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Microsoft

PL-200

Microsoft Power Platform Functional Consultant

Question: 65

ADatum Corp.

This is a case study.

Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

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.

Service requests

The Service Request table includes header information about the individual or organization that is the subject of verification.

New Service Request records are assigned to a queue. All potential users who will be performing the verifications have access to these records.

A service request is assigned to a single user who will ensure that all qualifications are verified. This single user is the only one able to process Qualification records related to their own service requests.

Many required tasks when performing verification services are currently done by using manual processes.

To keep up with demand, ADatum Corporation identifies several processes that can be replaced by using Power Automate flows to hire fewer new staff and keep costs down.

Qualification verification

The qualification table contains details about an individual school degree, professional qualifications, and other qualifications that must be verified.

A service request can have one or more Qualification records associated with it.

Record status is pending verification until the initial team member finishes, at

which point the member changes the status to Complete.

When all qualification records related to a service request are verified either by manual or automated processes, the results are made available to ADatum Corporation's client.

In the rare event that results are questioned, a new service request is created and verified independently of the previous work that took place.

To complete a service request, users perform the following actions:

Microsoft Power platform environment

The following environments exist: development, testing, user acceptance testing (UAT), and production.

Managed solutions are used to move customizations from the development environment to other higher-level environments. These solutions are created and maintained by the power users and provided to internal IT for deployment when they are ready.

Two managed solutions, Verification Process Automation and Onsite Visit, share several components.

All customizations to Power Platform components are performed by several power users who have received training and are certified as subject matter experts.

Power users have been granted the System Administrator security role in the

development environment.

Corporate policy prohibits power users from writing code due to lack of a formal code review process.

Internal IT will not be able to supply any development resources for this project due to a lack of staff. This means that any customizations and automation created for this project must be low-code/no-code for the power users to implement them.

Customizations created by power users are deployed by internal IT.

Requirements

Process automation

ADatum Corporation plans to establish a new QV department to verify completed work so that the quality of work is maintained. The new process for verifying professional qualifications must automate the following:

Enter data and navigate the authority's website. The authority website UI changes frequently because the company constantly improves the user experience.

Search page contents for a specified value to determine validity.

Update the corresponding Qualification record in Dataverse.

The new process for completing a service request must automate the following:

Set the Service Request record status to Complete when work on all Qualification records is finished.

Send an email to the client with the results when the service request is completed.

The email must list each qualification as either Valid or Not Valid, depending on the verification.

Qualification verification

Service request results will not be released to clients until all related Qualification records are set to a Complete status.

To check work done by a wide array of users, 10 percent of Qualification records must be double checked.

Qualification records must be automatically assigned to a queue.

Qualification records must be flagged with a new status field named Assigned to ensure that records are rechecked.

Ensure that only QV team members can change the status from Assigned to In Progress to Complete.

Record the name of the QV team member who performed the work and the date completed.

Governance and security

All components required for the verification process must be included in a new solution.

Corporate security requires that deployments to non-development environments must be automated using service accounts.

User security and data access must also be consistent across environments, except for the elevated access of the power users in the development environment.

The Onsite Visit managed solution has a table that is not in the Verification Process Automation managed solution. This table must be upgraded prior to the go-live date without the other shared components.

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

Issues

More employees than are required can access individual client information and continue to have access after a service request is completed.

When users go on vacation, all their outstanding Service Request records are assigned to a substitute employee. The substitute employees are unable to see all the qualifications related to their service requests.

