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Microsoft Power Platform Fundamentals

Microsoft PL-900

Version Demo

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QUESTION NO: 1

A company is using Microsoft Power Platform services to enhance business productivity. You need to identify the business productivity scenarios that Microsoft 365 Copilot can solve. Which three benefits can Microsoft 365 Copilot provide? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Read an image of a business card and extract text values.

B. Trigger an automated Power Automate flow.

C. Explain the functionality of an existing Power Automate flow.

D. Allow model-driven app users to ask questions about their data.

E. Create canvas apps by describing what makers want to build.

ANSWER: C D E

Explanation:

Copilot capabilities in Microsoft Power Platform use natural-language prompts to help both makers and business users work more effectively. **Explain the functionality of an existing Power Automate flow.** is supported by Copilot in Power Automate, which can summarize a flow's purpose and explain how its actions and logic work. This helps makers understand, maintain, and troubleshoot automations without manually interpreting every step. Microsoft documents this capability in its Copilot in Power Automate overview.

Allow model-driven app users to ask questions about their data. is a Copilot scenario for model-driven apps. Users can use conversational language to inquire about and gain insights from data available in the app, improving data discovery and productivity. **Create canvas apps by describing what makers want to build.** is also a core Power Apps Copilot capability: a maker can describe the intended app in natural language, and Copilot assists with generating the app and its supporting structure. See Microsoft's Create an app through conversation with Copilot documentation for details.

QUESTION NO: 2

The front desk of a hotel uses a model-driven app to check in guests.

The hotel wants to create a canvas app for the housekeeping staff to manage cleaning supplies. The canvas app will connect to a new instance of Microsoft Dataverse.

You need to create a new environment for the housekeeping staff.

What should you use?

A. Microsoft Azure portal

B. Power Apps maker portal

C. Microsoft 365 admin center

D. Microsoft Power Platform admin center

ANSWER: D

Explanation:

Microsoft Power Platform admin center is the correct place to create and manage Power Platform environments. An environment is a container that provides a boundary for an organization's apps, flows, connections, security roles, and data. When creating the environment, an administrator can select its type and region and can add a Microsoft Dataverse database. Adding Dataverse provisions the database that the housekeeping canvas app needs for storing and managing cleaning-supply data.

The Power Platform admin center also supports the administrative configuration needed after creation, including assigning environment administrators, managing users and security, reviewing capacity, and applying governance policies. Creating a

separate environment for housekeeping helps isolate that team's resources and data from the hotel front desk's existing model-driven-app workload, while still allowing both workloads to be governed centrally within the tenant.

Microsoft documents the environment creation process, including the option to add a Dataverse data store, in Create an environment in the Power Platform admin center. For the role of environments as boundaries for Power Platform resources and Dataverse, see Environments overview.

QUESTION NO: 3

A toy company creates a text classification model in AI Builder to monitor customer feedback for specific key words.

When negative feedback is received for a toy, the company wants to proactively perform engineering reviews for the toy and schedule additional training sessions for workers who produce the toy.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Create a canvas app.

B. Implement the Virtual Agent.

C. Build a Power Automate flow.

D. Use the Common Data Model.

ANSWER: A C

Explanation:

Create a canvas app. is a complete solution because canvas apps can incorporate AI Builder models and use their predictions within a tailored business experience. The company can present classified customer-feedback results to engineering staff, identify the relevant toy, and provide screens or actions that create and track engineering-review tasks and training-session requests. Canvas apps are appropriate when the organization needs a custom, guided interface for users to review negative feedback and take follow-up actions.

Build a Power Automate flow. is also a complete solution because a flow can use the AI Builder text-classification result as part of an automated business process. When feedback is classified as negative, the flow can automatically create review tasks, send notifications, create calendar events, or initiate approvals and training-related records through connected services. This supports the requirement to act proactively without requiring a user to manually monitor feedback. AI Builder is designed for use across Power Platform, including Power Apps and Power Automate, so both approaches can operationalize the model's prediction and drive the required downstream actions.

For more information, see Use AI Builder in Power Apps and Use AI Builder in Power Automate.

QUESTION NO: 4

A company uses Microsoft 365, Power Platform, and Dynamics 365. You do not assign permissions to any licensed users.

Users are able to create and edit Power Apps canvas apps.

In which environment are users creating and editing the apps?

A. Production

B. Test

C. Sandbox

D. Default

ANSWER: D

Explanation:

Default is correct. Every Microsoft Power Platform tenant has a default environment that is created automatically. Unlike other environments, access to the default environment is broadly available to users who have an eligible Microsoft 365, Dynamics 365, or Power Platform license. In this environment, licensed users are assigned the Environment Maker role by default, enabling them to create, edit, and share canvas apps and other Power Platform resources without an administrator explicitly assigning environment permissions first.

This default access model is intended to let users explore and build personal or team productivity solutions with Power Platform. Administrators can later manage the environment by applying governance controls such as data loss prevention policies, limiting maker capabilities, or changing role assignments as appropriate for the organization. The key clue is that no permissions were assigned but licensed users can still create and edit canvas apps; that behavior identifies the tenant's default environment. Microsoft describes the default environment and its automatic availability to licensed users in Environments overview. For the permissions associated with creating resources, see Configure user security to resources in an environment.

QUESTION NO: 5

A company is evaluating ways that they can implement AI Builder.

For which two scenarios can you use AI Builder? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Send emails to all users who subscribe to a service.

B. Synchronize data from an external database.

C. Collect data from several data sources and display a dashboard that shows trending data.

D. Interpret images and perform an action based on the image.

E. Detect patterns in data and predict outcomes.

ANSWER: D E

Explanation:

AI Builder is designed to bring prebuilt and custom AI capabilities into Power Apps and Power Automate, enabling business users to apply machine learning to business processes without requiring them to write traditional AI code. "Interpret images and perform an action based on the image" is an AI Builder scenario because its AI models can analyze visual content. For example, image-processing capabilities can classify images, extract information from documents, or identify objects; the resulting prediction can then be used as a trigger or condition for an automated business action.

"Detect patterns in data and predict outcomes" is also a core AI Builder scenario. Prediction models are trained with historical Dataverse data to identify relationships between input columns and a known outcome. After training and publishing, the model can score new records, such as predicting whether a customer is likely to churn, whether an invoice will be paid late, or whether a sales opportunity is likely to close. These predictions can be displayed in an app or used in a cloud flow to support timely decisions and automation. Microsoft describes the available AI Builder model types and their use in Power Platform solutions in the AI Builder documentation and explains how to create and use predictive models in Prediction model overview.

QUESTION NO: 6

You overwrite a Power Automate flow by editing the definition and saving the changes. You need to be able to revert a flow to the current state.

Which two options can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Save As

B. Rename

C. Export

D. Share

ANSWER: A C

Explanation:

Save As provides a practical in-environment backup before making potentially destructive changes. Saving the current flow under a different name creates a separate flow based on the current definition. The original can then be edited freely, while the saved copy preserves the known working state. If necessary, the maker can return to that preserved version by using the copy directly or by reproducing its definition in the original flow.

Export is also a complete backup approach. Exporting a cloud flow creates a package containing the flow definition and associated configuration information. That package can later be imported to recreate the exported version, making it suitable for retaining a recoverable snapshot before an update. During import, connection references and other environment-specific settings may need to be configured, but the exported package preserves the flow artifact for restoration or reuse.

These approaches create an independent retained version before the overwrite occurs, which is the essential requirement for reverting to the current state. Microsoft documents copying flows through Save As and exporting/importing flows as packages in Create a cloud flow in a solution and Export and import flows.

QUESTION NO: 7

You create a business rule on contact entity to enforce the requirement that users must enter either a telephone number, fax number, or an email when creating a new record.

The company decides to remove fax number from the condition.

You need to update the business rule.

What are two ways of achieving the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Save a copy of the rule, change the condition, activate the copy, and then deactivate and delete the original rule.

B. Deactivate the business rule and change the condition.

C. Take a snapshot of the business rule and change the condition.

D. Change the condition and activate the updated rule.

ANSWER: A D

Explanation:

Business rules can be changed to update their conditions, such as removing the fax-number check from the requirement. An existing rule can be updated by editing its condition and then activating the updated rule. Activation publishes the rule so that its logic is applied when users create or edit Contact records.

Creating a copy of the rule is also a valid approach when the organization wants to preserve the original rule definition while preparing a replacement. The copied rule can be changed to remove fax number, activated to make the revised logic available, and then the original rule can be deactivated and deleted. This provides a clean replacement path and ensures that only the revised requirement remains in effect.

