DUMPS ARENA

Microsoft Power Platform Functional Consultant

Microsoft PL-200

Version Demo

Total Demo Questions: 15

Total Premium Questions: 252

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Topic Break Down

Topic	No. of Questions
Topic 1, New Update	142
Topic 2, Case Study 1	5
Topic 3, Case Study 2	5
Topic 4, Case Study 3	3
Topic 5, Mixed Questions	97
Total	252

QUESTION NO: 1 - (HOTSPOT)

HOTSPOT

You have a business process flow (BPF) that interacts with the Account entity.

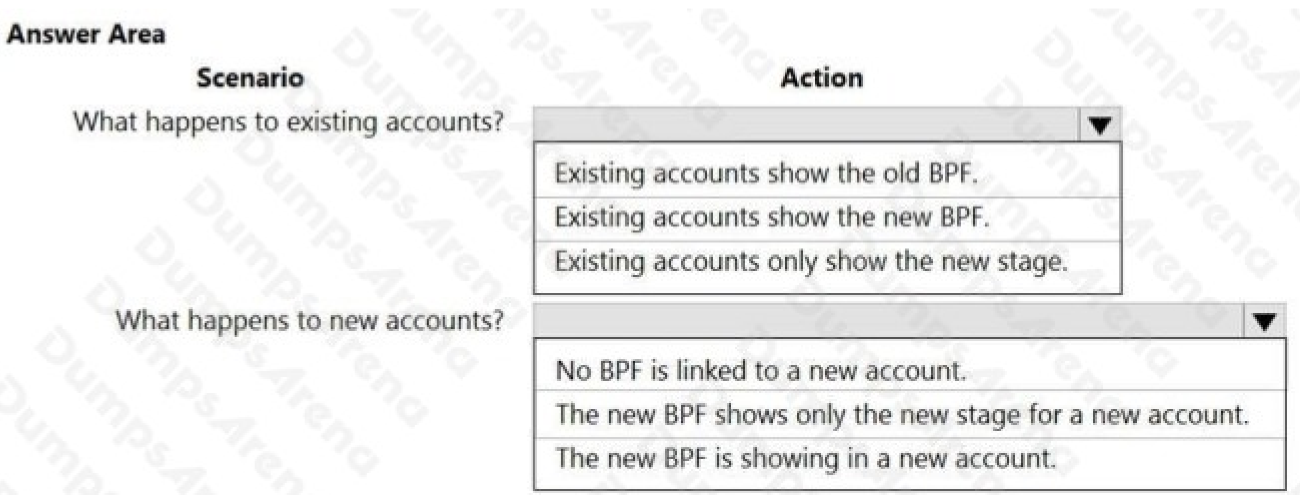
You modify the BPF and add a new stage at the beginning.

You need to identify the impact of the new version on the existing account records.

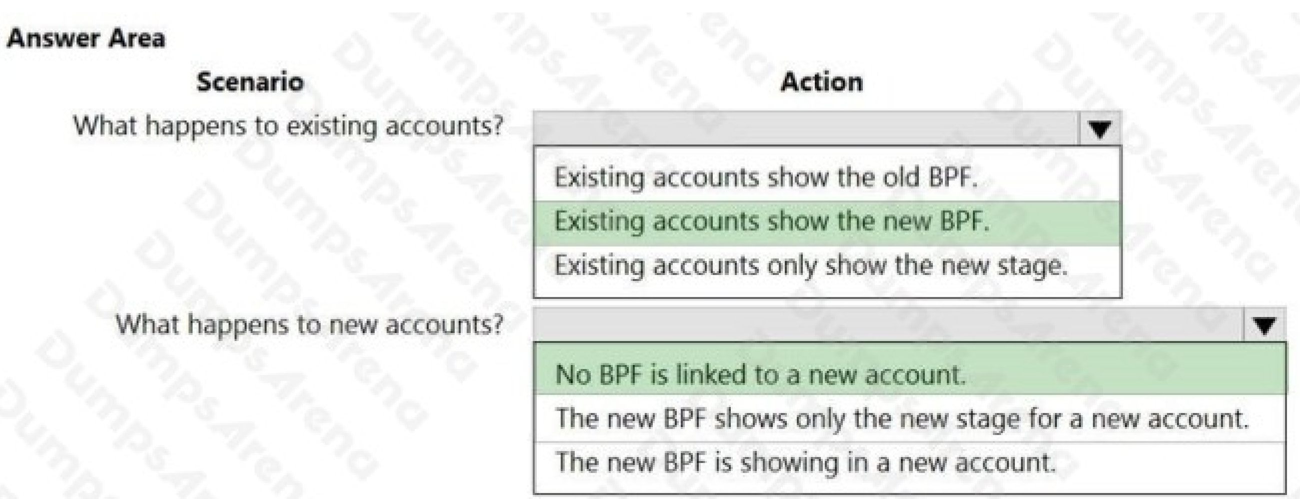
What is the outcome in each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



