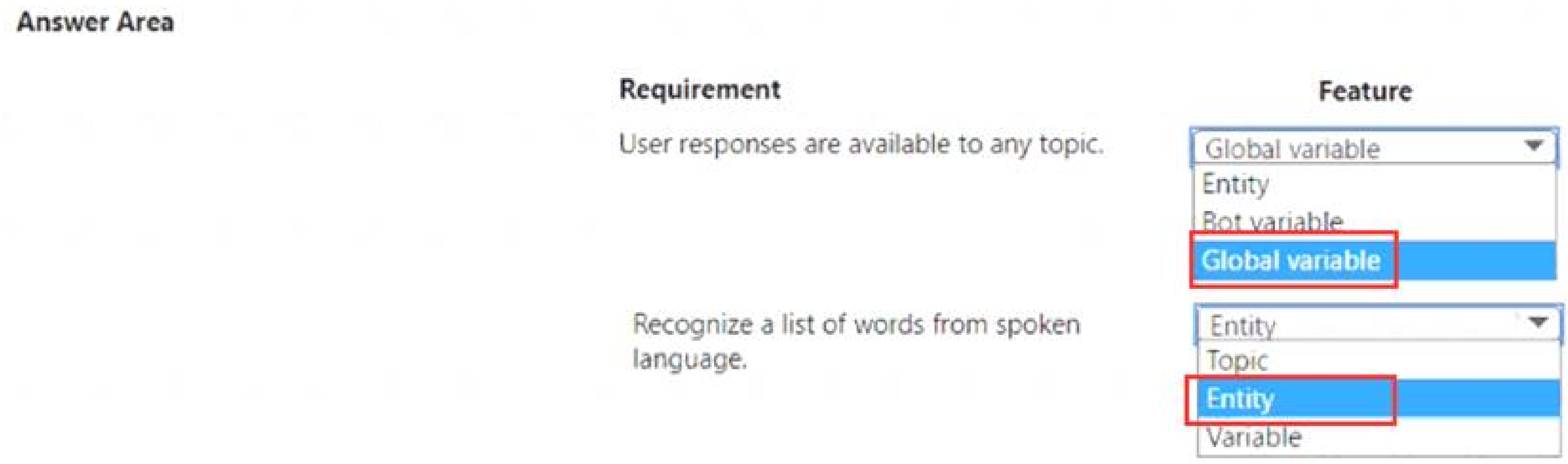

**NEW QUESTION 184**
- (Exam Topic 3)
You plan to create a Power Virtual Agents bot. The bot has the following requirements:
• Ensure that user responses are available to any topic.
• Recognize a list of words from spoken language of users. You need to configure the bot.
Which features should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 185**
- (Exam Topic 3)
You need to create a Power Automate desktop flow.
What are two possible ways to create the flow? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Record mouse and keyboard events.
B. Configure a pre-built template.
C. Use pre-built actions.
D. Create models by using Microsoft Visio.

**Answer:** AC

**Explanation:**
C: Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate you can automate tasks on the desktop as well as the Web.
A: Alternatively, you can use the two legacy methods of creating desktop flows: Windows recorder (V1) and Selenium ID. With these you record mouse and keyboard events.
Reference:
https://docs.microsoft.com/en-us/power-automate/desktop-flows/create-flow https://docs.microsoft.com/en-us/power-automate/desktop-flows/create-web

**NEW QUESTION 190**
- (Exam Topic 3)
You plan to create a canvas app.
The app requires a button on the data entry screen that users can select to send an email. You need to configure the app.
What should you create?

A. Business process flow
B. Azure Logic App
C. Power Automate cloud flow
D. Classic workflow

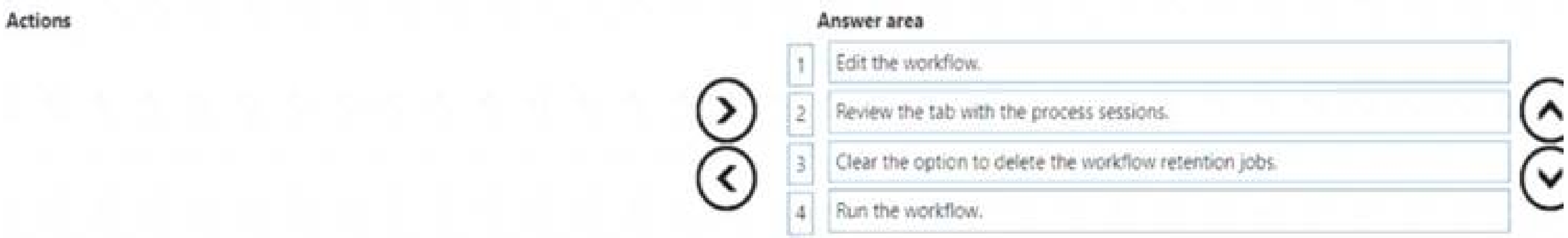
**Answer:** C

**NEW QUESTION 193**
- (Exam Topic 3)
A company uses a model-driven app. The app uses a workflow to send email. Emails are sent to new customers that enter an email address for the first time in the app.
Customers report that they do not receive an email after entering an email address. You need to troubleshoot the issue.
In which order should you perform the actions? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 198**
- (Exam Topic 3)
You use Power Bl Desktop to configure Power Bl reports and dashboards.
You need to create a canvas app that displays account information and include the app in a Power Bl 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 Bl service.
B. Connect to Common Data Service from Power Bl Desktop.
C. Connect Common Data Service from Power Bl Deskto
D. Selected required fields from the Accounts table.
E. From the Power Apps Insert menu, add a Power Bl
F. From the Power Bl Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data.

**Answer:** CDE

**NEW QUESTION 200**
- (Exam Topic 3)
You add a business process flow to the Account table. The flow has three stages. You need to ensure that a workflow can run when a user completes the final stage. Which option should you use?

A. Start when: Record status changes
B. Available to run: Run this workflow in the background
C. Available to run: As an on-demand process
D. Available to run: As a child process

**Answer:** C

**Explanation:**
You can trigger on-demand workflows from inside a business process flow. For example, you can add an on-demand workflow to a business process flow so that an activity, such as a task or email, is created whenever a stage is completed.
Note: A workflow becomes activated based on where you drop the workflow onto the business process flow designer.
On-demand stage processes. When the workflow is dropped onto a business process flow stage, the workflow is triggered on entry or exit of the stage.
Reference:
https://docs.microsoft.com/en-us/power-automate/bpf-add-on-demand-workflow

**NEW QUESTION 201**
- (Exam Topic 3)
You create a Power Virtual Agents chatbot to reduce the number of incoming support calls that require a live person.
The chatbot does not direct users to the correct information. You determine that this is because the chatbot is not able to identify which product a user is referring to in a conversation.
You need to present a list of products so that users can select the correct product. What should you create?

