PL-200 Q&As

Microsoft Power Platform Functional Consultant

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QUESTION 1

HOTSPOT

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

Hot Area:

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

Correct Answer:

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

QUESTION 2

HOTSPOT

A company uses Power Apps. You enable auditing in Microsoft Dataverse.

Users report the following issues when viewing the audit logs:

1.

Unable to view the read access audit logs.

2.

Unable to view the Account table audit logs.

You need to troubleshoot the issues.

What are the causes of the issues? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Issue

Unable to view the read access audit logs.

Storage for the tenant is over capacity.
Auditing is not enabled at the environment level.

Unable to view the Account table audit logs.

Auditing is disabled at the app level.
Auditing is disabled at the table level.
Auditing for read access is not enabled.

Correct Answer:

Answer Area

Issue

Unable to view the read access audit logs.

- Storage for the tenant is over capacity.
- Auditing is not enabled at the environment level.

Unable to view the Account table audit logs.

- Auditing is disabled at the app level.
- Auditing is disabled at the table level.
- Auditing for read access is not enabled.

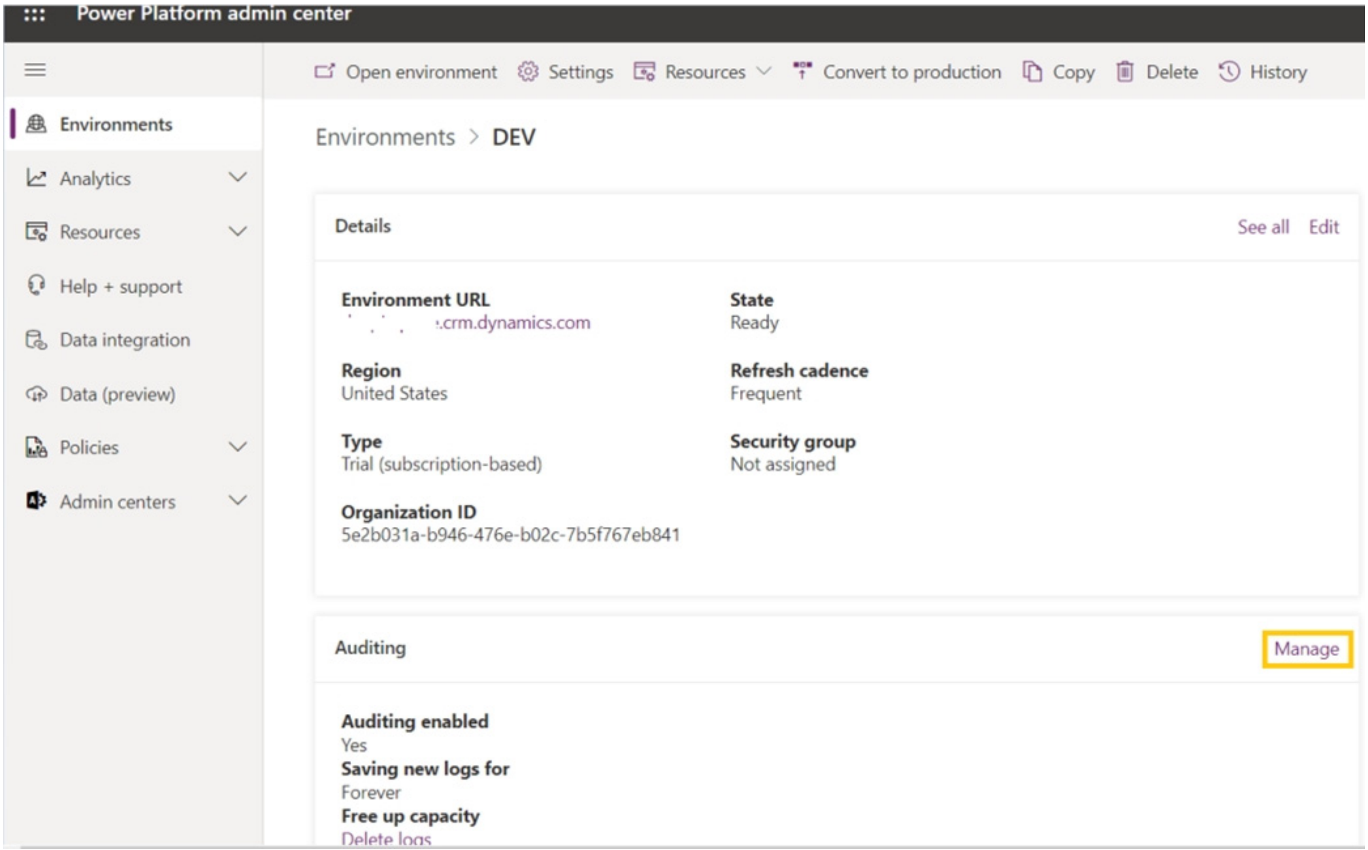
Box 1: Auditing is not enabled at the environment level.

Unable to view the read access audit logs.