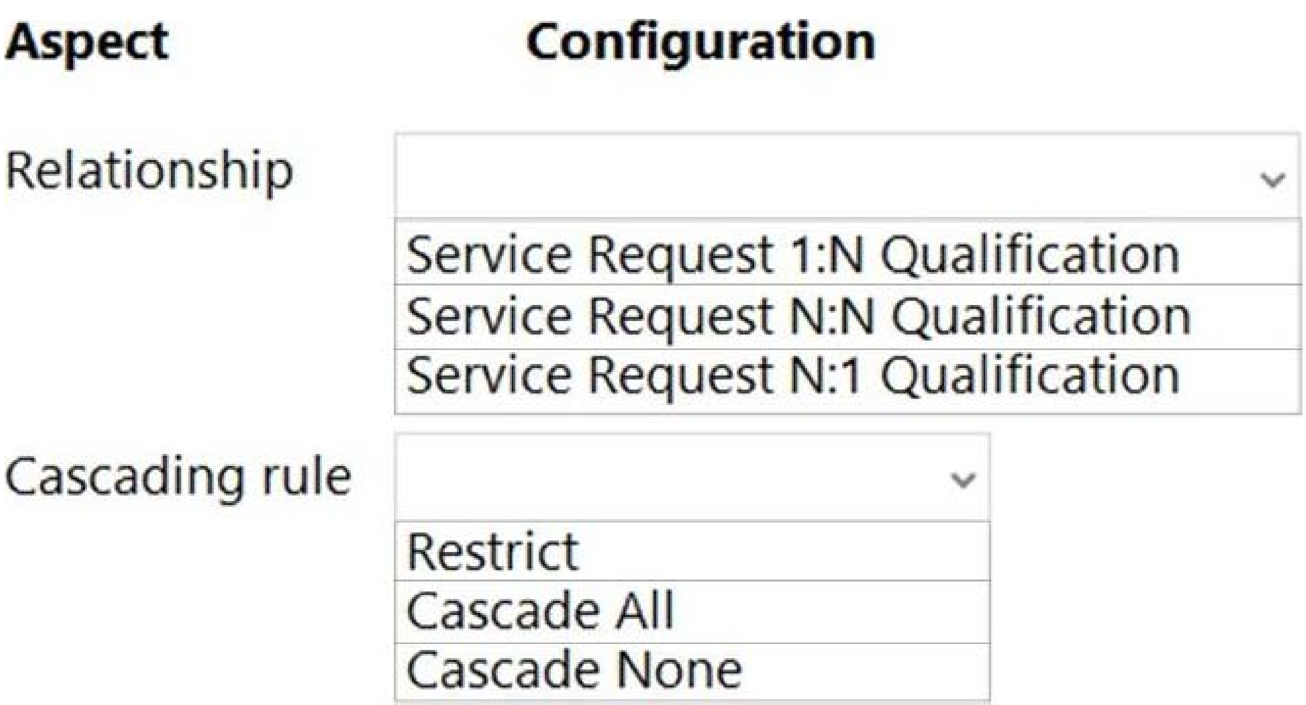
Currently, testing the new QV functionality outside the development environment is not possible due to corporate security policies requiring the same security role across all environments.

Internal IT reports that the solution import to the test environment failed because of missing dependencies related to the flow for completing service requests.

