



PL-200^{Q&As}

Microsoft Power Platform Functional Consultant

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QUESTION 1

A company has a custom website.

You need to embed a Power Virtual Agents chatbot into the website.

What should you use?

- A. Webpage URL
- B. Form ID
- C. Bot ID
- D. IFrame

Correct Answer: D

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

QUESTION 2

HOTSPOT

You are a Dynamics 365 Customer Service administrator.

A user must be able to view system posts and activities in a dashboard.

You need to create the dashboard for the user.

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

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement	Component				
Display system posts	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: flex-end; align-items: center;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Timeline</td></tr> <tr><td>Organization insights</td></tr> <tr><td>Iframe</td></tr> <tr><td>Relationship Insights</td></tr> </table> </div>	Timeline	Organization insights	Iframe	Relationship Insights
Timeline					
Organization insights					
Iframe					
Relationship Insights					
Display activities	<div style="border: 1px solid black; padding: 5px;"> <div style="background-color: #cccccc; padding: 2px; display: flex; justify-content: flex-end; align-items: center;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Lists</td></tr> <tr><td>Social Insights</td></tr> <tr><td>Organization Insights</td></tr> <tr><td>Relationship Insights</td></tr> </table> </div>	Lists	Social Insights	Organization Insights	Relationship Insights
Lists					
Social Insights					
Organization Insights					
Relationship Insights					

Correct Answer:

Answer Area

Requirement	Component				
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Box 1: Timeline The timeline helps agents see all customer interaction history across channels, personnel, and the support lifecycle. The timeline is used across Dynamics 365 applications to capture activities like notes, appointments, emails, tasks, and more, to ensure that all interactions with the customer are tracked and visible over time. Agents use the timeline to quickly catch up on all of the latest activity details with the customer to provide the most personalized support experience.



Box 2: Lists

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-timeline-admin>

QUESTION 3

You are creating tables for use with Microsoft Power Platform components.

The display names of the tables must not be changed when the solution is promoted to the user acceptance testing environment.

You need to apply this restriction to the solution.

Where should you make the changes?

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

Correct Answer: A

Use solution segmentation so that you only include entity components that are updated when you distribute solution updates. With solution segmentation, you export solution updates with selected entity assets, such as entity fields, forms, and views, rather than entire entities with all the assets.

QUESTION 4

HOTSPOT

A company plans to use Power Automate to increase employee efficiency.

You need to recommend the types of flows that the company should use.

Which flow type should you recommend? To answer, drag the appropriate flow types to the correct tasks. Each flow 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.

Hot Area:



Answer Area

Task

Perform repetitive actions in an existing application that does not have an API

Flow type

▼
Desktop flow
Automated flow
Business process flow

Send an email to a contact on their birthday

▼
Instant flow
Scheduled flow
Automated flow

Correct Answer:

Answer Area

Task

Perform repetitive actions in an existing application that does not have an API

Flow type

▼
Desktop flow
Automated flow
Business process flow

Send an email to a contact on their birthday

▼
Instant flow
Scheduled flow
Automated flow

Reference: <https://docs.microsoft.com/en-us/power-automate/desktop-flows/introduction>

<https://docs.microsoft.com/en-us/power-automate/run-scheduled-tasks>

QUESTION 5

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



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

Which environment will the app use?

- A. An existing Dataverse environment that you select.
- B. An existing Dataverse for Teams environment that you select.
- C. A Dataverse environment that is automatically created for the team.
- D. A Dataverse for Teams environment that is automatically created for the team.

Correct Answer: D

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

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

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