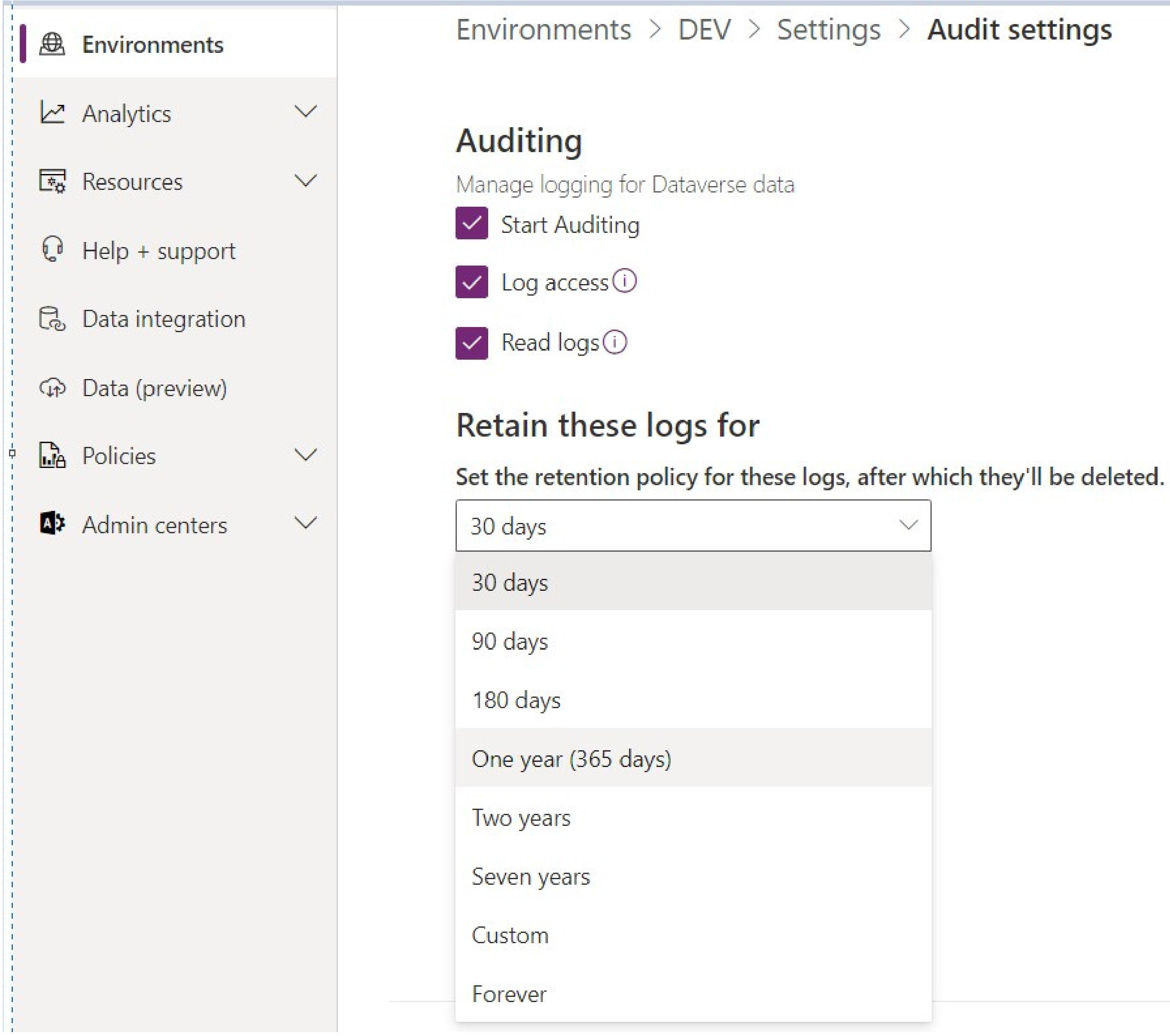
Audit data is now stored separately from customer records so an organization\\'s audit log can grow to many terabytes in size without limiting available Database capacity.

Audit Retention Policy:

In the ‘Admin Center’, on the ‘Environment’ page now we have ‘Auditing -> Manage’ option to set the Audit Retention Policy.



Select one of the options from the dropdown to set the retention duration.



Box 2: Auditing is disabled at the table level. Unable to view the Account table audit logs.

You can use Dataverse tables and APIs to:

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Enable or disable tables and columns for auditing.

*

Etc.

Reference: https://rajeevpentyala.com/tag/audit/

QUESTION 3

HOTSPOT

A company deploys several model-driven apps. The company uses shared devices in their warehouse. The devices are always powered on. Users log on to the devices and then launch the apps to perform actions.

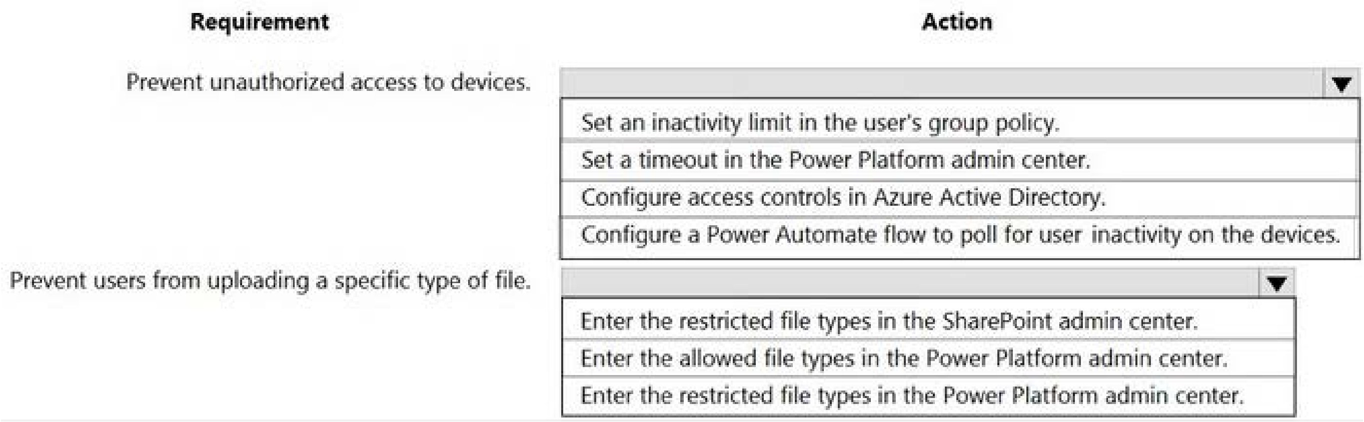
Unauthorized users recently uploaded several files after another user failed to log out of a device. The company needs to prevent these incidents from occurring in the future.

You need to configure the solution to prevent the reported security incidents.