ANSWER:



Explanation:

Box 1: Existing accounts show the new BPF.

When an entity record is being created and if there are multiple BPFs defined on that entity. The system would do the following:

If the ProcessId field is set to Guid.Empty. The system will skip defaulting the BPF on that instance.

If the ProcessId field is set to specific BPF entity reference. The system will default to the specified BPF. If the ProcessId field on the record is not set. The system will default the BPF.

Box 2: No BPF is linked to a new account.

Note: A business process flow definition is represented as a custom entity and an instance of a process is stored as a record within that entity. Each record is associated with a data record (such as an Account, Contact, Lead, or Opportunity) and in case of cross-entity processes, with a data record for each participating entity.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview

QUESTION NO: 2

You are using Power BI to build a dashboard for a company.

You must make the dashboard available to a specific set of users, including employees and five external

users. The number of employees that require access to the dashboard varies, but usually less than 100.

Employees and external users must not be permitted to share the dashboard with other users.

You need to share the dashboard with the employees and external users.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Create a dynamic distribution list. Add all users to the distribution group and use the list to share the dashboard.

B. Sign into the Power BI service. Open the dashboard and select Share.

C. Enter the individual email address of internal and external users.

D. Sign into Power BI Desktop. Open the dashboard and select Share.

E. Clear the Allow recipients to share your dashboard (or report) option.

F. Create a distribution group. Add all users to the distribution group and use the list to share the dashboard.

ANSWER: B E F

Explanation:

Reference:

https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards

QUESTION NO: 3

A customer tracks events by using a custom entity.

The custom entity includes a custom field for the venue of the events. The customer must be able to display the events by venue in a calendar.

You need to ensure that all events display by venue in the calendar.

To which component should you add a control?

A. Form

B. view

C. Field

D. Chart

ANSWER: B

Explanation:

If you use unified interface, you can display any record in a calendar view via the calendar control.

Reference:

https://crmtipoftheday.com/1206/view-any-dynamics-365-record-on-a-calendar/

QUESTION NO: 4

You create a JavaScript web resource named MyBusinessLogic. The code it contains uses functionality from a third-party JavaScript library.

You notice that an independent software vendor (ISV) solution uses the same third-party library in their managed solution.

You plan to deploy your solution to other environments by using a managed solution. The ISV solution might not be installed in the other environments.

You need to package the solution for deployment

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

NOTE: Each correct selection is worth one point.

A. Create a new JavaScript web resource by using the code from the third-party library. Add the new JavaScript web resource along with MyBusinessLogic to the solution.

B. Add a copy of the JavaScript library from the ISV to the solution along with MyBusinessLogic.

C. Add the code from the third-party JavaScript library to MyBusinessLogic. Add MyBusinessLogic to the solution.

D. Add only the third-party JavaScript web resource to the solution.

ANSWER: A C

Explanation:

Web resources in model-driven apps.

Web resources are virtual files that are stored in the Microsoft Dataverse database and that you can retrieve by using a unique URL address.

Capabilities of web resources.

Web resources represent files that can be used to extend the Dataverse web application such as html files, JavaScript, and CSS, and several image formats.

Reference: https://docs.microsoft.com/en-us/power-apps/developer/model-driven-apps/web-resources

QUESTION NO: 5

You need to design the chat solution to answer the inquiry from Guest1.

