



**Vendor:** Microsoft

**Exam Code:** PL-200

**Exam Name:** Microsoft Power Platform Functional  
Consultant

**Version:** DEMO

## QUESTION 1

### Case Study - Alpine SKi House

#### Background

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

#### General

Booking at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guest. The company also plans to target corporate meetings and events. The company recently purchased a chatbot named FAQbot from AppSoure. The chatbot uses the resort's existing FAQs.

#### Communication

- \* Communication between staff members is primarily conducted through email and SMS text messages.
- \* Conversations between staff members and guest often lost.
- \* Conference calls are used for all group meeting Event Registration
- \* Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.
- \* Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting

#### Question

You need to create the FAQ solution content.

What should you do first?

- A. AI Builder
- B. Automate
- C. Suggest topics
- D. Trigger phrases

#### Answer: C

#### Explanation:

You need to make sure there are three main steps need to do while doing import FAQ and add the topic to your bot application.

1. Import Suggested Topics from FAQ webpage.
2. Add a topic.
3. Enable the topics

Reference:

<https://social.technet.microsoft.com/wiki/contents/articles/53820.power-virtual-agents-faq-chatbot.aspx>

## QUESTION 2

### Case Study 2 - ADatum Corp

#### Background

ADatum Corporation provides verification and investigation services that are used by insurance companies, law firms, and other organizations in the public sector. Services include verifying an individual's background, qualifications, and specific scenarios that require onsite visit.

The thorough work ADatum Corporation performs results in highly accurate cases with minimal

critical information missing. Because of these high-quality results, ADatum Corporation is quickly proving itself as one of the best in the industry. In recent months, business has significantly increased, with most new business coming from high-profile companies and individuals.

Management has decided to create a new qualification verification (QV) role to help ensure that clients get the most accurate results. This role examines completed work to ensure that nothing is missed.

#### **Current environment**

##### **Data storage and retention**

All information sent by clients for services is stored in Microsoft Dataverse with a model-driven app as the interface.

Clients enter their data in a website, which then uses a service account to create the records in the Dataverse database.

Team members currently have full access to all Service Request records.

#### **Question**

You need to implement the requirement for the VP of sales.

What should you do?

- A. Use a test account with a base security role with QV security added.
- B. Add the System Administrator security role to your user account.
- C. Use a test account with only QV security added.
- D. Add QV security to your user account.

**Answer:** A

#### **Explanation:**

A VP of sales requires a test environment to demonstrate to potential clients the security policies that are included in their initial offering.

Currently, testing the new QV functionality outside the development environment is not possible due to corporate security policies requiring the same security role across all environments.

Note: One of the security best practices in Dynamics 365 is to use the base security role as a baseline and apply that role to all Users. The base security role will include all the common/basic permissions that are required to have access to the system.

To set up the base security role for the first time

1. create a new empty security role.
2. add the minimum privileges required to access the system.
3. add the privileges required for the basic functionalities.
4. test the role with the test user account.
5. add the permissions to the entities that all users can access (e.g. reference data).

Reference:

<https://linnzawwin.blogspot.com/2020/07/minimum-privileges-required-to-log-in.html>

#### **QUESTION 3**

You have a canvas app that allows users to view, select and purchase products. The app uses a Gallery control to display products and checkboxes that allow users to select products.

When users select items from the product catalog, they move to a different screen to complete a purchase.

Users must be able to clear all product selections when they click the button.

You need to configure the button.

What should you do?

- A. Use the `Reload(Control)` formula and pass the gallery control as parameter to the Reload formula.
- B. Use the `Reset(control)` formula and pass the checkbox to the formula to clear user selections.
- C. Set the `OnCheck` value to populate a collection and the `OnUncheck` value to remove the item from the collection. Clear the collection when the user selects the button.
- D. Use the `Revert(Products)` formula and pass the checkbox to the formula to clear user selections.
- E. Use the `Reset(Control)` formula and pass the gallery control as a parameter to the Reset formula.

**Answer: C**

**Explanation:**

Select the Checkbox control and click on the Action tab in the ribbon, click OnCheck and set value in the formula bar to: `Collect(CompareList, ThisItem)`. Set the OnUncheck value to `Remove(CompareList, ThisItem)`.

This is required to make sure the unchecked items are removed from the collection.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-reset>

#### QUESTION 4

**Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.**

**After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.**

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Categorized Search to search for the word run.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**Explanation:**

Instead use Relevance Search.

Note: Relevance Search finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed."

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search>

#### QUESTION 5

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:**

If you create the view from the List view of the entity then it is a personal view, it will not automatically be available to all users in the organization.

Entities component of a solution - Creating a system view, which is available to all users in the organization.

If you create the view from the maker portal and add it to each Model Driven App users are using. Before Model Driven apps all system views were automatically available to all users in the organization.