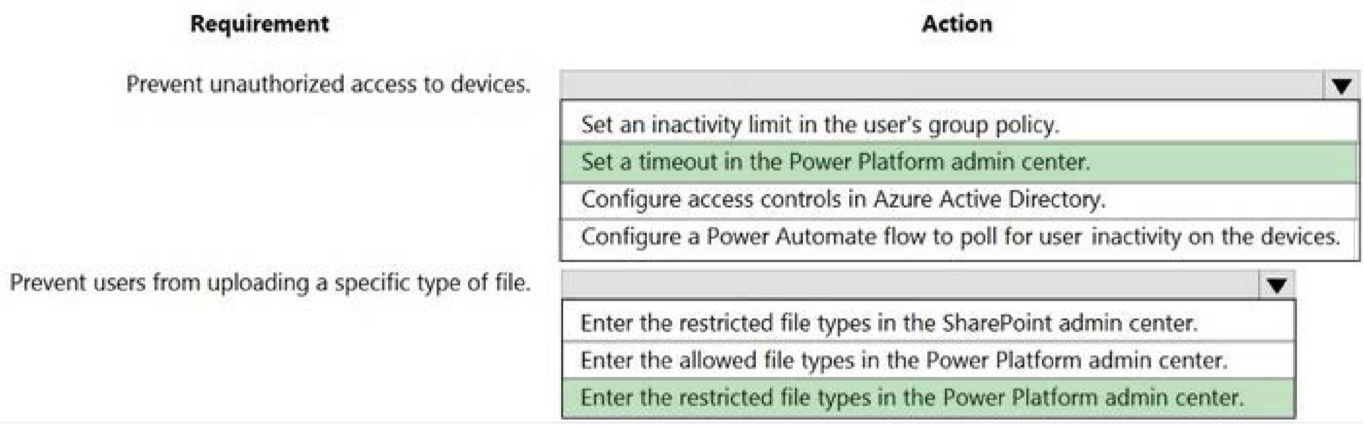
What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



QUESTION 4

You have a canvas app.

The canvas app must store data in a variable that is available only to the current screen.

You need to create the variable.

Which two functions should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. UpdateContext

B. Navigate

C. SaveData

D. Set

E. Collect

Correct Answer: AB

Types of variables

Power Apps has three types of variables:

*

Context variables Screen Great for passing values to a screen, much like parameters to a procedure in other languages. Can be referenced from only one screen. Functions that establish: UpdateContext, Navigate

*

Global variables Functions that establish: Set

*

Collections Functions that establish: Collect, ClearCollect

Reference: https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/working-with-variables

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QUESTION 5

DRAG DROP

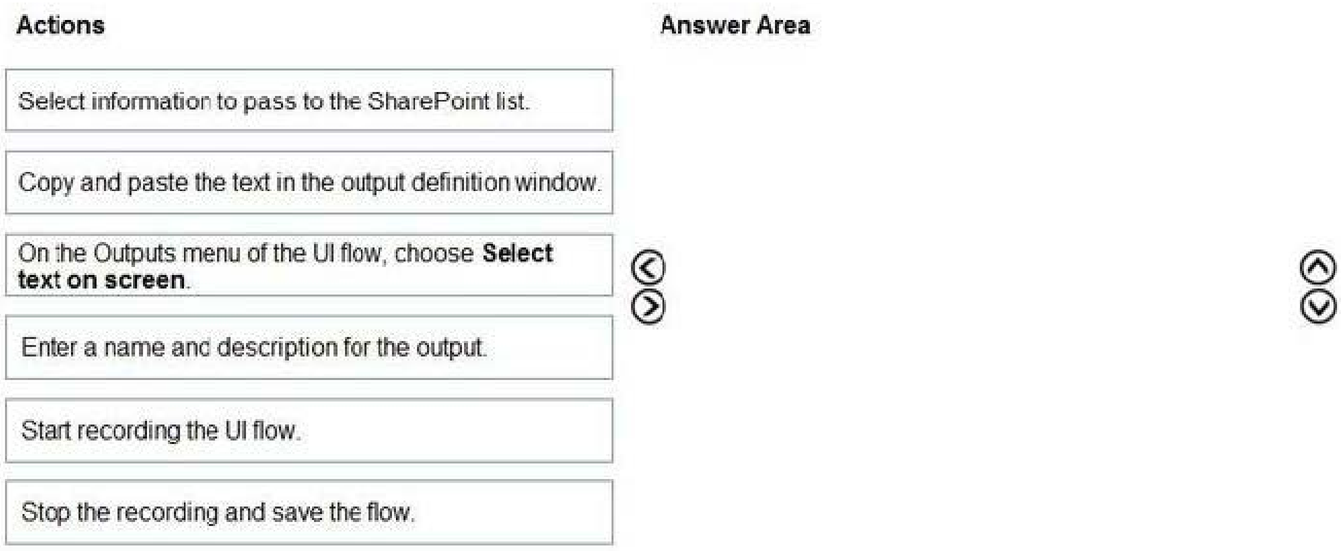
You are designing a desktop user interface (UI) flow.

The UI flow automates legacy software.

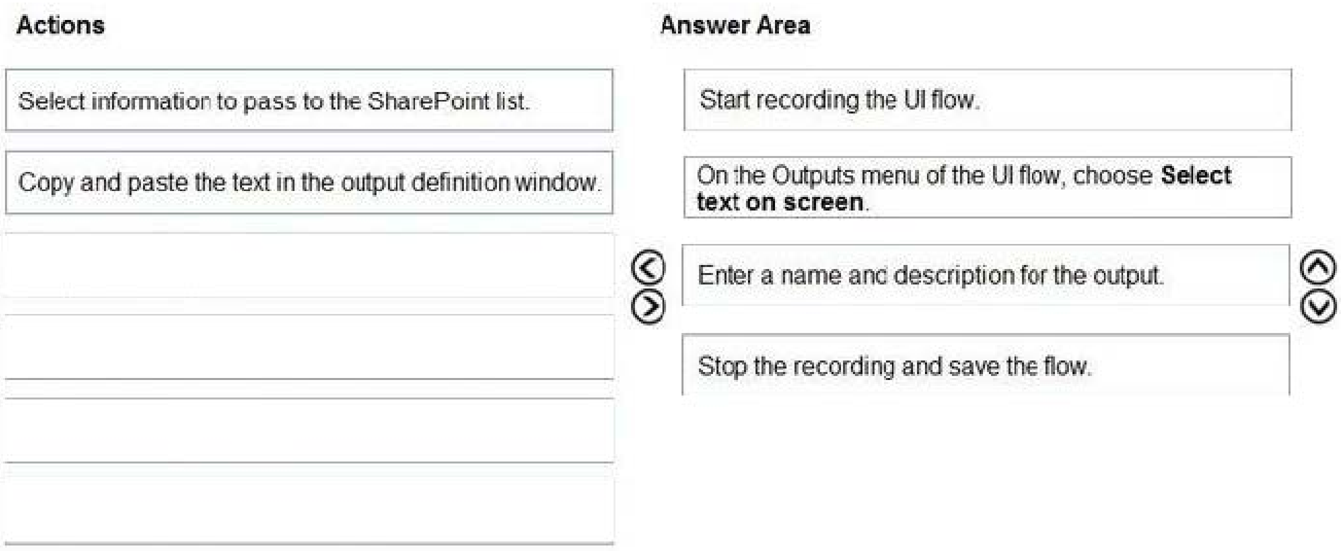
You need to prepare data for transfer to a Microsoft SharePoint list.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