Business rules must be activated before they are applied, and changes to their logic should be published through activation after editing. Microsoft documents how to create, edit, activate, and manage business rules in Create business rules to apply

logic in a model-driven app. For guidance on managing solution components such as business rules, see Solutions overview.

QUESTION NO: 8

You create a set of dashboards and reports for a project team that combines data from different sources in Power BI. Some of the data is considered sensitive.

You need to distribute the dashboards and reports securely to the team.

What should you create?

A. a custom data connector

B. a published app

C. a Microsoft flow

D. a Power BI workspace

ANSWER: B

Explanation:

A published app is the appropriate way to securely distribute a curated set of Power BI dashboards and reports to a project team. An app packages the content intended for consumers and lets its creator control precisely which users or Microsoft Entra ID security groups receive access. This provides a managed distribution experience: team members can view and interact with the published content without being granted the broader authoring and content-management permissions that are typically needed by workspace collaborators.

For sensitive information, app access can be assigned only to the required audience, and the underlying semantic model's security continues to apply. For example, row-level security can restrict the data each recipient sees based on their identity, even when everyone opens the same report through the app. App authors can also update the app as reports and dashboards evolve, then republish it so the intended team receives the current approved content. This makes a published app well suited to controlled, repeatable report distribution. Microsoft describes apps as a means to share collections of dashboards and reports with business users and explains app audience access management in the Power BI apps documentation. See also Microsoft guidance on row-level security in Power BI.

QUESTION NO: 9

You create a Power Virtual Agents chatbot for a company. The chatbot will use common channels and services by which the company communicates with customers.

You need to determine which services the chatbot can be used with or added to.

Which two services can the chatbot be used with? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Facebook

B. Power BI

C. Microsoft Azure Event Grid

D. Microsoft Azure Service Bus

E. Microsoft Azure Bot Framework

ANSWER: A E

Explanation:

Facebook is correct because a Power Virtual Agents chatbot, now known as a Microsoft Copilot Studio agent, can be published to Facebook Messenger. This enables customers to start and continue conversations with the bot through the organization's Facebook page, using a familiar external customer-engagement channel. The organization configures the Facebook channel and connects its Facebook app and page to make the bot available to Messenger users.

Microsoft Azure Bot Framework is also correct because the bot can be connected to Azure Bot Service. Azure Bot Service provides channel and integration capabilities for bots, allowing the Power Virtual Agents bot to be used through supported Azure bot channels and to participate in broader bot solutions. This connection is useful where an organization needs channels or extensibility provided through Azure's bot platform while retaining the conversational authoring experience of Power Virtual Agents.

Microsoft documents publishing an agent to Facebook Messenger and connecting an agent to Azure Bot Service as supported channel/integration scenarios. See Connect an agent to Facebook and Connect an agent to Azure Bot Service.

QUESTION NO: 10

A company uses Dynamics 365 Sales. Every time an opportunity is created, a Power Automate flow runs to email the opportunity to the sales manager.

The sales manager leaves the company. You disable all accounts for the sales manager.

You need to ensure that the new sales manager automatically receives email about opportunities when they are created.

What should you do?

A. Modify the flow and ensure that the correct manager's email is listed in the From field.

B. Modify the flow and ensure that the correct manager's email is listed in the To field.

C. Grant the new sales manager access to the departed sales manager's inbox.

D. Modify the flow and ensure that the flow prompts the user to type the correct email for the To field.

E. Create a flow that automatically forwards opportunity emails to the new sales manager.

ANSWER: B

Explanation:

Modify the flow and ensure that the correct manager's email is listed in the To field. The **To** field identifies the intended email recipient, so updating it to the new sales manager's email address causes each future opportunity notification to be delivered directly to that manager. This preserves the existing trigger and automation: when an opportunity is created in Dynamics 365 Sales, the flow continues to run and sends the notification without requiring a user to intervene.

Because the former manager's accounts have been disabled, the notification workflow should no longer depend on that person's mailbox or identity as a recipient. Maintaining the recipient configuration in the flow is the appropriate way to make the notification process resilient to personnel changes. If the organization expects manager assignments to change regularly, the flow can also be designed to obtain the recipient dynamically from a maintained manager field, Microsoft Entra ID profile data, or another approved source of business ownership information. Power Automate's email actions support specifying recipients in the To property; see Email in Power Automate. For general administration of cloud flows and their connections, see Manage connections in Power Automate.

QUESTION NO: 11

A hotel develops a housekeeping checklist for its housekeeping staff to use when they finish cleaning a room.

The housekeeping staff must be able to use their mobile device to add a check mark for each completed task and take a picture of the prepared bed.

The results of the checklist for each room must be stored in a SharePoint list.

You need to select the Microsoft Power Platform component that fulfills the requirement.

Which component should you select?

A. Power Pages site

B. Power Virtual Agents Chabot

C. Power BI report

D. Model-driven app

E. Canvas app

ANSWER: E

Explanation:

Canvas app is the appropriate component because it supports creating a tailored, touch-friendly mobile experience for the housekeeping workflow. A maker can design a checklist screen with controls such as check boxes or toggles for each cleaning task, and configure the app for use in the Power Apps mobile client. This gives staff a simple interface for recording completion status room by room.

Canvas apps can connect directly to a SharePoint list by using the SharePoint connector. The checklist data, including room details and task-completion values, can be submitted to list items from the app. A canvas app can also use the Camera control on a mobile device to capture an image of the prepared bed. The captured image can be saved with the corresponding SharePoint list record, such as in an image column or as an attachment, depending on the list design. This combination provides the required custom data-entry interface, mobile camera capability, and SharePoint-based storage without requiring a separate custom mobile application.

For more information, see Connect a canvas app to SharePoint and Camera control in Power Apps.

QUESTION NO: 12

This question requires that you evaluate the BOLD text to determine if it is correct.

You have a Power BI report with a page named RevReceived. The page shows revenue received by your

company. You want to create an almost identical page that shows net revenue instead of gross revenue. To accomplish this task, you modify the RevReceived page.

Review the underlined text. If it makes the statement correct, “No change is needed”. If the statement is

incorrect, select the answer choice that makes the statement correct.

A. No change is needed.

B. duplicate the RevReceived page.

C. import the RevReceived page.

D. copy the visuals from RevReceived to a new page.

ANSWER: B

Explanation:

duplicate the RevReceived page. is correct because it creates a separate report page with the same existing visuals, layout, formatting, filters, and other page-level configuration as the original. This provides the most efficient starting point for an almost identical report page. After duplicating the page, the report author can revise the visual fields or measures so that they display net revenue rather than gross revenue, while retaining the established design of the revenue-received report.

Duplicating also preserves the original RevReceived page, which is important because that page is still needed to show gross revenue. The duplicate can then be renamed appropriately, such as NetRevenueReceived, making the two related views clear to report consumers. Power BI Desktop supports report-page operations from the page tab context menu, including duplicating a page. Microsoft's report authoring guidance describes working with report pages and their page tabs in Report View in Power BI Desktop. For guidance on creating and editing report visuals and the fields that define their displayed values, see Add visualizations to a Power BI report.

QUESTION NO: 13

You plan to deploy a Power Pages website to manage common customer requests. You plan to use Copilot capabilities to improve site management productivity. You need to use the Copilot features that are available in Power Pages design studio. Which two features should you use? Each correct answer presents a complete solution. Choose two. NOTE: Each correct selection is worth one point.

A. Create an interface based on a short description.

B. Create a webchat interface for site users.

C. Create an automation that triggers when a user submits data.

D. Create AI-generated images.

E. Generate copy text

ANSWER: A E

Explanation:

Create an interface based on a short description. is correct because Copilot in Power Pages design studio supports natural-language-driven site authoring. A maker can describe the purpose and expected content of a page or site experience, and Copilot helps generate a starting page structure and relevant components. This accelerates creation of common request-management experiences while leaving the maker able to review and refine the generated design in the studio.

Generate copy text is also correct. Copilot can assist content authors with drafting and refining text for Power Pages, such as headings, descriptions, calls to action, and other site copy. This capability helps makers produce consistent, audience-appropriate content without having to draft every piece manually. The generated content remains editable, so the site owner can verify that it meets organizational terminology, accessibility, and customer communication requirements before publishing.