#### QUESTION 6

You are creating a business rule to implement new business logic.

You must apply the business logic to a canvas app that has a single screen named Screen1.

You need to configure the scope for the business rule.

Which scope should you use?

- A. All Forms
- B. Entity
- C. Screen1
- D. Global

**Answer: B**

**Explanation:**

Note: Some terminology has changed. Entity is now Table. If you're building a Canvas app, you must use table (entity) as the scope.

<https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-create-business-rule>

#### QUESTION 7

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.

1. Go to Settings->Customization->Customize the System
2. Open the configuration for the entity that you want to use the calendar control (Opportunities in our example)
3. Click the View tab
4. Click "Add Control" and select the calendar control.
5. Click the dot for every interface from which you want the calendar control to be available.

Reference:

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

### QUESTION 8

A company is creating a Power Apps solution for a production facility.

The current solution is in English. The customized components must be translated into several languages.

You need to extract the text for translation.

In which location can you achieve this goal?

- A. The tables in the web application.
- B. The selected environment in the Microsoft Power Platform admin center.
- C. The solution in the web application.
- D. The individual solution components in the web application.

**Answer: C**

**Explanation:**

Export the localizable text.

The scope of the localizable text that will be exported is the unmanaged solution that contains the localizable text.

From Power Apps, select Solutions.

In the All Solutions list, select the unmanaged solution that contains the localizable text you want.

On the command bar, select Translations > Export Translations.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/translate-localizable-text>

## QUESTION 9

### Hotspot Question

You are using Power Automate to create a list of customers from a Microsoft Excel file.

The list must contain customers who meet one of the following criteria:

- Sales of less than \$500,000.
- Customers who are on credit hold.

You need to create a condition to filter the list of customers.

How should you complete the filter condition? To answer, select the appropriate options in the answer area.

**NOTE:** Each correct selection is worth one point.

@	(less(item()?['sales'], 500000),	
or		empty(item()?['credithold'], 'true')
and		equals(item()?['credithold'], 'true')
not		not(equals(item()?['credithold'], 'true'))

**Answer:**

@	(less(item()?['sales'], 500000),	
or		empty(item()?['credithold'], 'true')
and		equals(item()?['credithold'], 'true')
not		not(equals(item()?['credithold'], 'true'))

### Explanation:

Box 1: or

Or: Takes two arguments and returns true if either argument is true.

Box 2: equals(item()?['credithold'], 'true')

Equals: Returns true if two values are equal.

For example, if parameter1 is someValue, this expression returns true:

equals(parameters('parameter1'), 'someValue')

Reference:

<https://docs.microsoft.com/en-us/power-automate/use-expressions-in-conditions>

## QUESTION 10

A company has locations in the United States, Brazil, India, and Japan. The company conducts financial transactions in all of these regions.

Financial transactions in Brazil are going to stop, but the office will remain open.

Users must no longer be able to create records associated with the Brazilian currency. Historical

records must remain intact

You need to configure Microsoft Dataverse to meet the requirement.  
What should you do?

- A. Rename the Brazilian currency.
- B. Delete the Brazilian currency record.
- C. Disable the Brazilian language pack
- D. Deactivate the Brazilian currency record.

**Answer: D**

**Explanation:**

You can't delete currencies that are in use by other records; you can only deactivate them. Deactivating currency records doesn't remove the currency information stored in existing records, such as opportunities or orders. However, you won't be able to select the deactivated currency for new transactions.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/manage-transactions-with-multiple-currencies>

#### QUESTION 11

You add a business process flow to the Account table. The flow has three stages.

You need to ensure that a workflow can run when a user completes the final stage.

Which option should you use?

- A. Start when: Record status changes
- B. Available to run: Run this workflow in the background
- C. Available to run: As an on-demand process
- D. Available to run: As a child process

**Answer: C**

**Explanation:**

You can trigger on-demand workflows from inside a business process flow. For example, you can add an on-demand workflow to a business process flow so that an activity, such as a task or email, is created whenever a stage is completed.

Note: A workflow becomes activated based on where you drop the workflow onto the business process flow designer.

On-demand stage processes. When the workflow is dropped onto a business process flow stage, the workflow is triggered on entry or exit of the stage.

Reference:

<https://docs.microsoft.com/en-us/power-automate/bpf-add-on-demand-workflow>

#### QUESTION 12

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:** AC

**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>

### QUESTION 13

A user has access to an existing Microsoft Dataverse database.

You need to ensure that the user can create canvas apps that consume data from Dataverse. You must not grant permissions that are not required.

Which out-of-the-box security role should you assign to the user?

- A. Environment Admin
- B. Basic User
- C. Environment Maker
- D. System Customizer

**Answer:** C

**Explanation:**

The Environment Maker can create new resources associated with an environment, including apps, connections, custom APIs, gateways, and flows using Microsoft Power Automate. However, this role doesn't have any privileges to access data within an environment (but this user has this already according to the question).