Which three components can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Variables

B. Escalations

C. Smart match

D. Synonyms

E. Topics

ANSWER: A C D

Explanation:

Scenario: Guest1 inquires about snow conditions several times during each day of their stay.

Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.

Synonyms allows you to manually expand the matching logic by adding synonyms. Smart match and synonyms seamlessly work together to make your bot even smarter.

Reference: https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling

QUESTION NO: 6 - (HOTSPOT)

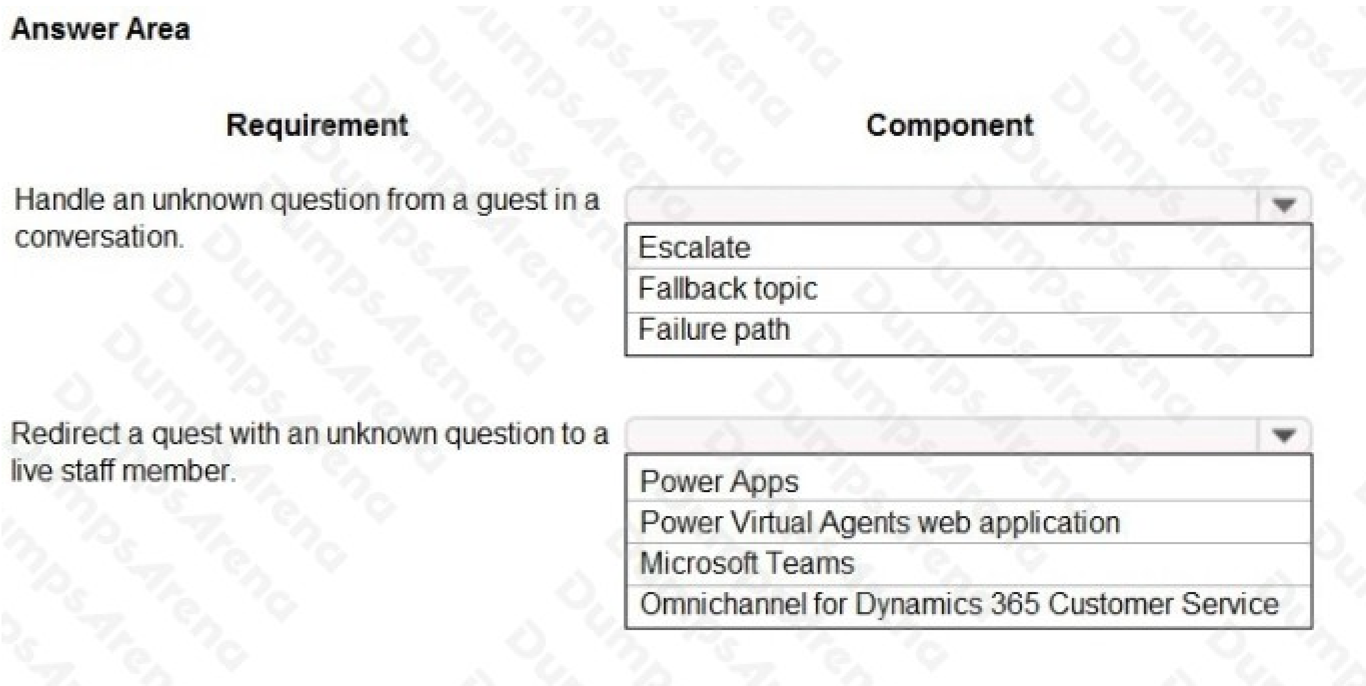
HOTSPOT

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

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

NOTE: Each correct selection is worth one point.

Hot Area:



ANSWER:

Answer Area

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

Explanation:

Reference: https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

QUESTION NO: 7 - (DRAG DROP)

You are configuring Microsoft Dataverse security. You plan to assign users to teams.

Record ownership and permissions will differ based on business requirements.

You need to determine which team types meet the requirements.

Which team type should you use? To answer, drag the appropriate team types to the correct requirements. Each team 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.