These capabilities are part of the AI-assisted authoring experience available to makers in Power Pages design studio. For Power Pages product and authoring documentation, see What is Power Pages? and Copilot capabilities in Power Pages.

QUESTION NO: 14 - (HOTSPOT)

You create a canvas app by using the Generate from data feature. The app connects to a Microsoft SharePoint list.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Statement	Yes	No
A screen is generated that contains a browsable list of SharePoint list items.	○	○
A screen is generated that allows users to update SharePoint list items.	○	○

ANSWER:

Answer:

Answer:

Statement	Yes	No
A screen is generated that contains a browsable list of SharePoint list items.	○	○
A screen is generated that allows users to update SharePoint list items.	○	○

Explanation:

[Reference:, https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/app-from-sharepoint, , , ,]

Explanation:

Generating a canvas app from a Microsoft SharePoint list creates a working, data-connected application based on the list structure. The generated app includes a browse experience that displays records from the SharePoint list in a browsable gallery. Users can scroll through the available list items and select an item to view its details. This fulfills the requirement for a screen containing a browsable list of SharePoint list items.

The generated app also includes an editing experience connected to the same SharePoint list. From the browse and detail experiences, a user can open a form that is configured for the list's fields and save changes back to SharePoint. This allows users to update existing list items, and the standard generated app design also supports creating new items where the user has appropriate permissions. The form and its save behavior are automatically wired to the SharePoint data source, so the app provides an editable interface without requiring the maker to build the screens manually.

Accordingly, both statements are true: the generated app provides a browsable list screen and a screen through which users can update SharePoint list items. Microsoft describes the generated app as including browse, detail, and edit screens in its documentation on creating a canvas app from a SharePoint list. The generated forms rely on the SharePoint connection and respect the permissions granted to each app user.

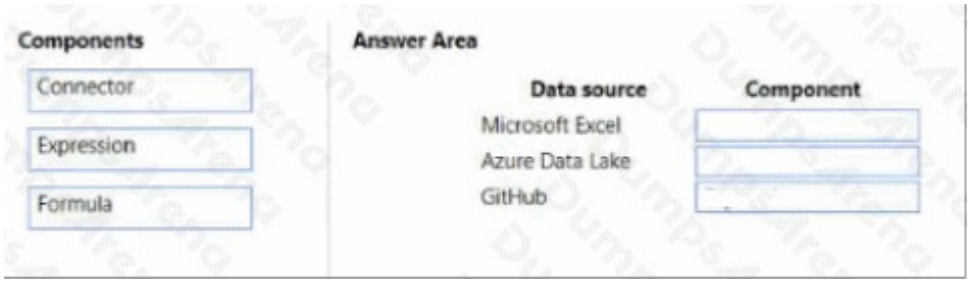
QUESTION NO: 15 - (DRAG DROP)

You are creating a Power Automate flow.

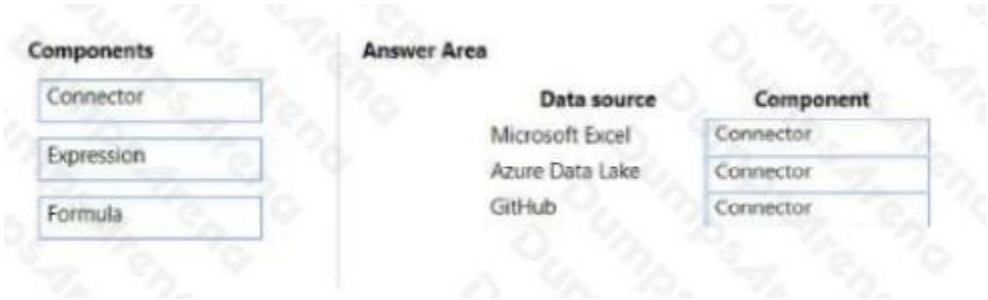
You need to retrieve data from several sources deluding Microsoft Excel, Azure Data lake, and GitHub.

What should you use? To answer, drag the appropriate components to the correct data sources. 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



ANSWER:



Explanation:

Power Automate uses connectors to communicate with external applications, cloud services, and data platforms. A connector supplies the authenticated connection plus the available triggers and actions that a flow can use to read, create, update, or otherwise work with data in that service. Therefore, retrieving data from Microsoft Excel, Azure Data Lake, and GitHub requires a connector for each data source.

For Microsoft Excel, the Excel Online connector provides actions that allow a flow to retrieve rows from a table and use those values in later steps. Azure Data Lake is also accessed through its Power Automate connector, which provides the actions required to work with files and data in the data lake. Similarly, GitHub is an external service exposed to a flow through the GitHub connector, enabling the flow to retrieve repository-related information through available actions and triggers.

Formulas and expressions have a different role in a flow. They operate on values within the flow, such as constructing text, selecting values from dynamic content, converting data types, or calculating a result. They do not provide the service integration or authentication layer necessary to retrieve source data from Excel, Azure Data Lake, or GitHub. Since the prompt explicitly permits reuse, the same Connector component is correctly assigned to all three sources. Microsoft's Power Automate documentation explains that flows connect to services through connectors, and the connector reference lists the available service integrations.

QUESTION NO: 16

A company uses Dynamics 365 Supply Chain Management.

You need to use Power Automate to automate the process of receiving and tracking raw materials.

Which type of connector should you use?

A. Common Data Service

B. Dynamics 365

C. Dynamics 365 for Fin & Ops

D. Dynamic Signal

ANSWER: C

Explanation:

Dynamics 365 for Fin & Ops is the appropriate connector type because Dynamics 365 Supply Chain Management is a finance and operations application. The Dynamics 365 Finance and Operations connector enables Power Automate cloud flows to interact with finance and operations apps, including Supply Chain Management. It supports scenarios that use business events, allowing a flow to respond when a business process reaches a defined point, and it can also support integration actions that connect operational processes to other services.

For a raw-material receiving and tracking process, this connector provides the application-specific integration surface needed to automate work around supply-chain records and events. For example, a flow can be initiated by an event from the finance and operations environment and then notify users, request approvals, or update connected business systems as part of the receiving process. This is the purpose of using the dedicated finance and operations connector rather than a general-purpose data connector: it is designed to connect Power Automate with the business capabilities exposed by Dynamics 365 Supply Chain Management.

See the Dynamics 365 Finance and Operations connector reference and Business events overview for finance and operations apps.

QUESTION NO: 17

A company uses Power Automate cloud flows to process employee expense requests.

A flow must send an approval request to a manager and process the manager's response.

Which two actions can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Start and wait for an approval

B. Condition

C. Power BI visual

D. data gateway

E. business process flow stage

ANSWER: A B

Explanation:

Start and wait for an approval is correct because it creates an approval request and pauses the flow until an approver responds. The action returns information such as the outcome, responder, and response comments, which can be used in subsequent flow steps.

Condition is also correct because it can evaluate the approval outcome and direct the flow to the appropriate branch. For example, the flow can continue with reimbursement processing when the response is Approve and notify the employee when the response is Reject. For more information, see Create and test an approval workflow with Power Automate and Use conditions in Power Automate.

QUESTION NO: 18

A company uses Microsoft 365 and Dynamics 365 Sales. The company does not have any developers on its staff.

You need to explain to the executives the benefits of using Power Platform apps.

What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Users can send emails from Dynamics 365 Sales to their personal email addresses.

B. Users can create Power Apps to create apps for different departments.

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

D. The company can unify all the mobile devices to one vendor.

ANSWER: B C

Explanation:

Users can create Power Apps to create apps for different departments because Power Apps is a low-code development service designed to let business users and other nonprofessional developers build custom applications. This enables the organization to address department-specific processes without requiring an in-house traditional software-development team. Power Apps can also connect to organizational data sources and services, helping users create solutions that work within their existing Microsoft business environment.

Users can use Power Automate to share information between Microsoft 365 and Dynamics 365 Sales because Power Automate creates automated workflows across applications and services. Its connectors and Dynamics 365 capabilities can trigger actions when business events occur, move or synchronize information, send notifications, and automate approval or follow-up processes. Microsoft 365 and Dynamics 365 are part of the ecosystem that Power Platform is intended to integrate, allowing staff to reduce repetitive manual work and keep business processes connected. Together, these capabilities provide practical low-code tools for building departmental apps and automating cross-system processes. For more information, see What is Power Apps? and Introduction to Power Automate.

QUESTION NO: 19

A company plans to use AI Builder to help improve business performance.

You need to determine which AI Models are available for use.