QUESTION 6

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

Correct Answer: B

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-relevance-search

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QUESTION 7

HOTSPOT

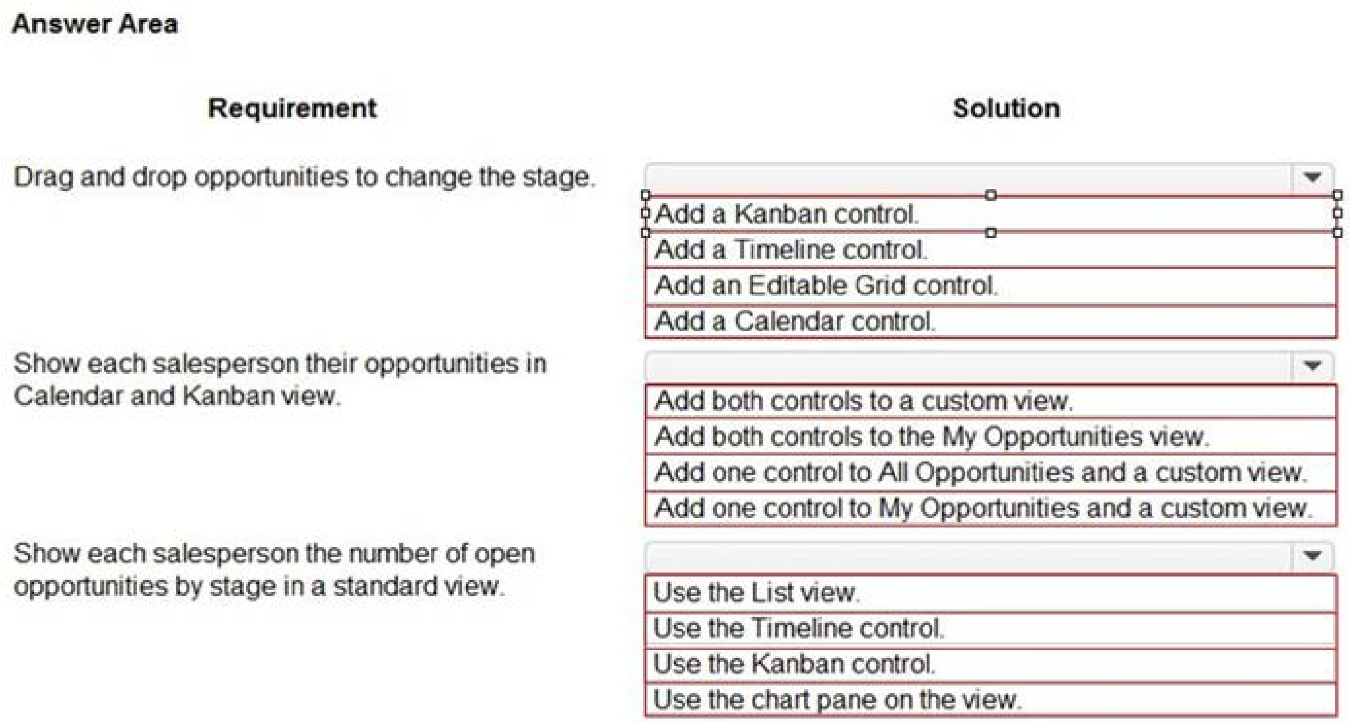
A company\\'s sales staff wants a simplified way to manage their opportunities in Dynamics 365 Sales without adding custom code.

You need to provide a solution for each requirement.

Which solutions should you provide? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:

Answer Area

Requirement	Solution
Drag and drop opportunities to change the stage.	Add a Kanban control. Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	Add both controls to a custom view. Add both controls to the My Opportunities view. Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	Use the List view. Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

Box 1: Add a Kanban control.

The Kanban view allows your sales team to move opportunities from one stage to another by simply dragging them.

Box 2: Add both controls to the My Opportunities view.

Kanban views help salespeople to manage their opportunities and activities effectively. Add the Kanban control to the Opportunity and Activity entity so salespeople can use the Kanban views.

The Kanban control works only on the Opportunity and Activity entities.

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.

Box 3: Use a List view opportunities in Dynamics 365 Sales

Reference: https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-sales/work-opportunities-kanban-view https://crmtipoftheday.com/1206/view-any-dynamics-365-record-on-a-calendar/

https://fivep.com.au/how-to-get-visibility-and-report-on-an-opportunities-active-current-sales-stage-without-code-microsoft-dynamics-365/