Incorrect:

Not Environment Admin: The Environment Admin role can perform all administrative actions on an environment.

Not System Customizer: Has full permission to customize the environment. However, users with this role can only view records for environment entities that they create.

Not Basic User: Can run an app within the environment and perform common tasks for the records that they own. Note that this only applies to non-custom entities.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/database-security>

### QUESTION 14

You attempt to deactivate several currencies in a Microsoft Dataverse environment.

You are not able to deactivate one of the currencies.

You need to determine why you cannot deactivate the currency.

What is the reason?

- A. You are not the currency record owner.
- B. The currency is used by an active business process.
- C. The currency is the base currency.
- D. The currency is used by another record.

**Answer: C**

**Explanation:**

The base currency cannot be deactivated.

Incorrect:

Not D: You can't delete currencies that are in use by other records, but you can deactivate them. Deactivating currency records doesn't remove the currency information stored in existing records, such as opportunities or orders. However, you won't be able to select the deactivated currency for new transactions.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/org-service/web-service-error-codes>

<https://docs.microsoft.com/en-us/power-platform/admin/manage-transactions-with-multiple-currencies>

### QUESTION 15

You are creating a new business process flow to qualify leads.

You create an action. The action is not available inside the Action Step.

You need to make the action available to the Action Step.

Which two steps must you perform? Each correct answer presents part of the solution.

NOTE Each correct selection is worth one point.

- A. Activate the action.
- B. Select Run as an on-demand process
- C. Add at least one step to the action.
- D. Ensure that the entity for the action matches the corresponding entity for the business process flow stage.

**Answer: AD**

**Explanation:**

There is no requirement for the custom action to have any steps to show-up in the BPF designer, but must it be activated.

<https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow>

### QUESTION 16

Drag and Drop Question

A company plans to automate the following manual processes by using Power Automate.

Process	Time to Complete	Comments
1	30 minutes	The user's device must remain unlocked when the business process runs. The user will be required to leave their device unattended in a secure setting while the business process runs so that the user can assist with other efforts.
2	45 minutes	The process must run after normal business hours. The device that runs the business process must remain unlocked when the business process is not running.

You need to identify UI flow types for the two business processes.

Which desktop flow type should you use? To answer, drag the appropriate desktop flow types to the correct business processes. Each desktop 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.

#### Desktop flow types

Attended

Unattended

#### Answer Area

##### Business process

1  
2

##### Desktop flow type

Answer:

#### Desktop flow types

#### Answer Area

##### Business process

1  
2

##### Desktop flow type

Attended

Unattended

#### Explanation:

Box 1: Attended  
Attended mode

To run an attended desktop flow, you need to have an active Windows user session that matches the name of the user configured for your connection. The session must not be locked.  
When an attended desktop flow starts on the target machine, we recommend that you avoid interacting with your device until the run completes.

Box 2: Unattended  
Unattended mode

To run unattended desktop flows, the target machine needs to be available with all users signed out.

Reference:

<https://docs.microsoft.com/en-us/power-automate/desktop-flows/run-pad-flow>

#### QUESTION 17

You plan on implementing complex business logic in Microsoft Dataverse tables by using Power Automate flows.

You realize that the functionality required to implement the business logic is not available in a Power Automate flow.

The new business logic must work in multiple Dataverse tables. In addition, the operation must return a value after it finishes and must be able to run from an existing Dataverse action.

You need to recommend the method to implement the missing logic.

What should you recommend?

- A. Bound action
- B. Custom API
- C. Unbound action
- D. Scheduled workflow

**Answer: C**

**Explanation:**

Unbound actions.

Unbound actions aren't bound to a table and are called as static operations. Unbound actions are performed on the entire environment, not on specific tables or rows.

Incorrect:

\* Bound action:

Bound actions target a single table or a set of rows from a single table.

To perform a bound action, add Perform a bound action to your flow.

\* Custom API

Custom APIs are an alternative to Custom process actions. Custom process actions provide a no-code way to include custom messages but has some limitations for developers. Custom APIs provide capabilities specifically for developers to define their logic in code with more options.

Reference:

<https://docs.microsoft.com/en-us/power-automate/dataverse/bound-unbound>

<https://docs.microsoft.com/en-us/power-apps/developer/data-platform/custom-api>

#### QUESTION 18

A company is developing several Power Virtual Agents chatbots. The company manufactures more than 1,000 different products.

The chatbots must prompt users to enter or select a product.

You need to store the model information so that it can be reused across all chatbots.

Where should you store the model data?

- A. Global variables
- B. Custom entities
- C. Topics
- D. Multiple choice options

**Answer: B**

**Explanation:**

Global Variables or Bot Variables can only work across topics, not across chatbots.

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables-bot>

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