Which three types of models can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. linear regression

B. binary classification

C. object detection

D. anomaly detection

E. text classification

ANSWER: B C E

Explanation:

AI Builder provides no-code and low-code AI capabilities that makers can train and use in Power Apps and Power Automate. **binary classification** is an available custom model type for predicting one of two possible outcomes from historical data, such as whether a customer is likely to churn. **object detection** is an available custom vision model type that can be trained to identify and locate specific objects in images; its results can include object labels and bounding-box locations. **text classification** is also available for assigning text to defined categories based on examples supplied during training. These model types support practical business scenarios without requiring makers to build or deploy machine-learning infrastructure themselves. Microsoft's AI Builder documentation describes the available prebuilt and custom AI model capabilities and explains how custom models can be trained, published, and consumed in Power Platform solutions. See the AI Builder overview and Microsoft's guidance on object detection models.

QUESTION NO: 20

A company uses a manual process to manage escalations for customer support calls. You must use Power Automate to automate the process for routing escalated calls. You need to create the flow. Which type of connector should you use?

A. Office 365 Users

B. Microsoft Excel

C. Microsoft Dataverse

ANSWER: C

Explanation:

Microsoft Dataverse is correct because it is the Power Platform's underlying data platform and is designed to store and manage business data used by applications such as Dynamics 365 Customer Service. Customer support activities, including cases, phone calls, queues, users, teams, and routing-related records, can be represented as Dataverse tables. A cloud flow can use the Microsoft Dataverse connector to trigger when an escalation-related record is created or updated, evaluate its business data, and create or update the records that route the work to the appropriate queue, team, or agent.

This approach supports an automated, data-driven escalation process because the flow works directly with the records that define the support workload and its ownership. Dataverse also provides standardized tables, relationships, security roles, auditing, and integration capabilities that are appropriate for operational customer-service processes. The connector includes actions for listing, retrieving, adding, updating, and deleting table rows, enabling a flow to automate routing while keeping the support process and its data in the same governed platform. Microsoft documents the available Dataverse connector triggers and actions at Microsoft Dataverse connector reference. For background on Dataverse as the secure business-data platform used across Power Platform, see What is Microsoft Dataverse?.

QUESTION NO: 21

A company uses Dynamics 365 Customer Service. The company uses a manual process to manage call

escalations.

You must use Power Automate to automate the process for routing escalated calls.

You need to create the flow.

Which type of connector should you use?

A. Microsoft Excel

B. Microsoft Dataverse

C. Office 365 Users

ANSWER: B

Explanation:

Microsoft Dataverse is the appropriate connector because Dynamics 365 Customer Service is built on Dataverse. Customer Service data, including cases and related activities used to represent and manage customer interactions, is stored in Dataverse tables. A cloud flow can use the Microsoft Dataverse connector to trigger when relevant rows are created, updated, or otherwise changed, evaluate whether an escalation condition applies, and update or route the related Customer Service record to the appropriate queue, user, or team.

The connector also supports Dataverse-aware operations such as retrieving rows, creating rows, updating rows, and working with relationships between business records. This allows the routing automation to operate directly on the same data used by the Dynamics 365 Customer Service application, without requiring an export or an intermediary data store. "Common Data Service" is the former name for Microsoft Dataverse; updating the connector name reflects current Microsoft terminology. For more information, see Microsoft Dataverse triggers and actions in Power Automate and What is Microsoft Dataverse?.

QUESTION NO: 22

You are added to a dashboard within a workspace.

You need to identify where you can view the dashboard.

In which two places can you view the dashboard? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Microsoft Power Platform admin center

B. Microsoft Power BI desktop

C. Microsoft Power BI service

D. Microsoft Power BI mobile app

ANSWER: C D

Explanation:

Microsoft Power BI service is a correct location because dashboards are created, shared, and consumed in the Power BI service. After being granted access to a workspace, a user can open that workspace in the service and select its dashboard. Dashboards provide a single-page view made up of tiles that can be pinned from one or more reports and semantic models, making them a primary consumption experience in the browser.

Microsoft Power BI mobile app is also correct because Power BI dashboards can be viewed from the Power BI mobile apps. A workspace member or other authorized user can access shared Power BI content on a supported mobile device, including dashboards to which they have permission. The mobile app is designed for consuming and interacting with Power BI content while away from a browser, and it supports dashboard viewing alongside reports and apps.

Access in either location remains governed by the permissions assigned to the user and by the workspace's licensing and capacity configuration. Microsoft documents dashboard use in the Power BI service at Power BI dashboards and describes using dashboards through supported mobile apps at Power BI mobile apps.

QUESTION NO: 23

A company is considering implementing Power Platform. The company must minimize development costs.

For which three scenarios should you consider implementing Power Apps Portals? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. a customer support website that includes knowledgebase search and support for document uploads

B. a public website that supports multilingual communities with forums and blogs support

C. a secure website for mobile users that is available only by using a VPN into the corporate network

D. a secure website for vendors accessing data stored in Common Data Service

E. an internal website for employees with limited access to Dynamics 365 Finance data

ANSWER: A B D

Explanation:

Power Apps portals, now called Power Pages, are intended for externally facing websites that securely expose Dataverse data and processes to customers, partners, and community members. They provide configurable templates and prebuilt capabilities that reduce the amount of custom development required, which directly supports the requirement to minimize development costs.

A customer support website that includes knowledgebase search and support for document uploads aligns with the Customer self-service portal template. This template is designed to let customers find knowledge articles, open and manage support cases, and interact with support content through a self-service website.

A public website that supports multilingual communities with forums and blogs support aligns with community-oriented portal functionality. Power Pages supports multilingual websites and can provide community features such as forums and blog content, making it suitable for engaging a public user community.

A secure website for vendors accessing data stored in Common Data Service aligns with the Partner portal scenario. External vendor users can authenticate to the site and receive appropriately scoped access to Dataverse data, formerly known as Common Data Service. Microsoft documents portal templates and the scenarios they accelerate in Power Pages portal templates and describes external-user site capabilities in the Power Pages overview.

QUESTION NO: 24

You are creating a canvas app that uses one connector.

Which two objects are provided by the connector? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. customizations

B. data sources

C. actions

D. tables

E. triggers

ANSWER: C E

Explanation:

A connector exposes the operations available from the service or API that it represents. These operations are defined as **actions** and **triggers**. Actions are operations that an app or automation can invoke, such as retrieving, creating, updating, or otherwise processing information through the connected service. In a canvas app, makers commonly add a connector and call its available actions through Power Fx or by using the connected data experience.

Triggers are also connector-provided operation definitions. A trigger specifies an event that can initiate an automated process when a relevant event occurs in the connected service. Although triggers are most commonly selected when building cloud flows in Power Automate rather than directly used to initiate canvas-app interaction, they remain one of the two fundamental operation types exposed by a Power Platform connector.

Microsoft's connector documentation describes connectors in terms of the actions and triggers they provide, and individual connector reference pages list those available operations. See Connector reference overview and Add and manage connections in canvas apps.

QUESTION NO: 25

A company uses Dynamics 365 Sales. The company uses a browser-based app named Sales Hub.

You need to ensure that users can access data from mobile devices.

Which app should users install?

A. Dynamics 365 Remote Assist

B. Dynamics 365 Finance

C. Dynamics 365 Business Central

D. Dynamics 365 for Phones

ANSWER: D

Explanation:

Dynamics 365 for Phones is the appropriate mobile client for users who need access to Dynamics 365 Sales data while away from a desktop browser. Microsoft now generally refers to this client as the Dynamics 365 mobile app; it provides the Unified Interface experience on supported iOS and Android phones and tablets. After users sign in, the app displays the model-driven apps that have been made available to them for their security role, including Sales Hub. This lets sales users view and work with their permitted customer, lead, opportunity, and activity data from a mobile device while retaining the same underlying Dataverse security model and app access configuration used by the browser-based experience. Administrators must ensure that the Sales Hub app is enabled for mobile use and that each user has the required Dynamics 365 license, security role, and access to the relevant environment. The mobile client is therefore the correct installation for extending the existing Sales Hub experience to phones and tablets. See Microsoft's Dynamics 365 mobile app overview and mobile app access documentation.

QUESTION NO: 26

A company uses Power Apps to build an application for tracking customer visits.

The application requires a structured, secure data store that supports tables, relationships, business rules, and role-based security.

You need to recommend a data platform.

What should you recommend?

