



# PL-200<sup>Q&As</sup>

Microsoft Power Platform Functional Consultant

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**QUESTION 1**

**HOTSPOT**

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.

Hot Area:

Scenario	Action needed
Users cannot see case records on mobile devices.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings set on the case entity level.</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings at the field level within the case form.</div> <div style="border: 1px solid black; padding: 2px;">Configure a security role in the mobile permission set for appropriate users.</div>
Users can open cases but cannot see the subject of the case.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings set at the case entity level.</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings at the field level within the case form.</div> <div style="border: 1px solid black; padding: 2px;">Configure a security role in the mobile permission set for appropriate users.</div>
Users report that they cannot access the system from the Dynamics 365 mobile app.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings set at the case entity level.</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings at the field level within the case form.</div> <div style="border: 1px solid black; padding: 2px;">Configure a security role in the mobile permission set for appropriate users.</div>

Correct Answer:

Scenario	Action needed
Users cannot see case records on mobile devices.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0ffe0;">Configure mobile settings set on the case entity level.</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings at the field level within the case form.</div> <div style="border: 1px solid black; padding: 2px;">Configure a security role in the mobile permission set for appropriate users.</div>
Users can open cases but cannot see the subject of the case.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings set at the case entity level.</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0ffe0;">Configure mobile settings at the field level within the case form.</div> <div style="border: 1px solid black; padding: 2px;">Configure a security role in the mobile permission set for appropriate users.</div>
Users report that they cannot access the system from the Dynamics 365 mobile app.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings set at the case entity level.</div> <div style="border: 1px solid black; padding: 2px;">Configure mobile settings at the field level within the case form.</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0ffe0;">Configure a security role in the mobile permission set for appropriate users.</div>

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-phones-and-dynamics-365-for-tablets>

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## QUESTION 2

You are a Dynamics 365 Customer Service system administrator. You create an app for the sales team.

Members of the sales team cannot access the app.

You need to ensure that sales team members can access the app.

Where should you configure app permissions?

- A. Security Roles
- B. Manage Roles
- C. Dynamics administration center
- D. Dynamics 365 home

Correct Answer: B

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles>

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## QUESTION 3

DRAG DROP

You must create a form for team members to use. The form must provide the ability to:

Lock a field on a form.

Trigger business logic based on a field value.

Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to



view content.

NOTE: Each correct selection is worth one point.

Select and Place:

**Components**

- Actions
- Conditions
- Recommendation

**Answer Area**

Requirement	Component
Lock a form field.	Component
Trigger business logic based on a field value.	Component
Leverage existing business information to enhance data entry.	Component

Correct Answer:

**Components**

- 
- 
- 

**Answer Area**

Requirement	Component
Lock a form field.	Actions
Trigger business logic based on a field value.	Conditions
Leverage existing business information to enhance data entry.	Recommendation

**QUESTION 4**

DRAG DROP

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 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:

Actions	Answer Area
Pin the Power BI report to a new dashboard in the Power BI service	
Share the dashboard with the appropriate users	
Add a Power BI tile to the dashboard and select the Power BI dashboard in the app	
Create a new Power BI personal dashboard in the model-driven app	
Create a personal dashboard in the model-driver app	
Ensure the dashboard is available to the appropriate security roles	

Correct Answer:

Actions	Answer Area
	Add a Power BI tile to the dashboard and select the Power BI dashboard in the app
Share the dashboard with the appropriate users	Create a new Power BI personal dashboard in the model-driven app
	Ensure the dashboard is available to the appropriate security roles
	Pin the Power BI report to a new dashboard in the Power BI service
Create a personal dashboard in the model-driver app	

## QUESTION 5

### HOTSPOT

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.

Hot Area:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	<ul style="list-style-type: none"><li>Import an existing app.</li><li>Create a new app.</li><li>Import a new page.</li><li>Import bot.</li></ul>
Configure the FAQ solution in Microsoft Teams.	<ul style="list-style-type: none"><li>Configure the FAQbot.</li><li>Import a chatbot.</li><li>Create a new chatbot.</li></ul>

Correct Answer:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	<ul style="list-style-type: none"><li>Import an existing app.</li><li>Create a new app.</li><li>Import a new page.</li><li>Import bot.</li></ul>
Configure the FAQ solution in Microsoft Teams.	<ul style="list-style-type: none"><li>Configure the FAQbot.</li><li>Import a chatbot.</li><li>Create a new chatbot.</li></ul>

### QUESTION 6

You create a Power Apps portal to provide training and documentation for students. Students create a profile on the portal and then select and pay for courses.

You plan to add free courses to the training portfolio. Free courses must be automatically available to all students when they sign in.