QUESTION 8

DRAG DROP

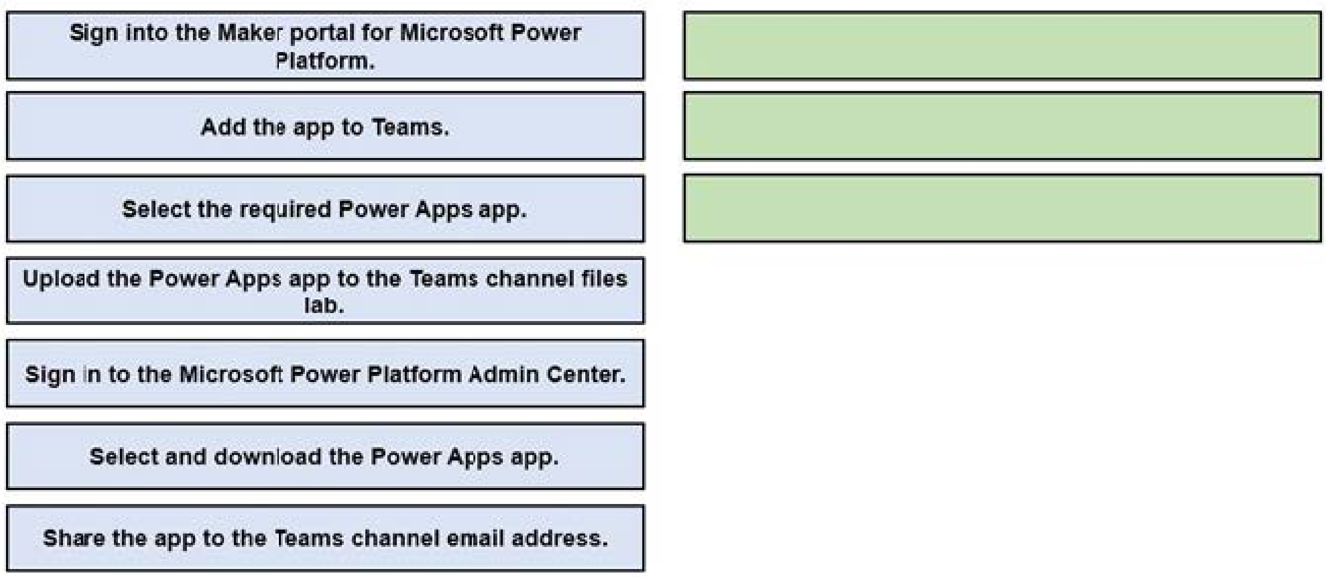
A company creates a canvas app.

The company plans to make the app available in Microsoft Teams. Only employees will be allowed to use the app.

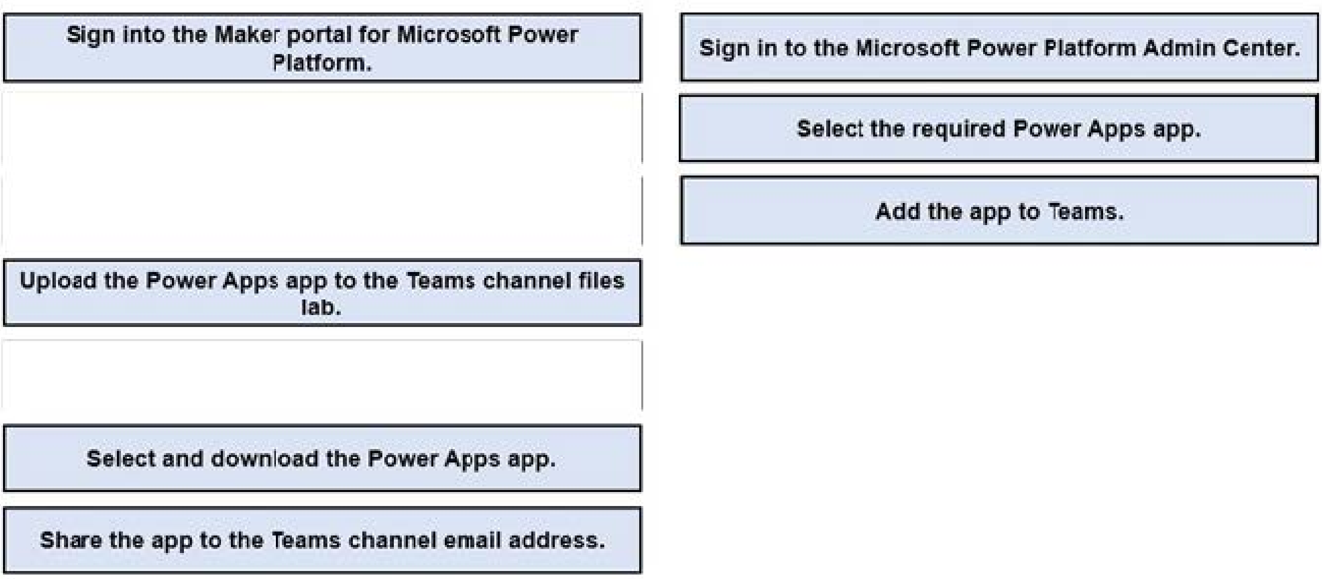
You need to add the app to Teams.

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.

Select and Place:



Correct Answer:



Step 1: Sign in to the Microsoft Power Platform Admin Center.

You manage Microsoft Power Platform apps in the Teams admin center.