A. Table
B. Variable
C. Slot filling
D. Entity

**Answer:** C

**Explanation:**
Slot filling is a natural language understanding concept that means saving an extracted entity to an object. However, in Power Virtual Agents, slot filling means placing the extracted entity value into a variable.
Reference: https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling

**NEW QUESTION 206**
- (Exam Topic 3)
You create a Power Virtual Agents bot.
You observe that the bot is not able to recognize input from some users. You need to configure the bot response for unrecognized input from users.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

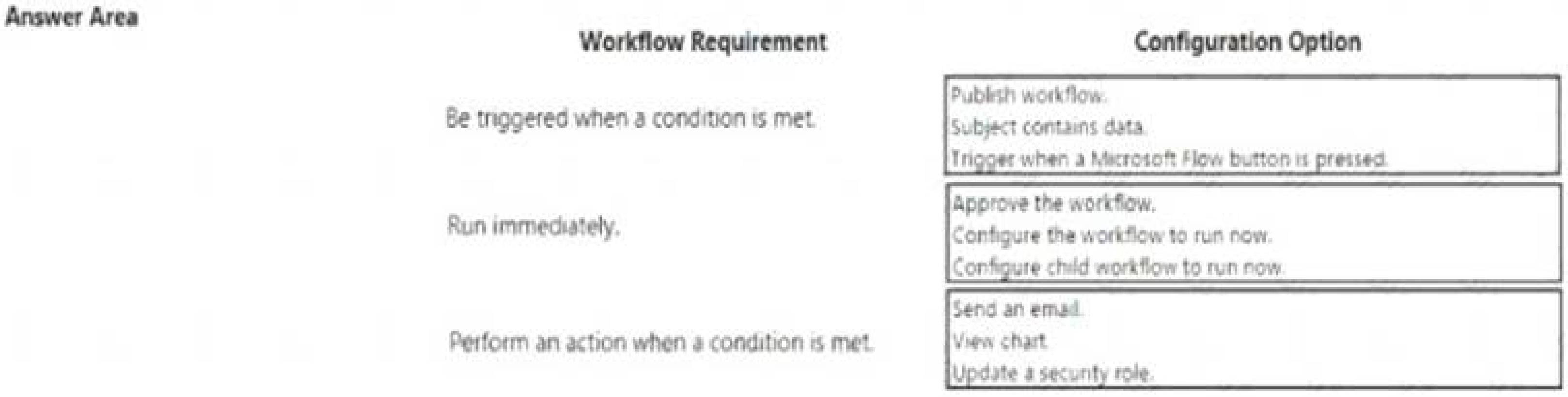
A. Transfer to an agent.
B. Use a fallback topic.
C. Display a system-defined error message.
D. Connect to a different channel.

**Answer:** BC

**Explanation:**
* B. Use a fallback topic: Power Virtual Agents provides the capability to handle unrecognized inputs by using fallback topics. A fallback topic is a topic that is triggered when the bot is unable to recognize the user input. You can configure fallback topics by going to the Power Virtual Agents portal, and then select the bot you want to configure. Then select the "Topics" tab and create a new topic with a fallback trigger. Reference: https://docs.microsoft.com/en-us/power-virtual-agents/topics-triggers#fallback-triggers
* C. Display a system-defined error message: This is another option to handle unrecognized inputs by displaying a predefined message that inform the user that the bot was unable to understand their input.

**NEW QUESTION 207**
- (Exam Topic 3)
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.

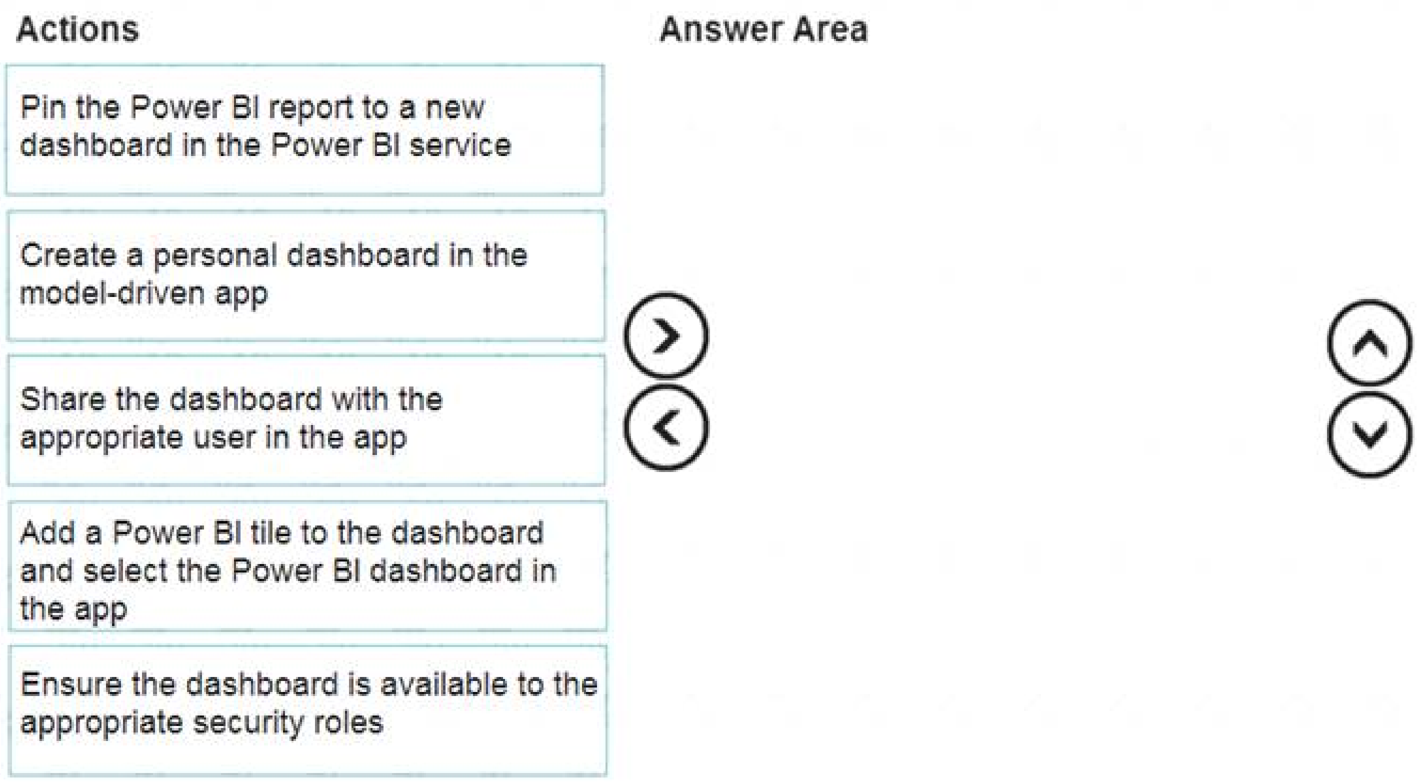



A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
1) Be triggered when a condition is met - Subject contains data
2) Run Immediately - Configure the workflow to run now
3) Perform an action when a condition is met - send an email

**NEW QUESTION 209**
- (Exam Topic 3)
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 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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
1) Pin the Power BI report to a new dashboard in the Power BI service
2) Create a personal dashboard in the model-driven app (as Power BI dashboards are always personal dashboards (that can be shared))
3) Add a power BI tile to the dashboard and select the Power BI dashboard in the app.

