



PL-900^{Q&As}

Microsoft Power Platform Fundamentals

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QUESTION 1

DRAG DROP

You manage the support team at a rapidly growing company.

Customers and support technicians need a better experience when logging and responding to support requests. You need more visibility into what the support technicians are doing every week.

You need to recommend tools to help the company's needs.

Which tools should you recommend? To answer, drag the appropriate tools to the correct requirements. Each tool 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:

Power Apps	Microsoft Flow	Power BI	Common Data Service
Customers must be able to submit support requests by using a website.			Tool
Support requests must be created and stored.			Tool
Support technicians must be notified when a new support request is entered.			Tool
Support technicians must be able to enter a status report for work completed during the previous week by using a mobile app.			Tool

Correct Answer:



Customers must be able to submit support requests by using a website.

Support requests must be created and stored.

Support technicians must be notified when a new support request is entered.

Support technicians must be able to enter a status report for work completed during the previous week by using a mobile app.

Power BI

Common Data Service

Microsoft Flow

Power Apps

QUESTION 2

DRAG DROP

A company is creating a canvas app to manage weekly status reports from users about projects. Status reports must be created weekly. Users can enter project tasks with descriptions. Users can also add escalation requests for tasks that are late or at risk. When a status report is submitted with an escalation request the app must automatically send a text message to the submitter's manager. A reminder must be sent at 8 PM on Sunday to everyone who has not yet submitted

a status report for the previous week.

You need to identify the appropriate components to use in the solution.

What should you use? To answer, drag the appropriate implementation mechanisms to the correct requirements. Each implementation mechanism 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:



Implementation Mechanisms

Actions

Triggers

Conditions

Business process flows

Answer Area

Action

Automatically send a text message based on the report submission.

Automatically send a reminder at 8 PM based on a missing status report.

Implementation Mechanism

Correct Answer:



Implementation Mechanisms

Actions

Business process flows

Answer Area

Action

Automatically send a text message based on the report submission.

Automatically send a reminder at 8 PM based on a missing status report.

Implementation Mechanism

Conditions

Triggers

QUESTION 3

DRAG DROP

A company is building a Power Apps portal.

You need to select out-of-the-box portal types to meet the company's requirements.

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

Select and Place:



Portal types

partner portal

portal from blank

community portal

customer self-service portal

Answer Area

Requirement

Portal type

Collaboratively onboard new suppliers and distributors.

Portal type

Publish a blog post announcing new suppliers.

Portal type

Correct Answer:



Portal types

Answer Area

Requirement

Portal type

Collaboratively onboard new suppliers and distributors.

Publish a blog post announcing new suppliers.

Box 1: Partner portal

A partner portal allows every organization with resellers, distributors, suppliers, or partners to have real-time access to every stage of shared activities.

Box 2: Community portal

A community portal leverages peer-to-peer interactions between customers and experts to organically grow the catalog of available knowledge from knowledge base articles, forums, and blogs as well as providing feedback through comments

and ratings.

Incorrect Answers:

Portal from blank: Create a website to share data with external and internal users. This template comes with sample pages to get you quickly started.

Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates>

QUESTION 4



DRAG DROP

A travel company plans to use the Power Platform to create tools that help travel agents book customer travel.

You need to recommend solutions for the company.

What should you recommend? To answer, drag the appropriate tools to the correct requirements. Each tool 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:

Business rule	If a customer is traveling with a person under the age of 18, a field must display to collect date of birth for the under 18 traveler only. <input type="text"/>
Business process flow	Ensure that all travel agents use the same process with all customers. <input type="text"/>
Power Automate	Send a confirmation email to customers after reservations are complete. <input type="text"/>
Power BI	

Correct Answer:



<input type="text"/>	If a customer is traveling with a person under the age of 18, a field must display to collect date of birth for the under 18 traveler only.
<input type="text"/>	Business rule
<input type="text"/>	Ensure that all travel agents use the same process with all customers.
<input type="text"/>	Business process flow
Power BI	Send a confirmation email to customers after reservations are complete.
	Power Automate

Reference:

<https://docs.microsoft.com/en-us/power-automate/getting-started>

<https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-create-business-rule#:~:text=B%20business%20rules%20provide%20a%20simple,changing%20and%20commonly%20used%20rules.andtext=To%20define%20a%20business%20rule,a%20model%2Ddriven%20app%20form.>

QUESTION 5

A large retail company implements Power Apps, Microsoft Flow, and the Common Data Service.

The board of directors is asking whether users are finding value in the technology. The company would like to measure and report usage of the software.

You need to recommend a tool to determine software usage.

What should you recommend?

- A. Microsoft Intune
- B. Azure Stream Analytics
- C. Power Platform Analytics
- D. Dynamics 365 Product Insights

Correct Answer: C

The Power Platform Analytics Usage report is the default reports seen by the logged in environment admin. It provides



total app launches and daily active users across all apps in the environment. Admins can filter the view with attributes like device platform, player version, country, state, and city.

Reference: <https://docs.microsoft.com/en-us/power-platform/admin/analytics-powerapps>

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