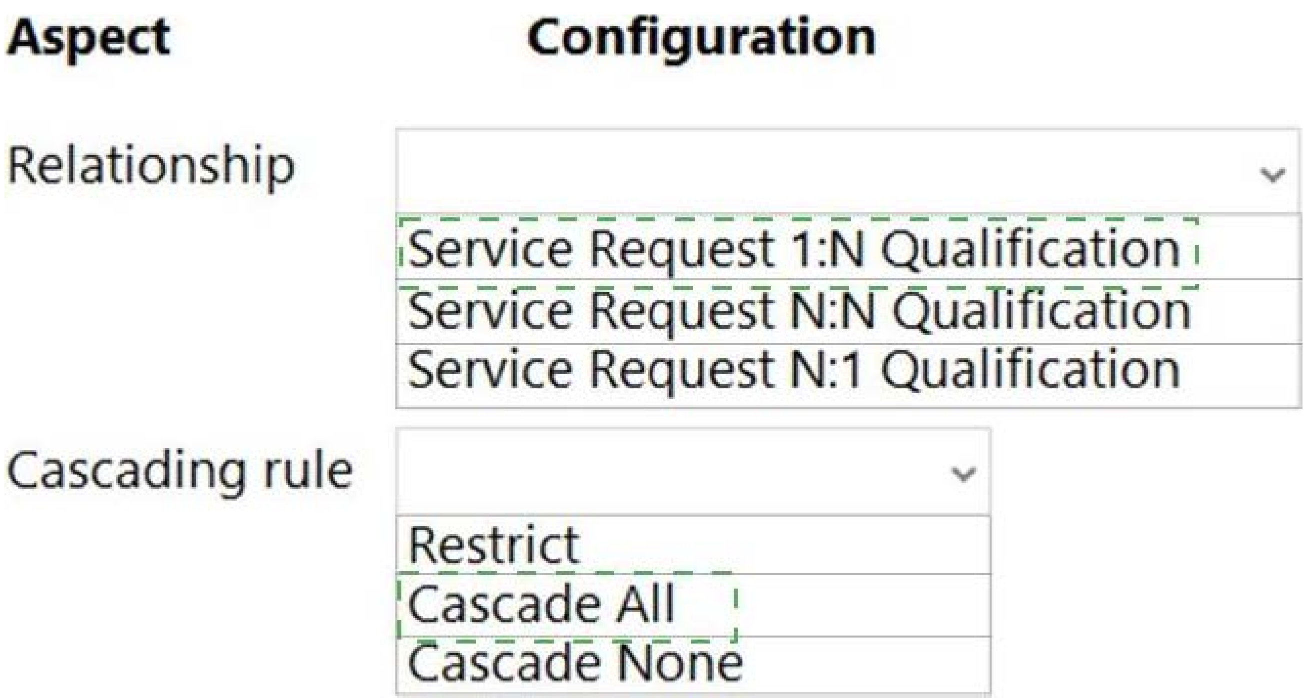
HOTSPOT

You need to resolve the issue reported by substitute employees after they are assigned service requests.

How should you configure the system? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.



Answer:



Explanation:

Box 1: Service Request 1:N Qualification

When users go on vacation, all their outstanding Service Request records are assigned to a substitute employee. The substitute employees are unable to see all the qualifications related to their service requests.

Box 2: Cascade All

Cascade All – Perform the action on all referencing table records associated with the referenced table record.

Question: 66

You plan to create a Power Virtual Agents bot.

The bot must support single sign-on.

You need to publish the bot.

Which two locations should you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.
A. Microsoft Teams
B. Mobile app developed for iOS and Android
C. Azure Bot Service channels
D. Website developed using pro developer tools

Answer: C,D

Explanation:

C. Azure Bot Service channels: You can configure a Power Virtual Agents bot as a channel in Azure Bot Service. Single sign-on can be configured for the bot using Azure Active Directory (AAD) and the OpenID Connect protocol.

This allows you to use your existing AAD users and groups to control access to your bot.

D. Website developed using pro developer tools: You can embed a Power Virtual Agents bot on a website using the Web Chat control. Single sign-on can be configured for the bot using Azure Active Directory (AAD) and the OpenID Connect protocol. This allows you to use your existing AAD users and groups to control access to your bot.

Question: 67

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,BE

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.

Explanation:

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: 68

DRAG DROP

A company that manufactures medical devices uses Power Apps to manage their sales

and device maintenance.

A Table named Devices in Microsoft Dataverse has a column named Status. The Status column must have a new status value of Review added to the existing Choice values of Active and Inactive.

The table must be added to a solution to be promoted once the change is made.

Only this change must be promoted to the test environment. The changes must not be able to be changed once promoted. You need to add the change to a solution for promotion.

Options

- Add column
- Add existing
- Add required components
- Add subcomponent

Answer Area

Action	Option
Add the Devices table to the solution.	
Add the status column changes only to the solution.	

Answer:

Options

- Add column
- Add existing
- Add required components
- Add subcomponent

Answer Area

Action	Option
Add the Devices table to the solution.	Add existing
Add the status column changes only to the solution.	Add required components

Question: 69

DRAG DROP

A company creates a canvas app.

The company plans to make the app available in Microsoft Teams. Only employees will be allowed to use the app.

You need to add the app to Teams.

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.

Actions

- Sign into the Maker portal for Microsoft Power Platform.
- Add the app to Teams.
- Select the required Power Apps app.
- Upload the Power Apps app to the Teams channel Files tab.
- Sign in to the Microsoft Power Platform Admin Center.
- Select and download the Power Apps app.
- Share the app to the Teams channel email address.

Answer area

1
2
3

Answer:

Question: 70

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.

You are creating Power Virtual Agents chatbot that captures demographic information about customers.

The chatbot must determine the group a customer belongs to based on their age.

The age groups are:

0 – 17

18 – 25

26 – 35

36 – 55

55 – 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group.

Solution: Use age for Identify in the question and then add branches for each group that use conditional logic.

Does this meet the goal?
A. Yes
B. No

Answer: B

Explanation:

Instead, create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question.

The prebuilt entities cover commonly used information types, but on some occasions, such as when building a bot that serves a specific purpose, you’ll need to teach the bot’s language understanding model some domain-specific knowledge.