You need to assign default permissions to students.

What should you do?

A. Create a Students web role and set the Authenticated Users Role option to true. Assign the web role to each registered user.

B. Create an entity for managing free courses. Create entity permission records to provide access to entity records for free courses and assign the entity permissions to users when they register on the portal for the first time.

C. Create an entity for managing free courses. Create a Students web role and set the Authenticated Users role option to true. Create appropriate entity permissions to access the free course entity records and assign the entity permissions to the web role.

Correct Answer: A

### QUESTION 7

DRAG DROP

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.

Select and Place:

Flows      Variables      Entities      Topics

Enable the chatbot to relate to a real-world object or topic in a dialog  
Feature

Define the path and triggers for a chatbot conversation  
Feature

Implement conditional logic to dynamically route a conversation across different paths  
Feature



Correct Answer:

The screenshot shows a configuration interface for a chatbot. At the top, there are four buttons: the first three are empty, and the fourth is labeled 'Entities'. Below this, there is a text prompt: 'Enable the chatbot to relate to a real-world object or topic in a dialog'. Underneath, there is a button labeled 'Variables'. The next text prompt is: 'Define the path and triggers for a chatbot conversation'. Below that is a button labeled 'Topics'. The final text prompt is: 'Implement conditional logic to dynamically route a conversation across different paths'. Below this is a button labeled 'Flows'. A large diagonal watermark 'Lead4Pass.com' is overlaid on the entire screenshot.

### QUESTION 8

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: 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

Correct Answer: A

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#### QUESTION 9

You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable Outlook integration

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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#### QUESTION 10

You use Power BI Desktop to configure Power BI reports and dashboards.

You need to create a canvas app that displays account information and include the app in a Power BI 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 BI service.

B. Connect to Common Data Service from Power BI Desktop.

C. Connect Common Data Service from Power BI Desktop. Selected required fields from the Accounts table.

D. From the Power Apps Insert menu, add a Power BI

E. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data.

Correct Answer: CDE

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**QUESTION 11**

**HOTSPOT**

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.

Hot Area:

**Answer Area**

Requirement	Solution
Implement the invitation code redemption process.	<ul style="list-style-type: none"> <li>Auto-populate the invitation code field on the sign-in screen from the email link.</li> <li>Embed the invitation code in the email link URL.</li> <li>Send the customer their username and temporary password in the email link.</li> </ul>
Validate the user's email.	<ul style="list-style-type: none"> <li>Two-factor authentication</li> <li>Azure Active Directory authentication</li> <li>Social provider sign-in</li> <li>Invitation code sign-up</li> </ul>

Correct Answer:

**Answer Area**

Requirement	Solution
Implement the invitation code redemption process.	<ul style="list-style-type: none"> <li>Auto-populate the invitation code field on the sign-in screen from the email link.</li> <li>Embed the invitation code in the email link URL.</li> <li>Send the customer their username and temporary password in the email link.</li> </ul>
Validate the user's email.	<ul style="list-style-type: none"> <li>Two-factor authentication</li> <li>Azure Active Directory authentication</li> <li>Social provider sign-in</li> <li>Invitation code sign-up</li> </ul>



### QUESTION 12

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 on the first import by using the Import Data wizard.
- B. Add a template for Import Data.
- C. Use Import File Translations.
- D. Create a data map in Data Management.

Correct Answer: A

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

### QUESTION 13

#### HOTSPOT

You need to embedded the check-in solution into the communication solution. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

What must you install prior to embedding the check-in solution?

▼
Visual Studio
App Studio
AI Builder
Common Data Service

Where must the check-in solution be available within the communication solution?

▼
chat section of the solution
Microsoft 365 Apps selection grid
in an embedded webpage
in a tab



Correct Answer:

What must you install prior to embedding the check-in solution?

▼
Visual Studio
App Studio
AI Builder
Common Data Service

Where must the check-in solution be available within the communication solution?

▼
chat section of the solution
Microsoft 365 Apps selection grid
in an embedded webpage
in a tab

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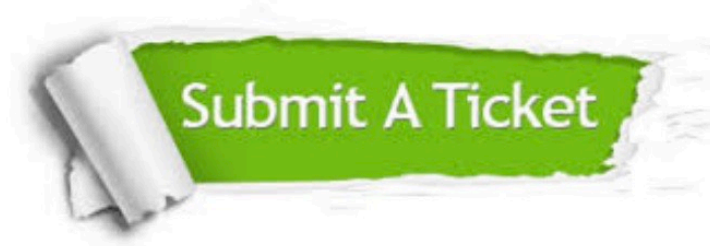
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