**NEW QUESTION 212**
- (Exam Topic 3)
A company plans to create a Power Virtual Agents chatbot. The bot has the following requirements:
• Prompt for a location of the customer and the call must be routed to a support agent for the location.
• Transfer support calls at each location to a support bot that uses the Bot Framework. You need to configure the bot.
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 select is worth one point.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

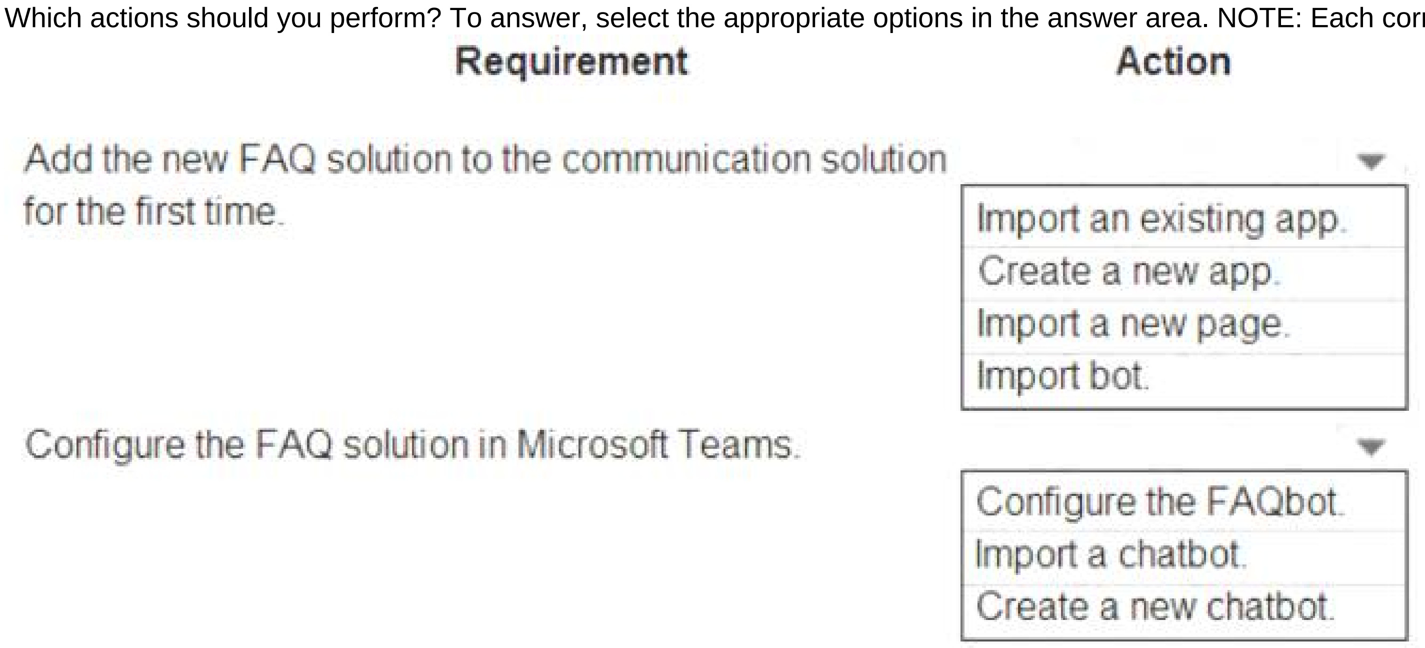

**NEW QUESTION 217**
- (Exam Topic 3)
On a Contact record, a user creates a Note record that contains the word running.
One week later, the user reports that they cannot find the Contact record associated with the Note record. You need to find the Note record.
Solution: Use Quick Find search on the Notes 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-releva

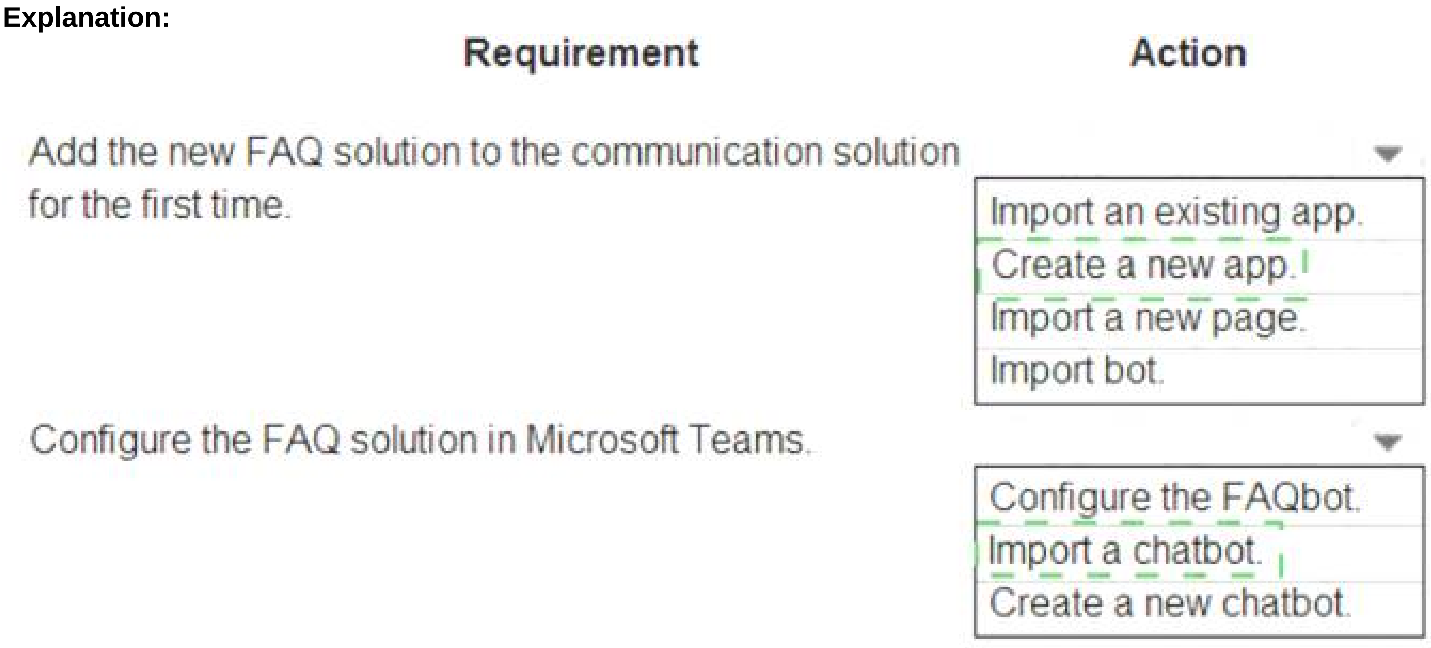
**NEW QUESTION 221**
- (Exam Topic 3)
You need to embed the FAQbot into the communication solution.
Which actions should you perform? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 224**
- (Exam Topic 3)
A company uses a model-driven app. The app uses a Power Virtual Agents chatbot.
The company has two locations in different countries/regions with separate environments for each location. Each location has a development environment, a testing environment, and a production environment. The company uses the Application Lifecycle Management (ALM) process for the environments.
You need to create the different Power Virtual Agents bot environments. How many Power Virtual Agents bot environments are required?

A. 1
B. 2
C. 3
D. 6

**Answer:** D

**Explanation:**
When a company uses a model-driven app that incorporates a Power Virtual Agents chatbot, and has multiple locations with different environments for each location, it is necessary to create separate Power Virtual Agents bot environments for each location.
For each location, 3 different environments are required: development, testing, and production. This is in line with the Application Lifecycle Management (ALM) process that the company uses.
In total, 6 Power Virtual Agents bot environments are required: 2 locations x 3 environments per location = 6. It's worth mentioning that Power Virtual Agents allows to export and import the bot, so once you configure the bot in one environment, you can import the bot to the other environments, this way you don't need to start from scratch.
References:
- https://docs.microsoft.com/en-us/power-virtual-agents/create-bot/bot-lifecycle
- https://docs.microsoft.com/en-us/power-virtual-agents/create-bot/export-import

**NEW QUESTION 225**
- (Exam 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. 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:** CD