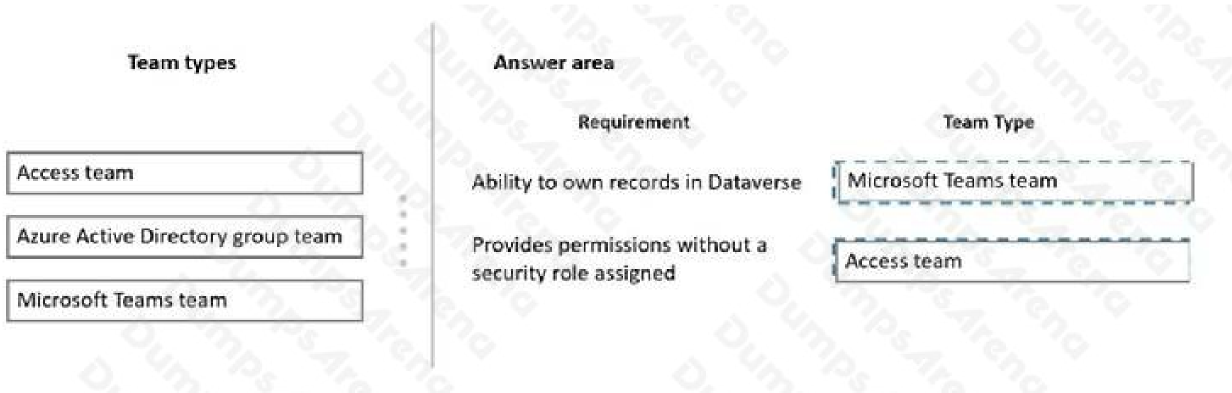
Team types

- Access team
- Azure Active Directory group team
- Microsoft Teams team

Answer area

Requirement	Team Type
Ability to own records in Dataverse	
Provides permissions without a security role assigned	

ANSWER:



Explanation:

Box 1: Microsoft Teams team

Dataverse supports two types of record ownership. Organization owned, and User or Team owned. This is a choice that happens at the time the table is created and can't be changed. For security purposes, records that are organization owned, the only access level choices is either the user can do the operation or can't.

For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user's own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.

Box 2: Access team

An access team doesn't own records and doesn't have security roles assigned to the team. The team members have privileges defined by their individual security roles and by roles from the teams in which they are members. The records are shared with an access team and the team is granted access rights on the records, such as Read, Write or Append.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/wp-security-cds

https://docs.microsoft.com/en-us/powerapps/developer/data-platform/use-access-teams-owner-teams-collaborate-share-information

QUESTION NO: 8

You manage the Dynamics 365 Customer Service environment for an organization.

Microsoft SharePoint will not be deployed in the environment for a year.

You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

NOTE: Each correct selection is worth one point.

A. Microsoft OneDrive for Business

B. Microsoft Yammer

C. Microsoft OneNote

D. Microsoft Skype for Business

E. Microsoft Exchange Online

ANSWER: B D E

Explanation:

References:

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

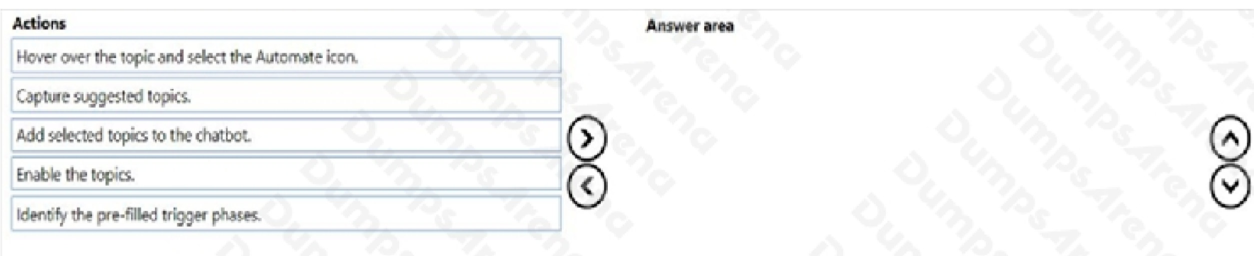
QUESTION NO: 9 - (DRAG DROP)

A customer has a support website that includes FAQ pages, knowledge articles, and support content.