A. Microsoft Dataverse

B. Microsoft Excel

C. Power BI dashboard

D. Power Automate

ANSWER: A

Explanation:

Microsoft Dataverse is correct because it provides a cloud-based business data platform for Power Platform and Dynamics 365. Dataverse supports tables, relationships, business rules, business process flows, security roles, and auditing capabilities. These features make it appropriate for an application that must manage related customer-visit information securely.

Microsoft Dataverse also integrates directly with model-driven apps, canvas apps, Power Automate, Power BI, and other Power Platform services. For more information, see What is Microsoft Dataverse?.

QUESTION NO: 27 - (HOTSPOT)

Institutions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statements	Yes	No
A Microsoft Power Platform environment must contain a Microsoft Dataverse database.	○	○
An app created in an environment can only connect to the data sources that are deployed in the same environment.	○	○
Microsoft Dataverse for Teams environments are automatically created for all members of the team when you create a Microsoft Power Platform app in Microsoft Teams.	○	○

ANSWER:

Answer Area

Statements	Yes	No
A Microsoft Power Platform environment must contain a Microsoft Dataverse database.	○	●
An app created in an environment can only connect to the data sources that are deployed in the same environment.	●	○
Microsoft Dataverse for Teams environments are automatically created for all members of the team when you create a Microsoft Power Platform app in Microsoft Teams.	●	○

Explanation:

Power Platform environments are organizational and security boundaries for resources such as apps, flows, connections, and Dataverse databases. An environment can be created without a Dataverse database, so the first statement is correctly marked No. Microsoft explains that a database can be added when it is needed, rather than being an unavoidable component of every environment. See the environment overview at Microsoft Learn.

For the second statement, the correct selection is No. A canvas app is created within an environment, but it can use connectors to access supported services and data sources outside that environment, including services such as SharePoint, Microsoft 365, SQL Server, and many other cloud or on-premises sources through the appropriate connector and connection. The environment governs the app and its connection resources; it does not mean the underlying business data source must be deployed in that same environment. Microsoft's connector documentation describes how Power Apps connects to a broad range of external services at Microsoft Learn.

The final statement is correctly marked Yes. When a user creates an app in Microsoft Teams that uses Power Apps, Power Platform can automatically create a Dataverse for Teams environment for the relevant team if one does not already exist. This environment is associated with the team and enables members to use the app and its team-scoped data according to their Teams roles and permissions. Dataverse for Teams is designed specifically to make low-code apps and data available in the Teams context. Microsoft documents this automatic provisioning behavior at Microsoft Learn.

QUESTION NO: 28

A company builds and sells residential apartments. The company uses Dynamics 365 Sales to manage sales opportunities.

Management must receive notifications on their mobile devices when sales opportunities are created.

You need to recommend the appropriate Microsoft Power Platform components to address the requirements.

Which two components should you recommend to invoke the notification process? Each correct answer presents part of the solution.

NOTE: Each selection is worth one point.

A. AI Builder

B. Power Automate

C. Microsoft Dataverse connector

D. Power BI

ANSWER: B C

Explanation:

Power Automate and the **Microsoft Dataverse connector** provide the components needed to start and run this notification process. Dynamics 365 Sales stores its business data, including sales opportunities, in Microsoft Dataverse. The Microsoft Dataverse connector exposes that data to a cloud flow and supports an automated trigger for when a row is added, modified, or deleted. A flow can therefore begin as soon as a new opportunity record is created in the relevant Dataverse table.

Power Automate is the service used to define the automated workflow after that trigger occurs. The flow can retrieve the opportunity details, apply any required business conditions, identify the appropriate management recipients, and send a mobile-capable notification through a supported notification channel. This event-driven approach ensures notifications are generated consistently without requiring users to manually initiate a process. It also allows the organization to extend the process later, such as by including opportunity value, owner, location, or approval-related logic.

Microsoft documents Dataverse-triggered cloud flows in the Microsoft Dataverse connector reference and explains how to build automated workflows with Power Automate cloud flows.

QUESTION NO: 29

A company uses a Microsoft Excel spreadsheet to record raw material quality daily

The company's chief technology officer (CTO) wants to use a model-driven app to record the information.

The chief executive officer (CEO) will fund the development of the app for the CTO only if the CEO understands the benefits of using a model-driven app.

You need to identify the benefits of model-driven apps

Which two benefits of using a model-driven app should you identify? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point

A. Users may use the same app on a mobile device, a tablet or a PC.

B. The app contains prebuilt tables, forms, and views that reduce development time.

C. Both staff members and anonymous users may use the app.

D. The app may continue to use the existing Excel spreadsheet as a source of data.

ANSWER: A B

Explanation:

"Users may use the same app on a mobile device, a tablet or a PC." is a core benefit of model-driven apps. Model-driven apps provide a responsive, consistent user experience through supported web browsers and the Power Apps mobile application, so personnel recording quality results can use the same business application across device types without requiring separately designed device-specific apps.

"The app contains prebuilt tables, forms, and views that reduce development time." is also a benefit. Model-driven apps are built on Microsoft Dataverse and use a metadata-driven approach: makers define and configure tables, relationships, forms, views, charts, and business processes rather than building every screen and behavior from scratch. Dataverse also supplies standard tables that can be used or extended when appropriate. Once these components are configured, Power Apps generates a consistent, data-centric application interface, enabling faster delivery for processes such as daily raw-material quality recording. This approach additionally provides consistent navigation, validation capabilities, security roles, and data management features inherent in the platform. See Model-driven app overview and Microsoft Dataverse overview.

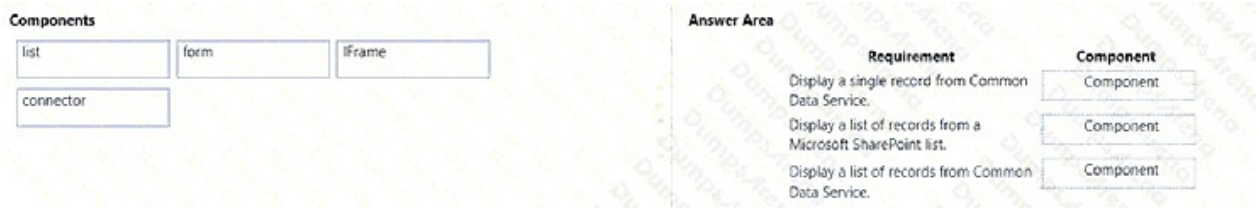
QUESTION NO: 30 - (SIMULATION)

A company is building a Power Apps Portals.

You need to select page components.

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.



ANSWER: See the explanation for the answer

Explanation:

Use the following components:

A portal `form` displays an individual Dataverse (Common Data Service) record, while a `list` displays multiple Dataverse records. To show SharePoint list content on a portal page, embed the SharePoint page or list by using an `IFrame`.

QUESTION NO: 31

This question requires that you evaluate the BOLD text to determine if it is correct.

You have a Power Apps app. You create a new version of the app and then publish the new version. A customer goes through the process of restoring the previous version of the app. In the Version tab for the app, you will see two versions of the app.

Review the underlined text. If it makes the statement correct, select â€œNo change is needed.â€ If the statement is incorrect, select the answer choice that makes the statement correct.

A. No change is needed.

B. one

C. three

D. four

ANSWER: C

Explanation:

three is correct because restoring a previous version of a canvas app does not remove or overwrite the existing versions. Power Apps retains version history for the app, including the original version and the newer version that was created and published. When the customer restores the earlier version, Power Apps creates an additional, new version whose contents match the selected earlier version. Therefore, the Versions tab shows the original version, the subsequently created and published version, and the newly created restored version, for a total of three versions.

This behavior preserves recoverability and auditability: a restore is itself a versioned action, so the app maker can still return to the version that had been current before the restore if needed. Microsoft's guidance explicitly states that when an app version is restored, "a new version is added" to the version list. This means restoration is not a destructive rollback of version history; it is the creation of a new version based on the chosen historical version. For details, see Restore a canvas app to a previous version and Save and publish a canvas app.

QUESTION NO: 32

A company uses Microsoft 365. SharePoint Online, and Dynamics 365 Sales.

You need to recommend tools to build a solution that meets the following requirements:

• Synchronize data daily (rom an external Microsoft SQL Server instance.

• Send a report automatically to specific company executives.

• Ensure that opportunities over a specified amount are approved by a sales manager.

Which two tools of components should you recommend? Each correct answer presents pan of the solution NOTE: Each correct selection is worth one point.