Embed a canvas app as personal app in Teams

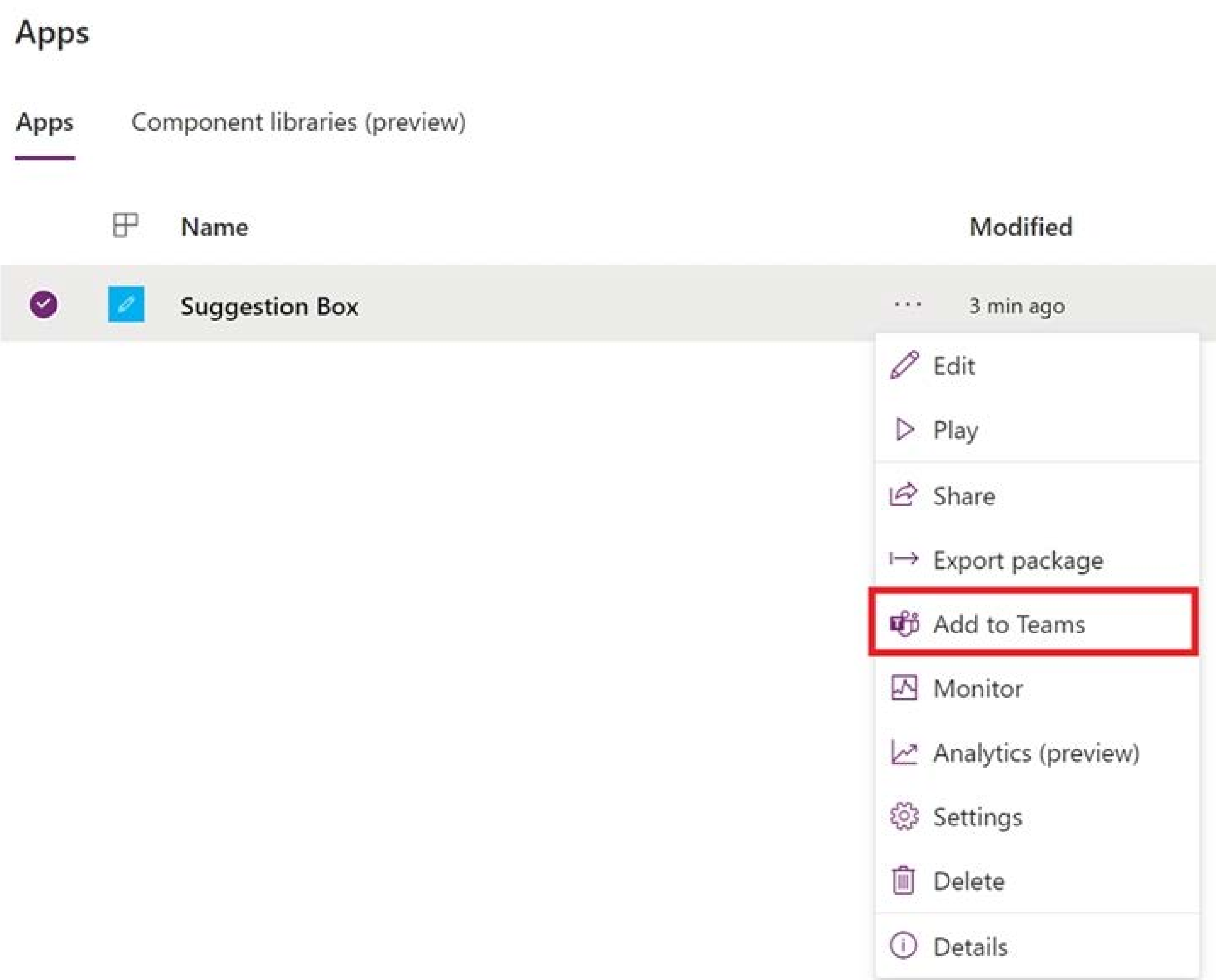
Add to Teams

1.

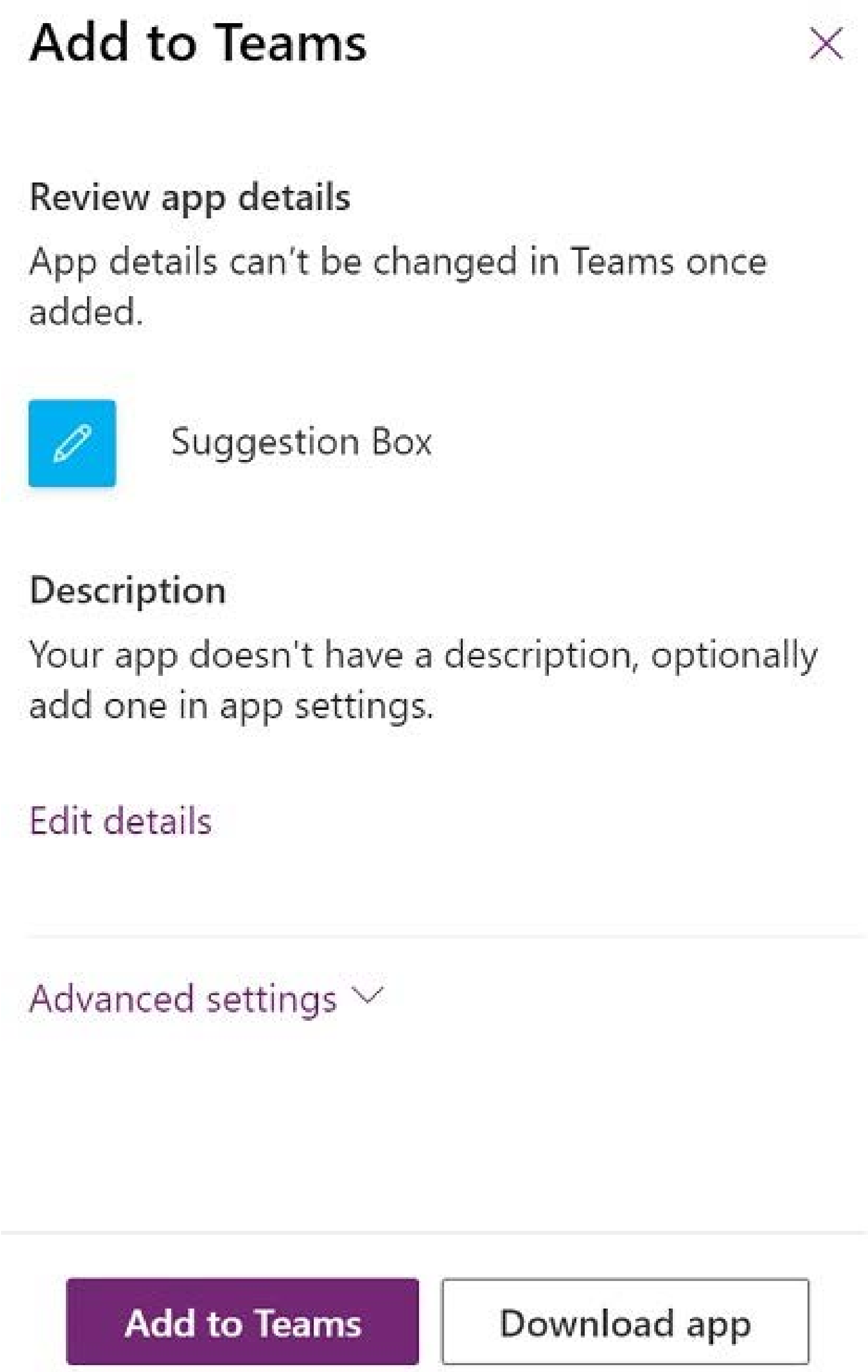
Sign in to Power Apps, and then select Apps. (Step 1)

2.