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

**NEW QUESTION 227**
- (Exam Topic 3)
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

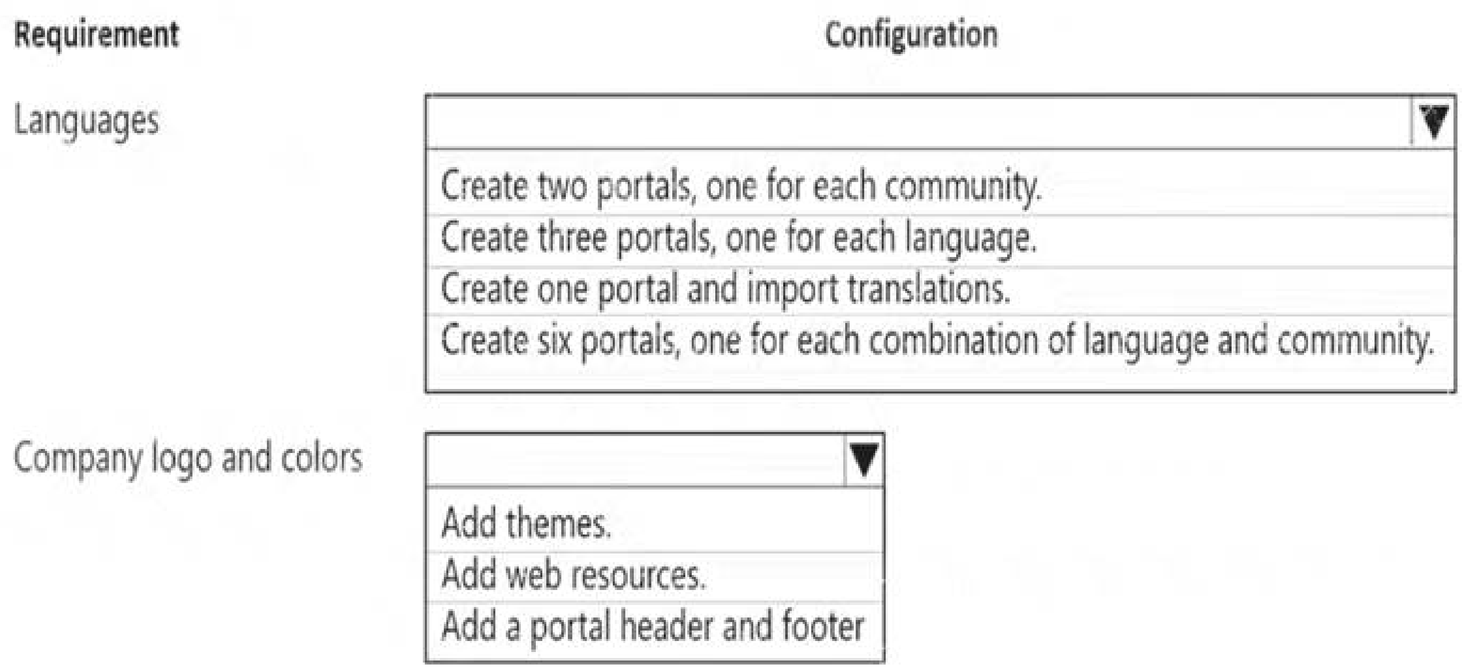
**Answer:** D

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

**NEW QUESTION 230**
- (Exam Topic 3)
You have a Power Apps portal app that supports a sales community and a service community in the same environment. The only language configured in the environment is English. The company wants to add support for two more languages.
The solution must meet the following requirements:

- Languages must be for both sales and service functions.
- The company logo and colors must be used and apply to all screens.
- Communities must be separate with different URLs and access lists.

You need to configure the solution.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Box 1: Create two portals, one for each community Power Apps portal app languages
Box 2: Add themes
You can create a custom look and feel (a theme), for your app by making changes to the default colors and visual elements provided in the uncustomized system. For example, you can create your personal product branding by adding a company logo and providing table-specific coloring. A theme can be created by using the Themes area, without requiring a developer to write code. You can create, clone, change, or delete themes that are used in your environment.
Reference:
https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-themes-organization-branding

**NEW QUESTION 233**
- (Exam Topic 3)
You create functionality for a company. The functionality includes a Microsoft Dataverse table with a form for data entry. The functionality will be distributed to other lines of business in the company, each with its own Dataverse environment.
New forms must not be created in order for updates to the functionality to work correctly. You need to package the new functionality for distribution.
What should you do?

A. Use a patch solution and disable the ability to create new forms for the table.
B. Use a managed solution and include only the needed form.
C. Use an unmanaged solution and include only the needed form.
D. Use a managed solution and disable the ability to create new forms for the table.

**Answer:** B

**Explanation:**
Managed solutions are used to deploy to any environment that isn't a development environment for that solution. This includes test, UAT, SIT, and production environments. Managed solutions can be serviced independently from other managed solutions in an environment. As an ALM best practice, managed solutions should be generated by exporting an unmanaged solution as managed and considered a build artifact. Additionally:
You can't edit components directly within a managed solution.
Reference: https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm

**NEW QUESTION 236**
- (Exam Topic 3)
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/

**NEW QUESTION 239**
- (Exam Topic 3)
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 |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application Description automatically generated
Box 1: Office 365 Global Administrator
You may think that the Dynamics 365 system administrator would have power to do all the actions needed to manage Dynamics 365, but this is not the case. What's different in Microsoft cloud deployments is that licenses and user accounts are managed in Office 365 by an Office 365 Global Administrator. This role is analogous to a network administrator for an on premises deployment. The Global Administrator is the only role to create new user accounts and assign subscription licenses for Dynamics 365 (and other Office 365 apps such as Skype, Power BI and SharePoint).
Box 2: Dynamics 365 system administrator
The Dynamics 365 system administrator may assign roles and permissions to the Dynamics 365 user within an instance of Dynamics 365. The Dynamics 365 system administrator also controls all the settings in Dynamics 365.
Box 3: Dynamics 365 admin
The Dynamics 365 admin can perform backups and restores. 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-admi

**NEW QUESTION 242**
- (Exam Topic 3)
A company has a sales application that is supported by an Azure SQL database. You are developing a Power Apps app for use by customer service agents. The app must reference customer data from the sales application. Data in the sales application is constantly changing and must not be replicated in Microsoft Dataverse
Some customer data is considered sensitive. You must protect data for specific fields when users view data in the app.
You need to configure table creation for the app.
How should you configure the app? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point

| Requirement | Action |
|---|---|
| Dataverse table type to create for the referenced customer data. | Create a virtual table.<br>Create an activity table.<br>Create a user-owned table.<br>Create an organization-owned table. |
| Protect sensitive customer data for specific fields. | Create an alternate key.<br>Create a secured column.<br>Implement input method editor (IME) mode.<br>Set the value of the visible property of the fields to false. |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

| Requirement | Action |
|---|---|
| Dataverse table type to create for the referenced customer data. | Create a virtual table.<br>Create an activity table.<br>Create a user-owned table.<br>Create an organization-owned table. |
| Protect sensitive customer data for specific fields. | Create an alternate key.<br>Create a secured column.<br>Implement input method editor (IME) mode.<br>Set the value of the visible property of the fields to false. |