A. Microsoft Word

B. Common Data Service

C. Power Automate

D. Microsoft Excel

E. Power BI

ANSWER: B C

Explanation:

Common Data Service, now called Microsoft Dataverse, is the appropriate cloud data platform for storing and managing business data used by Dynamics 365 Sales and Power Platform solutions. It provides the standardized tables, relationships, security model, and business-data foundation needed to work consistently with opportunity and synchronized external data. A scheduled integration can load data from SQL Server into Dataverse so that it is available to the sales solution and related processes.

Power Automate provides the workflow and orchestration capabilities required across the stated scenarios. A scheduled cloud flow can run daily and use the SQL Server connector to retrieve or synchronize data. Flows can also distribute reports or report-related information automatically to designated executives through email or Microsoft 365 services. For high-value opportunities, an automated flow can start an approval process, notify the assigned sales manager, record the approval outcome, and continue only when the required decision is received. Power Automate integrates directly with both Dataverse/Dynamics 365 and Microsoft 365, making it suitable for connecting the data synchronization, notification, and approval requirements into an automated solution. See Microsoft Dataverse overview and Power Automate documentation.

QUESTION NO: 33

You are creating Power BI reports.

You need to choose which filters you can use for reports.

Which three types of filters can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. drill-down

B. automatic

C. database

D. manual

E. external

ANSWER: A B D

Explanation:

Power BI supports automatic, manual, and drill-down filtering behavior when users create and explore reports. **automatic** filters are created by Power BI based on the fields used in a visual. For example, when a column is added to a chart, Power BI maintains filter context associated with that visual and its data. **manual** filters are explicitly configured by a report author, typically in the Filters pane, to constrain the data displayed at visual, page, or report scope. Authors can choose fields, filter conditions, and values to deliver the intended report view.

drill-down enables users to navigate through levels in a hierarchy, such as moving from year to quarter or from country to city, while retaining the relevant data context. This provides an interactive, progressively narrowed view of report data. Together, these capabilities allow report creators to define fixed filtering requirements and allow consumers to investigate summarized data in more detail. Microsoft's guidance on adding and managing report filters is available in Add a filter to a report in Power BI, and its hierarchy-navigation guidance is available in Drill down in Power BI visuals.

QUESTION NO: 34

A company uses Dynamics 365 Supply Chain Management.

When a sales order is created for one of the customers that a specific user manages, a Microsoft Outlook task must be created to remind the user to perform any follow up activities that are required.

You need to implement the functionality to create Outlook tasks.

Which feature should you use?

A. Power Automate

B. AI Builder

C. Power BI

D. Business Events

E. Common Data Service

ANSWER: A

Explanation:

Power Automate is correct because it provides the workflow automation required to connect Dynamics 365 Supply Chain Management events with Microsoft 365 services, including Outlook. A cloud flow can be configured to start when the relevant sales-order event is available and then use the Microsoft 365 Outlook connector to create a task for the responsible user. The flow can include conditions to identify whether the order belongs to a customer managed by that user, populate the task subject and due date from order details, and assign the follow-up task appropriately.

Dynamics 365 finance and operations apps, including Supply Chain Management, can publish business events that Power Automate flows consume. This provides an event-driven pattern: the business application reports that a meaningful operation occurred, and the flow performs the cross-application action. Power Automate includes a broad connector ecosystem and built-in flow design capabilities, making it the Power Platform feature intended for automating this kind of notification and task-creation process. Microsoft documents how to use business events from finance and operations apps with Power Automate and documents the available Outlook connector actions at Business events overview and Microsoft 365 Outlook connector reference.

QUESTION NO: 35

A company is considering using Power Pages for its website.

You need to determine whether the use cases for Power pages meet the company's requirements.

What is a use case Power Pages?

A. Performing repetitive tasks

B. Sharing data with customers

C. Building mobile apps for iOS

D. Creating visualizations of data

ANSWER: B

Explanation:

Sharing data with customers is a core use case for Power Pages. Power Pages is Microsoft's low-code software-as-a-service platform for building, hosting, and managing external-facing business websites. It enables organizations to securely provide customers, partners, suppliers, and community members with access to relevant business information and processes through a browser-based site. For example, a company can create a customer self-service portal where authenticated users view or update account details, submit service requests, check case status, complete applications, or access knowledge articles.

Power Pages integrates with Microsoft Dataverse, allowing website forms, lists, and pages to display and collect business data while applying permissions through web roles and table permissions. It also supports identity providers so external users can sign in securely. This combination makes it well suited to sharing selected organizational data with customers without granting them direct access to internal applications. Microsoft describes Power Pages as a platform for creating secure, data-driven external websites and identifies customer-facing portals and self-service scenarios as common implementations. Learn more in Introduction to Power Pages and Power Pages security overview.

QUESTION NO: 36

A coworker is creating an app in Power Apps and needs to automatically synchronize data from an external source. The coworker is unable to locate a suitable Microsoft approved connector template in AppSource.

You need to recommend a solution for the coworker.

What should you recommend?

A. Create a custom connector.

B. Ask the outside source to send you the data once a week.

C. Use Microsoft Flow to connect to the database.

D. Open a ticket with Microsoft and request a new connector.

E. Use Microsoft Azure Service Bus.

ANSWER: A

Explanation:

Create a custom connector. A custom connector is the appropriate solution when the required external system does not have an available standard connector. Custom connectors allow Power Apps to communicate with an external service through an API by defining the service's host, authentication method, operations, request parameters, and response schemas. Once created, the connector is available as a reusable connection source in Power Apps, enabling the app to read from or write to the external source as part of its business processes.

The external source must expose a supported API, most commonly a REST API described by an OpenAPI definition, although a connector can also be configured manually from the API details. Authentication can be configured to match the service, such as API key, basic authentication, OAuth, or Microsoft Entra ID where supported. The app maker can then add the custom connector to the app and call its actions like other Power Platform connectors. This approach supports the required integration while keeping connectivity managed and reusable rather than embedding direct service-call logic throughout the application. Microsoft documents custom connectors as connectors created to address services not covered by prebuilt connectors. See Custom connectors overview and Register and use custom APIs in Power Apps.

QUESTION NO: 37

You create a canvas app that allows contractors to submit time they work against a project.

Contractors must be able to use the canvas app to enter time. Contractors must not be able to perform any other actions in the app.

You need to configure permissions for the contractors.

Which type of permissions should you use?

A. application-level

B. task-level

C. record-level

D. field-level

ANSWER: A

Explanation:

Application-level permissions are appropriate because the requirement is to grant contractors access to use a specific canvas app for its intended purpose. A canvas app is shared with users or Microsoft Entra ID security groups, and users who are granted the User permission can run the app without receiving maker capabilities such as editing, sharing, or publishing it. This supports a least-privilege approach: contractors can open the time-entry app and perform the actions the app exposes to them, while the app design limits the available screens, controls, and navigation to the time-submission experience.

Access to the underlying data source must also be configured so that the app can create the required time-entry data. For Dataverse-backed apps, this commonly means assigning a security role with only the required create and related privileges; however, the permission type that governs whether a contractor can use this particular canvas app is application-level access. Sharing the app with a security group is often preferred because membership can be managed centrally as contractors join or leave the project. See Share a canvas app with your organization and Security roles and privileges.

QUESTION NO: 38

A company is considering using Power Pages for its website.

You need to identify the capabilities of Power Pages.

What are two capabilities of Power Pages? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Supporting multiple language

B. Creating customized styling for each user

C. Providing low-code websites hosted as a service

D. Supplying OData feeds

ANSWER: A C

Explanation:

Supporting multiple language is a Power Pages capability because a site can be configured for multiple languages, allowing visitors to select their preferred language. Site makers can enable languages, localize page content, and provide translated site metadata and web content. This helps organizations make externally facing sites accessible to audiences in different regions without building separate websites for each language.

Providing low-code websites hosted as a service is also a core Power Pages capability. Power Pages is Microsoft's software-as-a-service platform for creating, hosting, and administering secure external business websites. Makers can build sites with low-code tools and templates, while integrating site data with Microsoft Dataverse and applying identity, security, and governance capabilities. This hosting model lets organizations focus on configuring the site and its business experiences rather than managing the underlying web-hosting infrastructure.

For more information, see What is Power Pages? and Enable multilingual support in Power Pages.

QUESTION NO: 39

A company currently does not separate testing, development and production as per standard Application Lifecycle Management (ALM) protocol. The company uses Power Apps for accounting and sales processes.