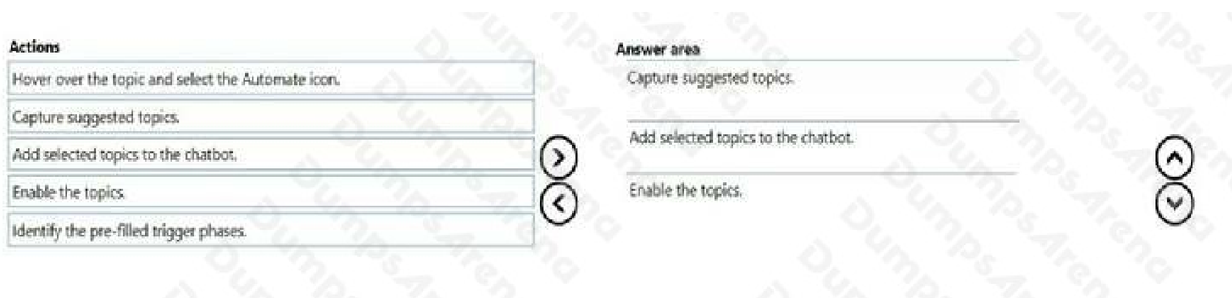
You plan to leverage an existing Power Virtual Agents bot to enhance and streamline existing support functionality for the existing support portal.

You need to create topics from existing website content. The process must minimize human errors during topic creation.

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



ANSWER:



Explanation:

https://docs.microsoft.com/en-us/power-virtual-agents/advanced-create-topics-from-web

QUESTION NO: 10

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

ANSWER: B

Explanation:

References:

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

Manage access to apps by using security roles.

You can choose what users see and access from the My Apps page or the Customer Engagement home page by giving app access to specific security roles. Users will have access to apps based on the security roles they're assigned to.

1. Go to Settings > My Apps.

2. In the lower-right corner of the app tile you want to manage access for, select More options (...), and then select Manage Roles.

3. Enter the following in the Manage Roles dialog box:

a) App URL Suffix

b) Roles

c) Select Save.

4. Refresh the My Apps page.

5. Go to the Apps Being Edited view, and publish the app again.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/manage-access-apps-security-roles

QUESTION NO: 11

The sales manager receives a list of leads from a partner company monthly. The field names that are provided do not match the fields in Dynamics 365. A data map does not exist.

You need to import the leads without changing the data from the partner company.

What should you do?

A. Create a data map in Data Management.

B. Add a template for Import Data.

C. Use Import Field Translations.

D. Create a data map on the first import by using the Import Data wizard.

ANSWER: D

Explanation:

Reference:

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

QUESTION NO: 12

You are a Dynamics 365 Customer Service system administrator.

Your organization does not permit the use of custom code for solutions.

You need to create a view that can be viewed by all users in an organization.

Where should you create the view?

A. Microsoft Excel template

B. Entities component of a solution

C. Microsoft Virtual Studio

D. Templates area

ANSWER: B

Explanation:

Entity: Refers to a table in Dataverse. Table and entity are often used interchangeably for data access.

Edit public views through tables

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

QUESTION NO: 13

You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity.

You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner.

You need to configure the relationship behavior type.

What should you use?

A. Referential

B. Referential, Restrict Delete

C. Parental

D. Restrict

ANSWER: C

Explanation:

A parental table relationship is any 1:N table relationship where one of the cascading options in the Parental column of the following table is true.

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

Reference:

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

QUESTION NO: 14

Your organization does not permit the use of custom code for solutions.

You need to create a view that can be viewed by all users in an organization.

Where should you create the view?

A. Advanced Find

B. Maker portal

C. Microsoft Excel template

D. System settings

ANSWER: A

QUESTION NO: 15

You need to create a Power Automate desktop flow.

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

NOTE: Each correct selection is worth one point.

A. Record mouse and keyboard events.

B. Configure a pre-built template.

C. Use pre-built actions.

D. Create models by using Microsoft Visio.

ANSWER: A C

Explanation:

C: Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate you can automate tasks on the desktop as well as the Web.

A: Alternatively, you can use the two legacy methods of creating desktop flows: Windows recorder (V1) and Selenium ID. With these you record mouse and keyboard events.

Reference:

https://docs.microsoft.com/en-us/power-automate/desktop-flows/create-flow https://docs.microsoft.com/en-us/power-automate/desktop-flows/create-web