**NEW QUESTION 245**
- (Exam Topic 3)
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. | |

A. Mastered
B. Not Mastered

**Answer:** A

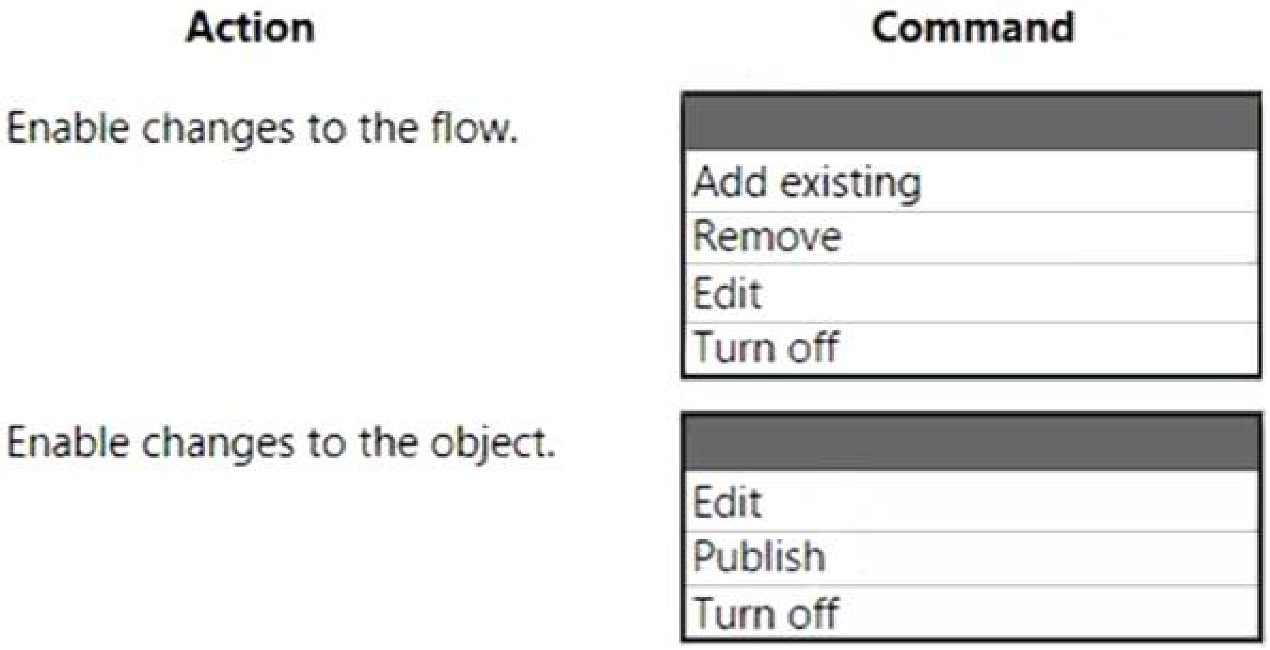
**Explanation:**
Text Description automatically generated
Box 1: N:1
You add a lookup column with a many-to-one relationship. Box 2: N:N
Box 3: N:1
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup

**NEW QUESTION 248**
- (Exam Topic 3)
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.
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 Datavserse Search to search for the word run. Does the solution meet the goal?

A. Yes
B. No

**Answer:** B

**NEW QUESTION 252**
- (Exam Topic 3)
A company uses Power Apps and Power Automate.
There is an issue with the existing flow in the test environment. Development changes are allowed in the test environment.
You need to troubleshoot the issue with the flow.
Which command should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

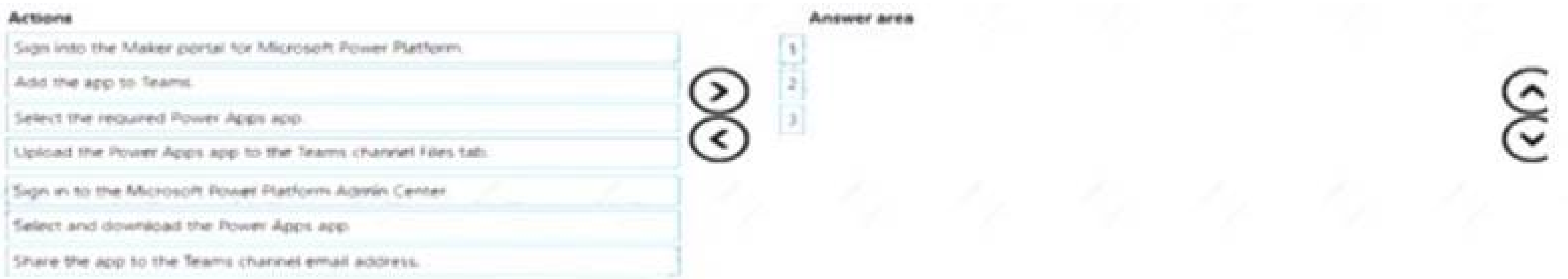



A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application Description automatically generated

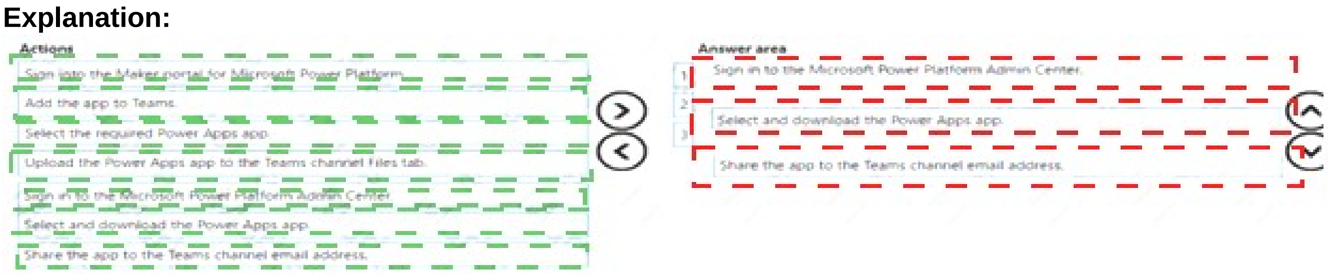
**NEW QUESTION 254**
- (Exam Topic 3)
A company creates a canvas app.
The company plans to make the app available in Microsoft Teams. Only employees will be allowed to use the app.
You need to add the app to Teams.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 255**
- (Exam Topic 3)
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 |

A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 258**
- (Exam Topic 3)
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<br>Synonyms<br>Smart matching<br>Topics<br>Fuzzy matching |
| Make the bot smarter by expanding the matching logic. | Slot filling<br>Synonyms<br>Topics |
| Extract a category selected by a user during a conversation into a variable for later use. | Slot filling<br>Synonyms<br>Smart matching<br>Topics |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

Smart match Synonyms Topic
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling

**NEW QUESTION 260**
- (Exam Topic 3)
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:** A

**NEW QUESTION 262**
- (Exam Topic 3)
You are creating a Power Virtual Agents chatbot for a Microsoft Power Platform power apps portal app. The job title of users must be stored automatically when users log in. The job title must always appear in the
chatbot.
You need to configure the job title functionality.
Which mechanism should you use?

A. artificial intelligence
B. variable
C. entity
D. topic

**Answer:** B

**Explanation:**
After enabling the Authentication, you will now have access to Two variables, bot.UserDisplayName
bot.UserId
Reference:
https://powerusers.microsoft.com/t5/Power-Virtual-Agents-Community/Getting-User-Details-To-Use-In-Power

**NEW QUESTION 267**
- (Exam Topic 3)
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<br>No |
| Configure a business rule to show an error meessage. | Yes<br>No |
| Edit values in calculated fields | Yes<br>No |
| Edit the Address composite field. | Yes<br>No |
| use the editable grid on mobile phones. | Yes<br>No |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

| | |
|---|---|
| Group by or sort columns in the current view. | Yes<br>No |
| Configure a business rule to show an error meessage. | Yes<br>No |
| Edit values in calculated fields | Yes<br>No |
| Edit the Address composite field. | Yes<br>No |
| use the editable grid on mobile phones. | Yes<br>No |

**NEW QUESTION 270**
- (Exam Topic 3)
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.<br>Existing accounts show the new BPF.<br>Existing accounts only show the new stage. |
| What happens to new accounts? | No BPF is linked to a new account.<br>The new BPF shows only the new stage for a new account.<br>The new BPF is showing in a new account. |