The company needs to use only one login account per user. The company also must prevent development and testing from impacting production.

You need to implement a solution to meet the requirements.

Which method should you select?

A. separate Microsoft Azure Storage Blobs

B. separate connectors

C. separate tenants

D. separate environments

ANSWER: D

Explanation:

separate environments is correct because Power Platform environments provide isolated containers for apps, flows, Dataverse data, connections, and other resources. The organization can create distinct development, test, and production environments, so makers can build and validate changes outside the live accounting and sales processes. Solutions can then be moved through these environments by using ALM processes, helping ensure that only approved and tested changes reach production.

Environments do not require each user to maintain separate login accounts. They are associated with the same Microsoft Entra tenant, and access is managed through environment membership, security roles, and licensing. This lets a user sign in once with their organizational identity while receiving only the permissions appropriate to each environment. Production resources and data can therefore remain protected from work performed in development and test.

Microsoft recommends using separate environments as a core Power Platform ALM practice, with a dedicated production environment and one or more nonproduction environments for development and testing. More details are available in Microsoft Learn: Environments overview and Microsoft Learn: Application lifecycle management overview.

QUESTION NO: 40

A company is creating a canvas app to display data from a legacy SQL Server database that is located on the company's internal network.

You need to connect to the data.

What should you use?

A. custom connector

B. content pack

C. data gateway

D. Power BI

ANSWER: C

Explanation:

A data gateway is the correct choice because the SQL Server database is on the company's internal network rather than directly accessible from the Power Platform cloud service. The on-premises data gateway is installed on a computer in the organization's network that can reach the SQL Server instance. It provides a secure bridge between Power Apps and the on-premises data source, allowing the canvas app to use the SQL Server connector without exposing the database directly to the internet.

After an administrator installs and configures the gateway, the app maker creates a SQL Server connection in Power Apps, selects the appropriate gateway, and authenticates to the database. The gateway handles outbound encrypted communication with Microsoft cloud services and supports access to on-premises sources such as SQL Server. This architecture enables the canvas app to display and work with the legacy database data while maintaining the organization's network boundaries and access controls. For implementation details, see What is an on-premises data gateway? and Connect to SQL Server from Power Apps.

QUESTION NO: 41

You create a Power BI dashboard that displays Common Data Model data. You need to share the Power BI dashboard with coworkers and allow the coworkers to collaborate. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Create a Power Automate flow to export the data into a SQL Server database.

B. Publish the dashboard as an app to your coworkers.

C. Export the data to Microsoft Excel. Make required changes and then re-import the data.

D. Create a Power BI workspace and grant coworkers permissions.

ANSWER: B D

Explanation:

Publishing the dashboard as an app to your coworkers is a supported way to package and distribute Power BI content to a defined audience. An app can include dashboards, reports, and semantic models, giving coworkers a centralized, managed experience for accessing the shared business information. App audiences can be managed as membership changes, making this approach suitable for broad sharing across a team or department. Microsoft documents the app publishing process and its audience-based distribution model at Publish and distribute Power BI apps.

Creating a Power BI workspace and granting coworkers permissions supports active collaboration on the dashboard and associated content. Workspace roles let administrators control who can view content, contribute content, edit items, and manage the workspace. For example, coworkers assigned appropriate contributor or member permissions can work together on reports and dashboards, while viewers can consume the published material. Workspaces are the collaboration foundation for Power BI content and provide governed access to the artifacts used to create and maintain the dashboard. See Workspaces in Power BI for the available workspace roles and collaboration model.

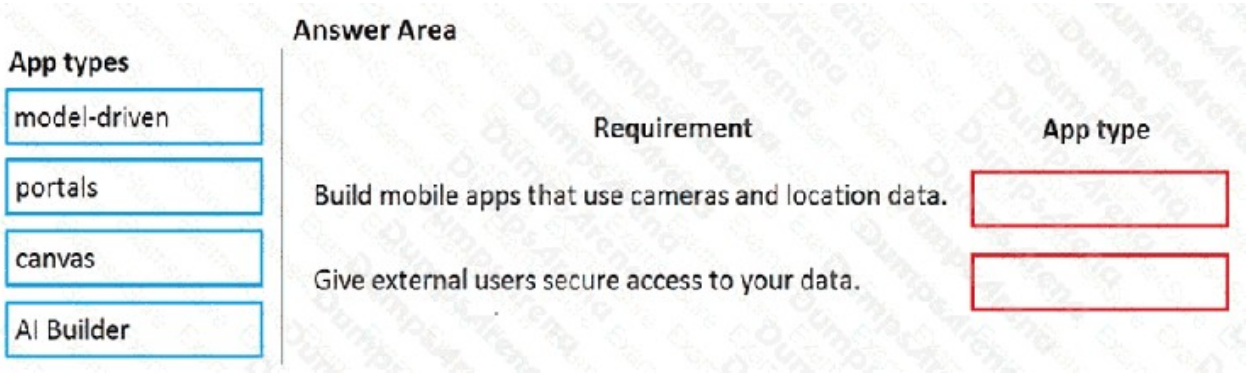
QUESTION NO: 42 - (SIMULATION)

A company plans to build new apps for the business to allow employees to work more efficiently.

You need to recommend the appropriate types of Power Apps to meet the company's requirements.

To answer, drag the appropriate app types to the correct requirements. Each app 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.



ANSWER: See the explanation for the answer

Explanation:

Drag the app types as follows:

Build mobile apps that use cameras and location data: `canvas`

Give external users secure access to your data: `portals`

Canvas apps are designed for tailored mobile experiences and can use device capabilities such as the camera and location services. Power Apps portals (now commonly called Power Pages) provide secure, externally facing access to business data.

QUESTION NO: 43

A company plans to use Power Automate desktop flows to automate data entry in a legacy desktop application.

You need to identify capabilities of desktop flows.

Which two capabilities should you identify? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Automate repetitive tasks in desktop applications.

B. Automate web browser actions.

C. Create Dataverse security roles.

D. Create Power BI semantic models.

ANSWER: A B

Explanation:

Automate repetitive tasks in desktop applications is correct. Desktop flows can interact with application user interfaces to enter data, select controls, copy information, and perform other repetitive steps when an application does not expose a suitable API.

Automate web browser actions is also correct. Desktop flows can automate browser-based processes, such as navigating webpages, entering values into web forms, and extracting information from webpages. Desktop flows are part of Power Automate robotic process automation (RPA) capabilities. For more information, see Introduction to desktop flows.

QUESTION NO: 44

You are a sales manager for a large retail organization.

You are creating a Power Apps app that will display customer product purchase information from your old point-of-sale (POS) system and need to link those sales to the customer accounts and product sales in Dynamics 365 Commerce.

You need to use the appropriate component.

What should you use?

A. business process flow

B. business rule

C. Common Data Service

D. entity metadata

ANSWER: C

Explanation:

Common Data Service is correct because it provides the shared business-data platform used by Power Apps and Dynamics 365 applications to store, model, and relate business information. In current Microsoft terminology, Common Data Service has been renamed Microsoft Dataverse. Dataverse provides standard tables and a common data model for business concepts such as customers, products, and sales, while also allowing an organization to add custom tables for information imported or synchronized from a legacy point-of-sale system.

By using Dataverse relationships, the legacy purchase records can be associated with the relevant customer account and product records used by Dynamics 365 Commerce. The Power Apps app can then access this connected data through the same secure platform, rather than maintaining isolated data structures for each system. Dataverse also supplies role-based security, business logic support, APIs, and integration capabilities that help ensure the data is consistently available across Power Platform and Dynamics 365 workloads. This makes it the appropriate component for linking sales information with customer and product data in the described solution. For more information, see Microsoft Dataverse overview and Create table relationships in Dataverse.