Select More actions (...) for the app you want to share in Teams (Step 2), and then select Add to Teams. (Step 3)



Add to Teams panel opens on the right-side of the screen.



Step 2: Select the required Power Apps app.

Step 3: Add the apps to Teams.

Reference: https://learn.microsoft.com/en-us/power-apps/teams/embed-teams-app https://learn.microsoft.com/en-us/microsoftteams/manage-power-platform-apps

QUESTION 9

You are a Dynamics 365 administrator for a veterinarian clinic.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.

You need to create a dynamically visible field.

What should you configure?

A. field visibility on the form

B. workflow

C. business process flow

D. business rule

Correct Answer: D

https://www.sherweb.com/blog/dynamics-365/configuring-business-rules-within-microsoft-dynamics-365-crm/

QUESTION 10

A company creates a bot by using Power Virtual Agents.

The company requires the bot to transfer callers to an agent if the bot is unable to recognize a customers request.

You need to configure the bot for the unrecognized information from the customer.

Which feature should you use?

A. Fallback workstream

B. Fallback topic

C. Fallback skill

D. Fallback queue

E. Fallback entity

Correct Answer: B

A Fallback topic is a type of topic in Power Virtual Agents that is used when the bot is unable to understand the customer\\'s request. When a Fallback topic is triggered, it takes over the conversation and presents the customer with a set of options or a message that allows them to get the help they need. This can include options such as requesting to speak with an agent, providing feedback, or getting more information about the bot\\'s capabilities. Fallback topic can be configured to automatically transfer the customer to an agent. References: https://docs.microsoft.com/en-us/power-virtual-agents/create-bot/fallback https://docs.microsoft.com/en-us/ power-virtual-agents/create-bot/bot-topics

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QUESTION 11

HOTSPOT

A company is configuring a Power Apps portal using Microsoft Dataverse.

The company requires the following:

1.

Only authenticated users must be able to sign into the portal.

2.

Authenticated users must have varying degrees of access to the different parts of the portal.

3.

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.

Hot Area:

Required for each authenticated user before security can be assigned.

Configuration

- Contact table record
- Local user
- Microsoft work or school account
- Account table record

Component

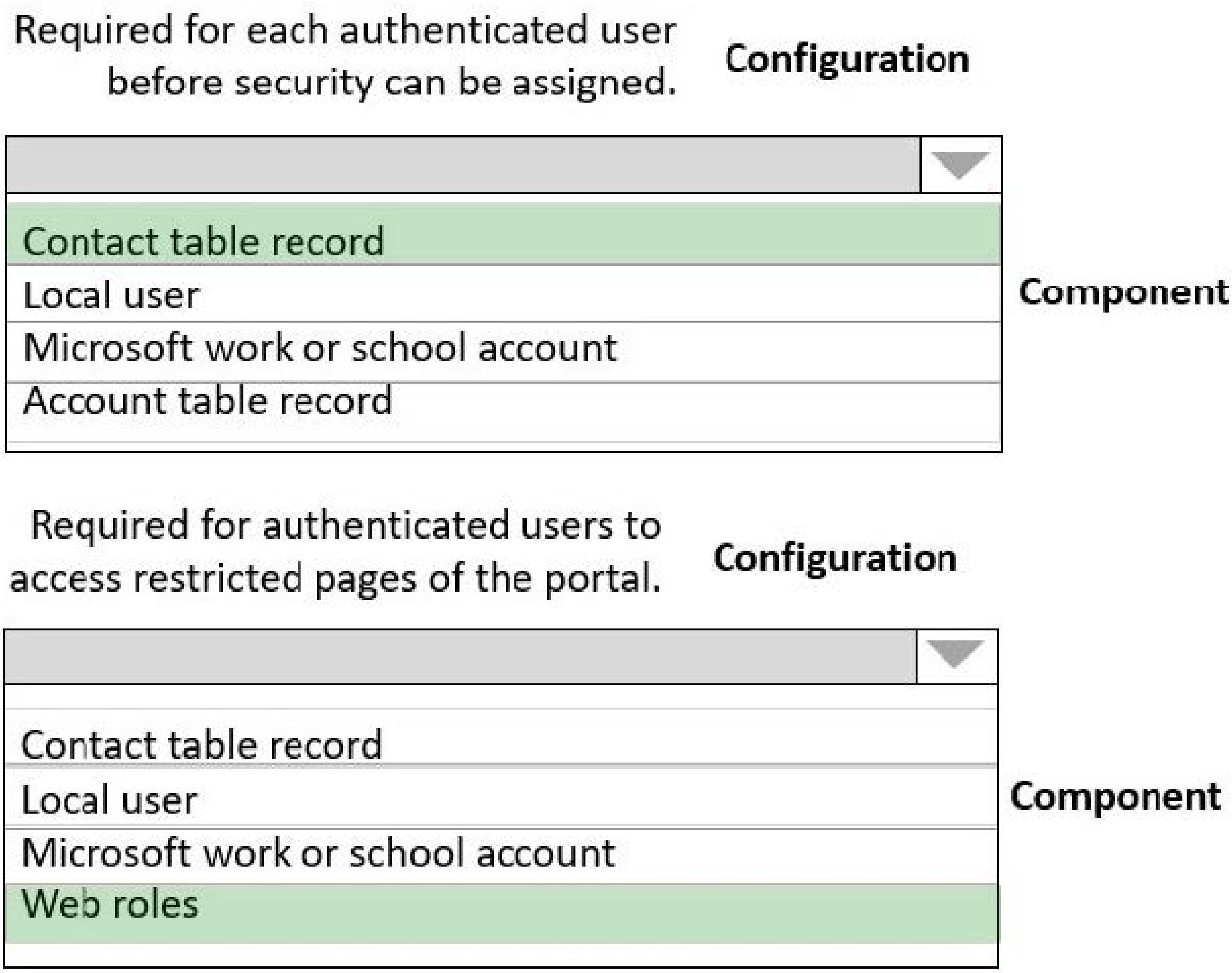
Required for authenticated users to access restricted pages of the portal.