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text Description automatically generated
Box 1: Existing accounts show the new BPF.
When an entity record is being created and if there are multiple BPFs defined on that entity. The system would do the following:
If the ProcessId field is set to Guid.Empty. The system will skip defaulting the BPF on that instance.
If the ProcessId field is set to specific BPF entity reference. The system will default to the specified BPF. If the ProcessId field on the record is not set. The system will default the BPF.
Box 2: No BPF is linked to a new account.
Note: A business process flow definition is represented as a custom entity and an instance of a process is stored as a record within that entity. Each record is associated with a data record (such as an Account, Contact, Lead, or Opportunity) and in case of cross-entity processes, with a data record for each participating entity.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-fl

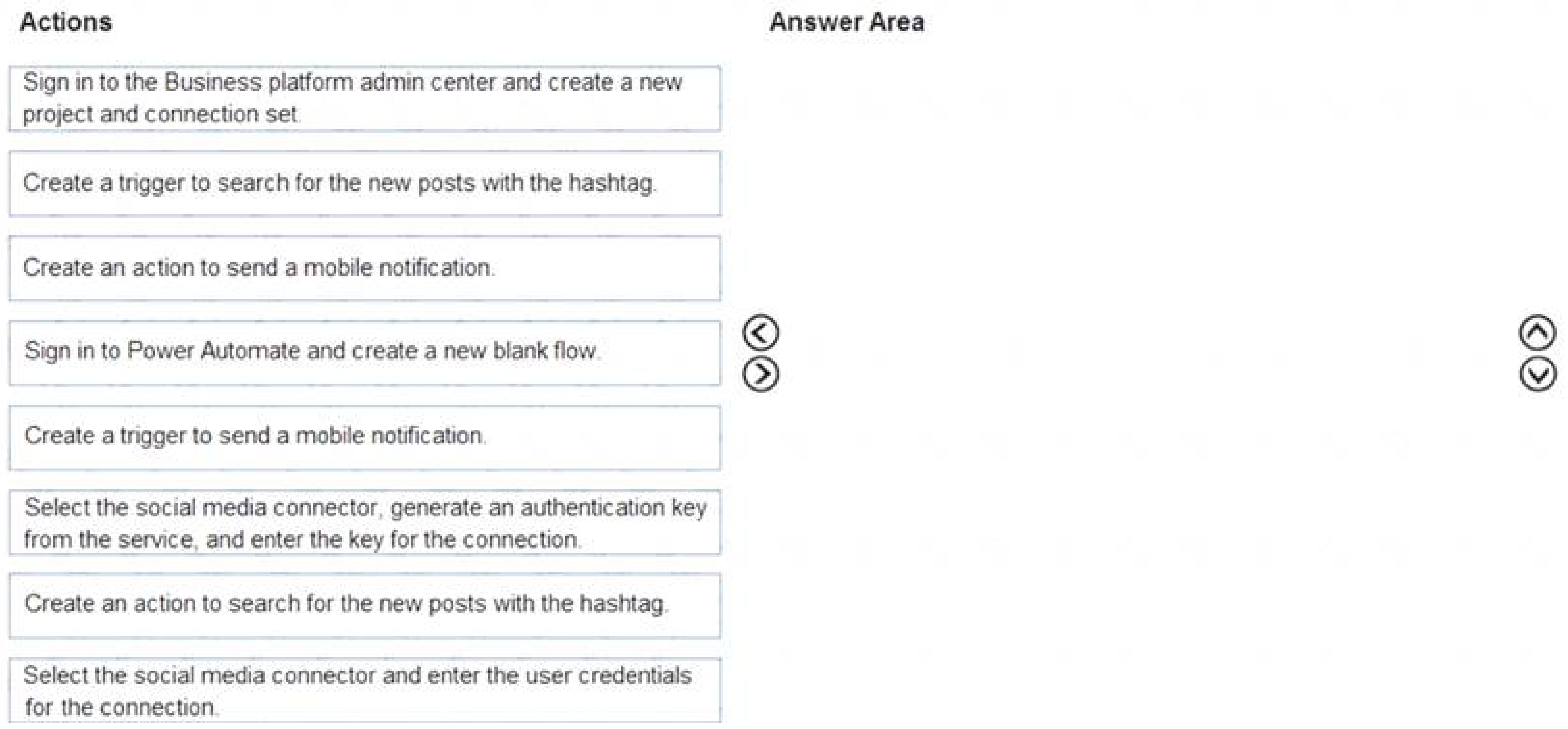
**NEW QUESTION 272**
- (Exam Topic 3)
You create a canvas app for a sales team. The app has an embedded Power BI tile that shows year-to-date sales. Sales users do not have access to the data source that the tile uses.
Sales team users must be able to see data in the Power BI tile. You must minimize 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/

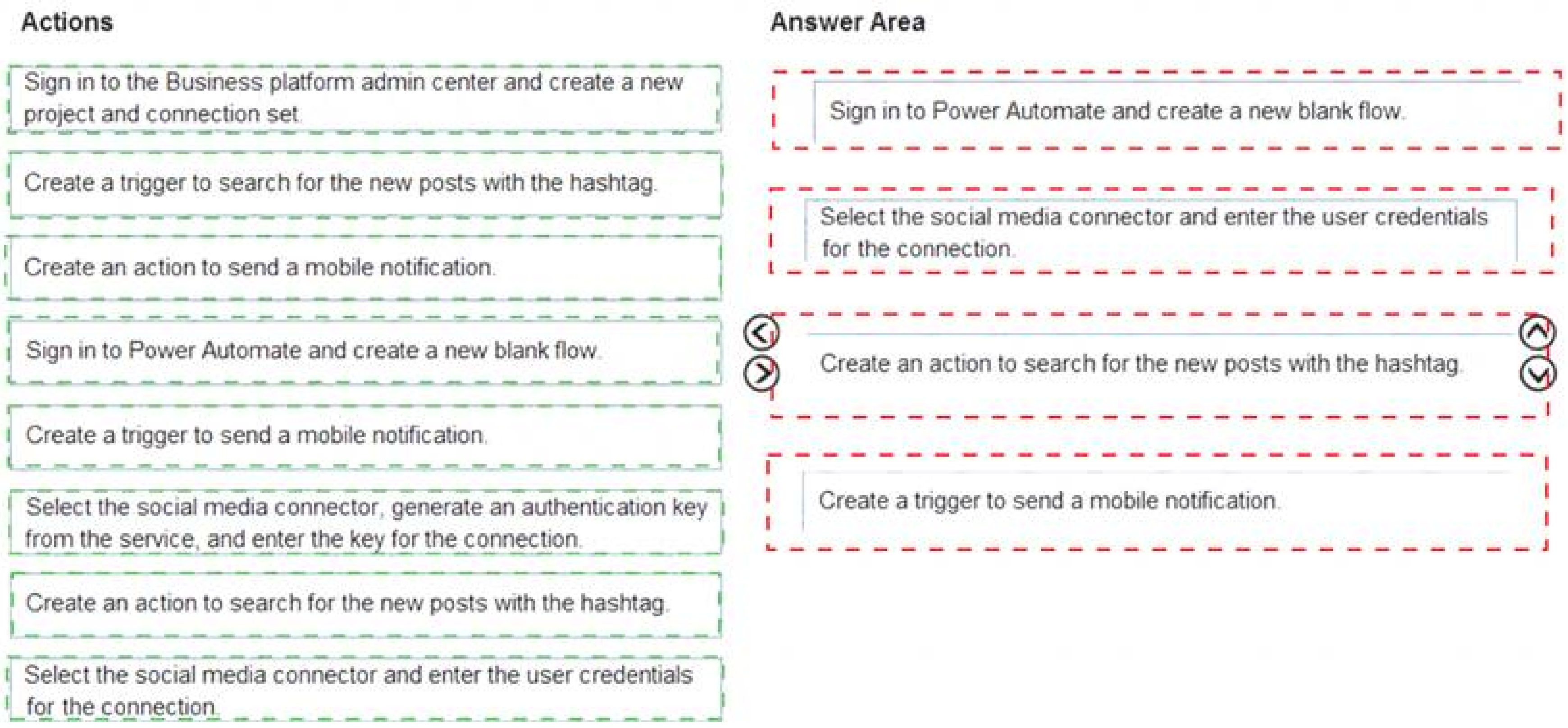
**NEW QUESTION 273**
- (Exam Topic 3)
You are a Dynamics 365 for Customer Service developer.
You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The notification will send email to the company's social media teams distribution list.
You need to create a connection 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.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 277**
- (Exam Topic 3)
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-po