QUESTION NO: 45 - (DRAG DROP)

DRAG DROP

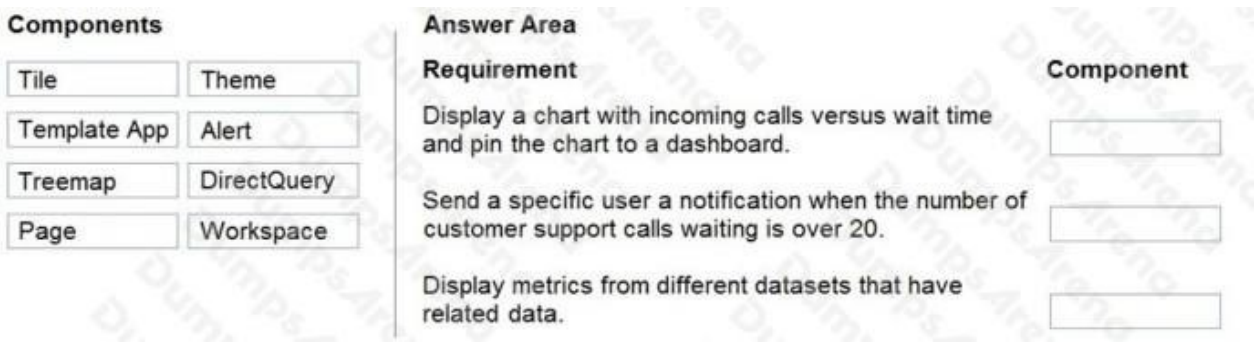
A company plans to display support call metrics on a screen that is visible to all call center staff.

You need to recommend solutions to meet the company's requirements.

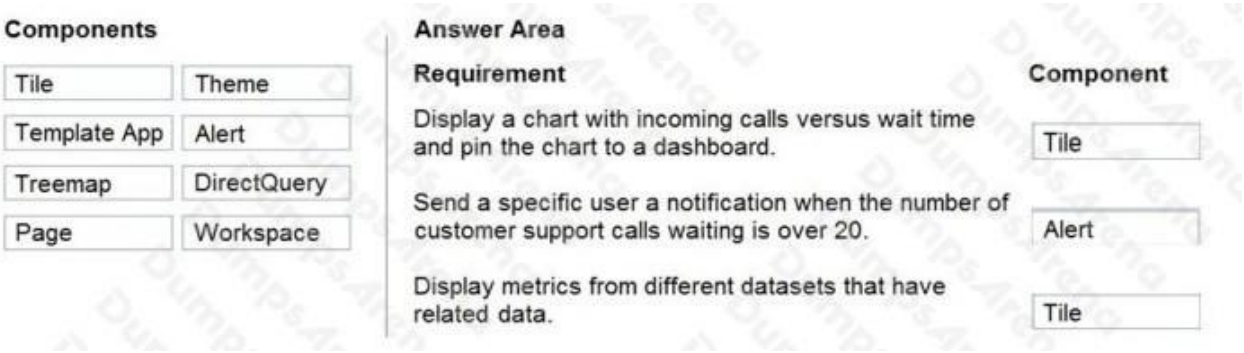
What should you recommend? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



ANSWER:



Explanation:

Use **Tile** for the requirement to show the incoming-calls-versus-wait-time chart on a dashboard. In Power BI, a tile is the dashboard object created when a visual is pinned from a report. The tile provides the dashboard-friendly presentation of that visual, allowing call center staff to see the key metric from the shared dashboard screen. Microsoft describes dashboard tiles and the process of pinning report visuals in its dashboard tiles documentation.

Use **Alert** for the requirement to notify a specific user when the number of customer support calls exceeds 20. Power BI data alerts are configured for supported dashboard tiles and are evaluated when the tile's refreshed value crosses the configured threshold. An alert rule can send notification email to the person who creates it, making it appropriate for threshold-based operational monitoring. Details on creating and managing these threshold notifications are available in Microsoft's Power BI data alerts documentation.

Use **Tile** again for the requirement to display metrics from different datasets that have related data. A Power BI dashboard is designed as a single canvas that can contain tiles pinned from multiple reports and semantic models. Each tile represents a metric or visual from its source report, so several tiles can present related operational measures together even when their underlying data comes from different datasets. Reusing Tile is valid because the instructions explicitly allow a component to be used more than once. Microsoft confirms that dashboards can contain tiles from different reports and semantic models in its Power BI dashboards documentation.

QUESTION NO: 46

This question requires that you evaluate the BOLD text to determine if it is correct.

You have a Power Apps app. You create a new version of the app and then publish the new version. A customer goes through the process of restoring the previous version of the app. In the Version tab for the app, you will see two versions of the app.

Review the underlined text. If it makes the statement correct, select "No change is needed." If the statement is incorrect, select the answer choice that makes the statement correct.

A. No change is needed.

B. one

C. three

D. four

ANSWER: C

Explanation:

three is correct. A canvas app maintains versions as the app is saved and published. In this scenario, the app already has a previous version. Creating and publishing a new version adds another version to the version history, resulting in two versions at that point. When the customer restores the earlier version, Power Apps does not replace or delete the current version. Instead, the restoration action creates a new version whose contents match the selected earlier version. This preserves the version history and allows makers to return to the version that was current before the restore if needed. Therefore, the Versions tab shows the original previous version, the newly published version, and the new restored version: three versions total. Microsoft's guidance states that restoring an app version creates a new version, rather than overwriting an existing

one. This behavior supports safe change management, auditing, and rollback for canvas apps. See Save and publish canvas apps and Restore a canvas app.

QUESTION NO: 47

You create a business rule on contact entity to enforce the requirement that users must enter either a

telephone number, fax number, or an email when creating a new record.

The company decides to remove fax number from the condition.

You need to update the business rule.

What are two ways of achieving the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Save a copy of the rule and change the condition. Deactivate and delete the original rule.

B. Deactivate the business rule and change the condition.

C. Take a snapshot of the business rule and change the condition.

D. Change the condition and activate the change.

ANSWER: A D

Explanation:

“Save a copy of the rule and change the condition. Deactivate and delete the original rule.” is a complete solution because a copied business rule can be edited to remove the fax field from the validation logic and then used as the replacement rule. Retiring the prior rule prevents two versions of the requirement from being applied to Contact records. This approach is especially useful when the existing rule should be preserved temporarily as a reference or rollback point while the revised rule is validated.

“Change the condition and activate the change.” is also a complete solution because business rules use conditions to evaluate field values and apply the required validation behavior. Updating the condition so that it evaluates telephone number or email, rather than telephone number, fax number, or email, implements the revised policy. Activating the updated rule publishes it for use in the applicable model-driven app and ensures the changed logic is enforced for users creating Contact records.

Microsoft documents that business rules provide no-code logic, including conditional behavior and validation, for model-driven apps. They must be activated before their configured logic is applied. See Create business rules for model-driven apps and Microsoft Dataverse documentation.

QUESTION NO: 48

You need to display sales orders greater than a specific threshold in a Power BI report. What should you use?

A. Common Data Service

B. connector

C. Power Query

D. filter

ANSWER: D

Explanation:

A filter is the appropriate feature for displaying only sales orders whose values exceed a specified threshold in a Power BI report. Filters limit the data included in a visual, on a report page, or throughout the entire report according to conditions that you define. For example, a report author can apply a filter to the sales order amount field and configure it to show values greater than a chosen number. The resulting visual then focuses on the qualifying orders while preserving the report's underlying data model and relationships.

Power BI supports filters at multiple scopes, including visual-level, page-level, and report-level. This lets the author choose whether the threshold should affect one chart or table, every visual on a particular page, or the complete report. Filter conditions can also be adjusted in the Filters pane, providing a straightforward way to analyze changing sales thresholds without redesigning the report. Microsoft documents filtering as a core method for narrowing report data and applying advanced conditions such as "is greater than." See Filters and highlighting in Power BI reports and Add a filter to a report in Power BI.

QUESTION NO: 49

A company has an online store to sell toys. The volume of order tracking requests has increased.

You need to allow customers to use an interactive interface on the website to request order tracking Information.

Which technology should you use?

A. Customer Service Insights

B. Power BI

C. Power Virtual Agents chatbots

D. Power Automate flows

ANSWER: C

Explanation:

Power Virtual Agents chatbots is the appropriate technology because it provides a conversational, interactive interface that can be embedded in a company's website. Customers can ask natural-language questions such as "Where is my order?" and follow guided prompts to provide an order number or other identifying details. This enables the organization to handle common order-tracking requests at scale without requiring a customer-service agent to respond to every inquiry.

A chatbot can be designed with topics that recognize order-status intents and collect the information needed to look up an order. It can also invoke actions, including Power Automate flows, to retrieve current tracking details from the organization's order-management system and return the result in the chat conversation. This combines a customer-facing self-service experience with integration to business data and processes. Microsoft has renamed Power Virtual Agents to Microsoft Copilot Studio, but the underlying purpose in this scenario remains creating and publishing customer-facing chatbots. See What is Microsoft Copilot Studio? and Connect a copilot to a website.