Configuration

- Contact table record
- Local user
- Microsoft work or school account
- Web roles

Component

Correct Answer:



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

QUESTION 12

A company uses Microsoft Teams. You plan to create a Power Apps app for Microsoft Teams.

You need to determine the environment that will used by the app.

Which environment will the app use?

A. An existing Dataverse environment that you select.

B. An existing Dataverse for Teams environment that you select.

C. A Dataverse environment that is automatically created for the team.

D. A Dataverse for Teams environment that is automatically created for the team.

Correct Answer: D

The Dataverse for Teams environment is automatically created for the selected team when you create an app or bot in Microsoft Teams for the first time or install a Power Apps app from the app catalog for the first time. The Dataverse for Teams environment is used to store, manage, and share team-specific data, apps, and flows. Each team can have one environment, and all data, apps, bots, and flows created with the Power Apps app inside a team are available from that team\\'s Dataverse for Teams database.

Reference: https://docs.microsoft.com/en-us/power-platform/admin/about-teams-environment

QUESTION 13

HOTSPOT

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.

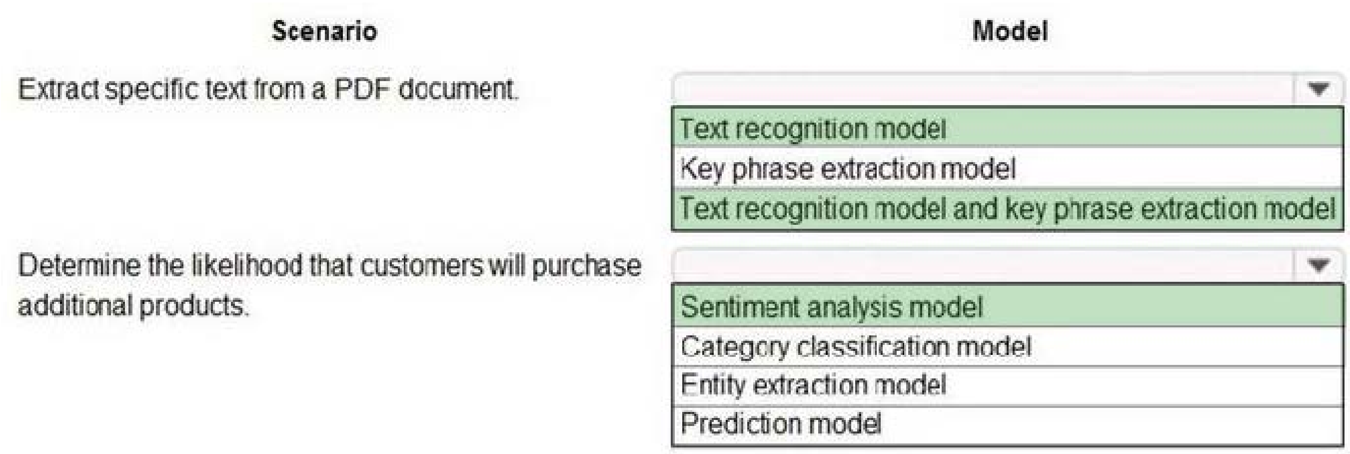
Which models should you use? To answer, select the appropriate option the answer area.

NOTE Each correct selection is worth one point.

Hot Area:

Scenario	Model
Extract specific text from a PDF document.	Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	Sentiment analysis model Category classification model Entity extraction model Prediction model

Correct Answer:



QUESTION 14

You have a canvas app with an embedded Power BI tile.

You share the canvas app. Users report that they are unable to access the Power BI content.

You need to determine why users are unable to access the content

What is the cause of the user s problems?

A. The Power BI dashboard is not shared.

B. The Power BI interactions property on the Power BI tiles is set to Off.

C. The Power BI connection is not shared.

D. The Power BI Display mode property on the Power BI tiles is set to Disabled

Correct Answer: A

When embedding a Power BI tile in a Canvas app, there are several factors that must be considered in order to ensure that users have access to the content. One of the most important is sharing the Power BI dashboard that the tile is

embedded in. If the dashboard is not shared with the users, they will not be able to view the content in the tile. To share a Power BI dashboard, you must have the "Edit" permission for the dashboard. Once you have this permission, you can

share the dashboard with other users by following these steps:

Open the Power BI service and navigate to the dashboard that you want to share. Click the "Share" button in the top-right corner of the dashboard. In the "Share" pane that appears, enter the email addresses of the users that you want to

share the dashboard with.

Select the level of access that you want to grant to the users. You can choose to give them "View" access, which allows them to view the dashboard but not make changes, or "Edit" access, which allows them to view and make changes to the

dashboard.

Click the "Share" button to share the dashboard with the users. Additionally, there are other factors that could cause user\\'s problems:

B. The Power BI interactions property on the Power BI tiles is set to Off. In that case, the user\\'s won\\'t be able to interact with the visuals. C. The Power BI connection is not shared. In that case, the user\\'s won\\'t have the access to the data source

D. The Power BI Display mode property on the Power BI tiles is set to Disabled, in that case the user\\'s won\\'t see the tile It is important to check all of these factors and ensure that they are properly configured in order to ensure that users have access to the content. References: https://docs.microsoft.com/en-us/power-bi/service-admin-share-dashboard https://docs.microsoft.com/en- us/powerapps/maker/canvas-apps/embed-power-bi https://docs.microsoft.com/en-us/power-bi/service- embed-content/embed-inpowerapps

QUESTION 15

HOTSPOT

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

Which component should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Component
Handle an unknown question from a guest in a conversation.	Escalate Fallback topic Failure path
Redirect a quest with an unknown question to a live staff member.	Power Apps Power Virtual Agents web application Microsoft Teams Omnichannel for Dynamics 365 Customer Service

Correct Answer:

Requirement	Component
Handle an unknown question from a guest in a conversation.	Escalate Fallback topic Failure path
Redirect a quest with an unknown question to a live staff member.	Power Apps Power Virtual Agents web application Microsoft Teams Omnichannel for Dynamics 365 Customer Service

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