**NEW QUESTION 278**
- (Exam Topic 3)
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?

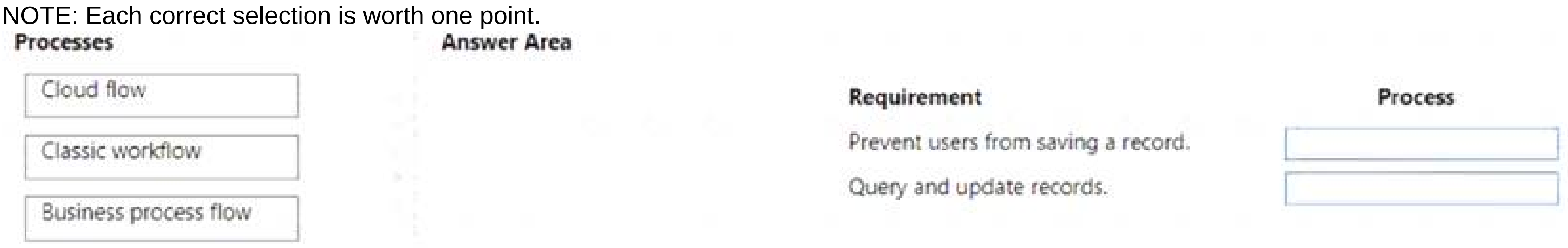
A. Global variables
B. Custom entities
C. Topics
D. Multiple choice options

**Answer:** A

**NEW QUESTION 282**
- (Exam Topic 3)
A company uses a model driven app.
The company needs to automatically update the Status column in real time. You need to configure this feature.
Solution: Create a flow that has an Update a row action. Does the solution meet the goal?

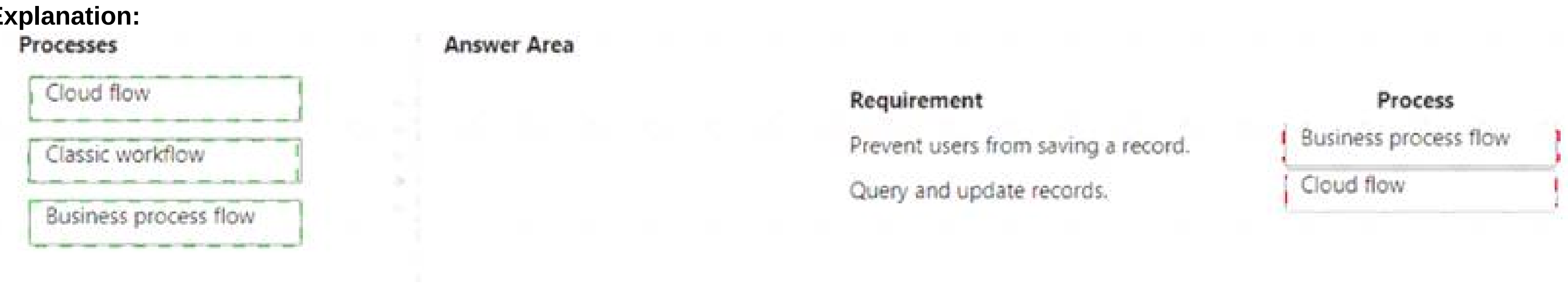
A. Yes
B. No

**Answer:** B

**NEW QUESTION 284**
- (Exam Topic 3)
A company has a model-driven app.
The app must meet the following requirements:
• Prevent users from saving a record if validation from a custom action fails.
• Query and update a list of records.
You need to configure processes for the app without using code.
Which processes should you use? To answer, drag the appropriate processes to the correct requirements. 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.



A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 286**
- (Exam Topic 3)
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

**Explanation:**

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

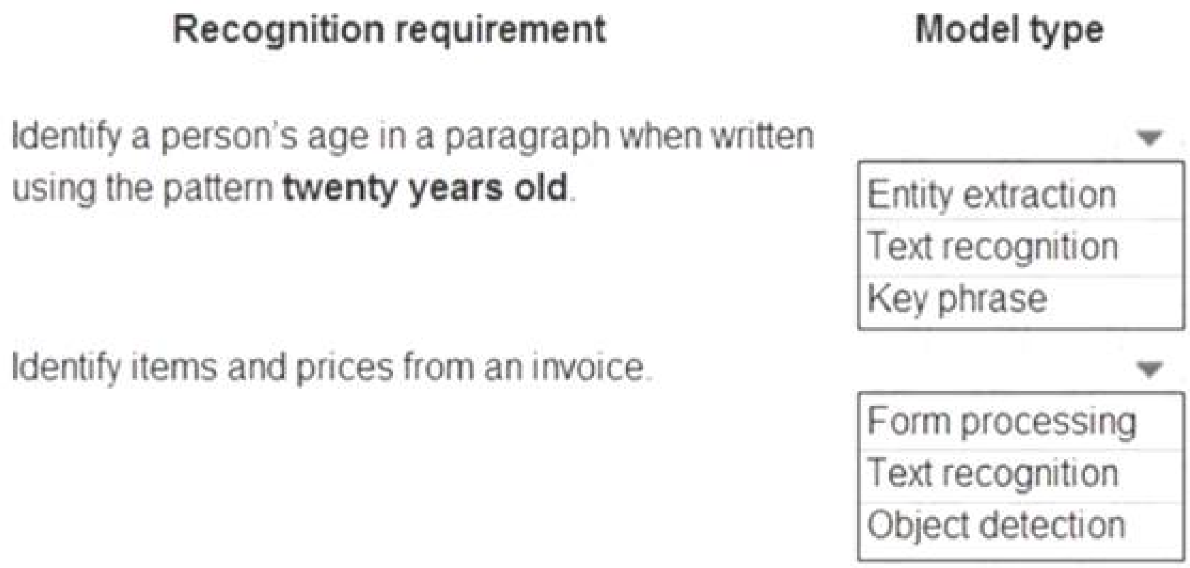
**NEW QUESTION 287**
- (Exam Topic 3)
You have a canvas app that allows users to view, select and purchase products. The app uses a Gallery control to display products and checkboxes that allow users to select products.
When users select items from the product catalog, they move to a different screen 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 collectio
E. Clear the collection when the user selects the button.

**Answer:** D

**Explanation:**
https://debajmecrm.com/quick-tip-resetting-controls-inside-gallery-in-canvas-app/

**NEW QUESTION 291**
- (Exam Topic 3)
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.




A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 293**
- (Exam Topic 3)
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 Visual Studio
B. Maker portal
C. Advanced Find
D. System Settings

**Answer:** B

**Explanation:**
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views-app-designer

**NEW QUESTION 296**
- (Exam Topic 3)
You create a JavaScript web resource named MyBusinessLogic. The code it contains uses functionality from a third-party JavaScript library.
You notice that an independent software vendor (ISV) solution uses the same third-party library in their managed solution.
You plan to deploy your solution to other environments by using a managed solution. The ISV solution might not be installed in the other environments.
You need to package the solution for deployment
What are two ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Create a new JavaScript web resource by using the code from the third-party librar
B. Add the new JavaScript web resource along with MyBusinessLogic to the solution.
C. Add a copy of the JavaScript library from the ISV to the solution along with MyBusinessLogic.
D. Add the code from the third-party JavaScript library to MyBusinessLogi
E. Add MyBusinessLogic to the solution.
F. Add only the third-party JavaScript web resource to the solution.

**Answer:** AC

**Explanation:**
Web resources in model-driven apps.
Web resources are virtual files that are stored in the Microsoft Dataverse database and that you can retrieve by using a unique URL address.
Capabilities of web resources.
Web resources represent files that can be used to extend the Dataverse web application such as html files, JavaScript, and CSS, and several image formats.
Reference: https://docs.microsoft.com/en-us/power-apps/developer/model-driven-apps/web-resources

**NEW QUESTION 297**
- (Exam Topic 3)
A company has marketing teams for different regions.
A user creates and publishes a chatbot within Microsoft Teams for their specific marketing team. The base metrics retrieved by the chatbot are relevant to all marketing teams.
The other marketing teams request access to the chatbot. You need to publish the chatbot to the entire company. What should you do?

A. Configure the chatbot to be used with the Teams channel.
B. Submit the chatbot for admin approval.
C. Copy the published chatbot link and email it to the other teams
D. Invite the other teams to the team that has the chatbot.
E. Export the chatbot and import it into a corporate environment.

**Answer:** B

**Explanation:**
Show to teammates and shared users
You can share your bot by adding it to the Microsoft Teams app store, Built for your org > Built by your colleagues section. Only your teammates and shared users will find the bot there.
Important
Only teammates or shared users can find and install the bot in the Microsoft Teams app store Built by your colleague section. The bot will not show for everyone in the organization even if it is configured to allow everyone to use the bot. To show the bot to the organization, submit the bot for admin's approval to show in Microsoft Teams app store Built by your org section.
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/teams/publication-add-bot-to-microsoft-teams-teams

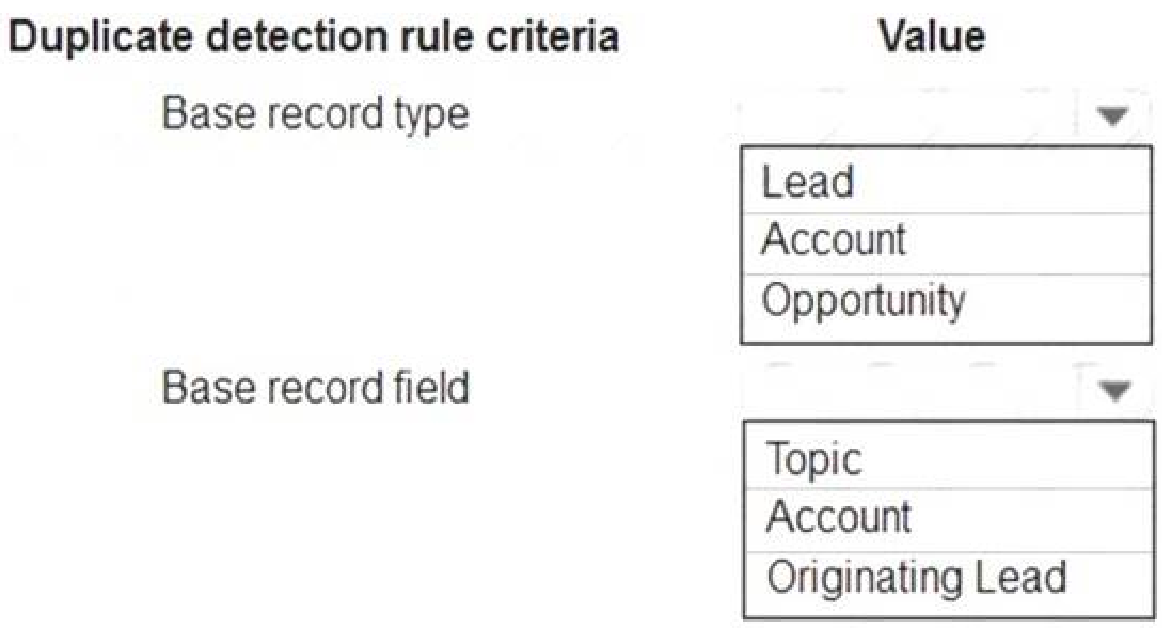
**NEW QUESTION 299**
- (Exam Topic 3)
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have 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

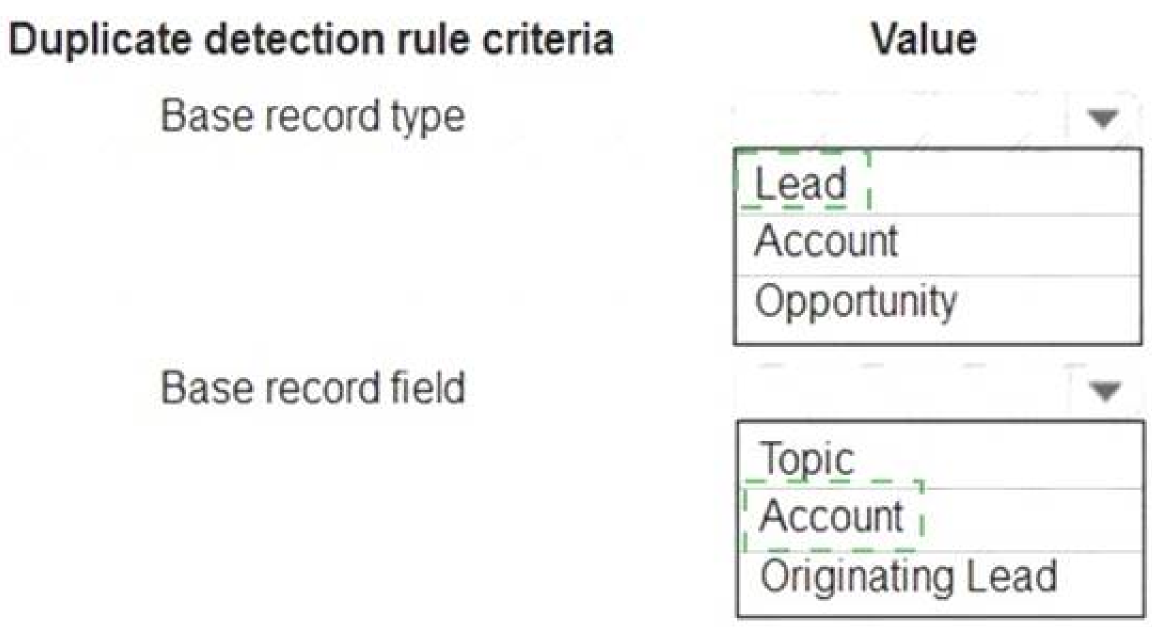
**NEW QUESTION 301**
- (Exam Topic 3)
You manage the Dynamics 365 environment for a company.
You need to ensure that there are no leads for a customer before you create a new opportunity for the customer.
How can you use duplicate detection rules to achieve this goal? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**




**NEW QUESTION 302**
- (Exam Topic 3)
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.


A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Graphical user interface, text, application Description automatically generated

Box 1: Timeline
The timeline helps agents see all customer interaction history across channels, personnel, and the support lifecycle. The timeline is used across Dynamics 365 applications to capture activities like notes, appointments, emails, tasks, and more, to ensure that all interactions with the customer are tracked and visible over time. Agents use the timeline to quickly catch up on all of the latest activity details with the customer to provide the most personalized support experience.
Box 2: Lists Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-timeline-adm

**NEW QUESTION 304**
......

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