To do this, you need to create a custom entity.

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

Question: 71

DRAG DROP

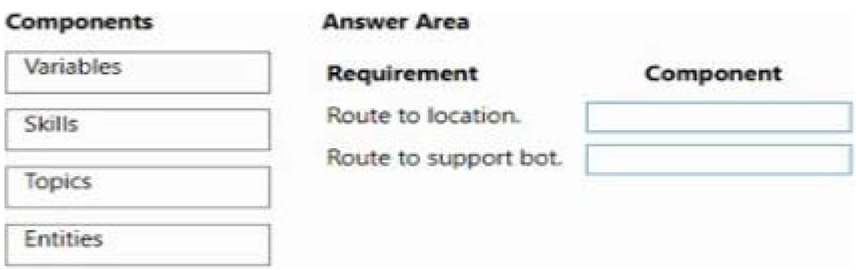
A company plans to create a Power Virtual Agents chatbot.

The bot has the following requirements:

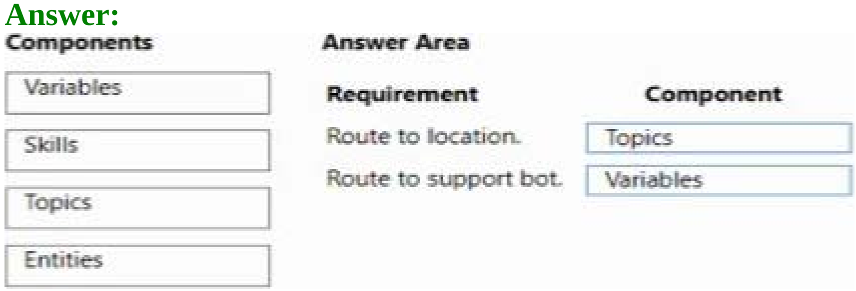
• Prompt for a location of the customer and the call must be routed to a support agent for the location.

• Transfer support calls at each location to a support bot that uses the Bot Framework. You need to configure the bot.

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 select is worth one point.



Answer:



Question: 72

HOTSPOT

You are designing a canvas app that connects to Common Data Service.

You need to configure the app to meet the requirements and ensure that the canvas app is available offline.

What should you implement? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Function
Pass values from the current screen when moving to another screen.	Navigate Back MovePrevious
Display data to a user when the app is offline.	LoadData LoadDateOffline ShowData

Answer:

Requirement	Function
Pass values from the current screen when moving to another screen.	Navigate Back MovePrevious
Display data to a user when the app is offline.	LoadData LoadDateOffline ShowData

Question: 73

You create a Power Apps portal to provide training and documentation for students.

Students create a profile on the portal and then select and pay for courses.

You plan to add free courses to the training portfolio. Free courses must be automatically available to all students when they sign in.

You need to assign default permissions to students.

What should you do?
A. Create an entity for managing free courses. Create a Students web role and set the Authenticated Users role option to true. Create appropriate entity permissions to access the free course entity records and assign the entity permissions to the web role.
B. Create an entity for managing free courses. Create entity permission records to provide access to entity records for free courses and assign the entity permissions to users when they register on the portal for the first time.

C. Create a Students web role and set the Authenticated Users Role option to true. Assign the web role to each registered user.

Answer: A

Question: 74

You need to add controls to the check-in solution for the health and wellness questions.

Which form control should you use?
A. Drop down
B. Check box
C. Text input

Answer: A

Question: 75

A company uses Power Apps.

The company plans to create a canvas app that uses a responsive design.

You need to configure the app.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.
A. Enable the lock orientation setting.
B. Configure the height and width properties by using a formula.
C. Disable the Scale to fit setting.
D. Configure the height and width properties by using drag handles.

Answer: B,C

Explanation:

To create a canvas app that uses a responsive design in Power Apps, you should perform the following actions:

B. Configure the height and width properties by using a formula: By using a formula to set the height and width properties, you can ensure that the app will respond to changes in screen size and orientation. For example, you can use the Width () and Height () functions to set the width and height properties based on the size of the screen.

C. Disable the Scale to fit setting: The Scale to fit setting, when enabled, makes the app's content fit on the screen by scaling it down. To create a responsive app, this setting must be disabled.

Reference:

https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/responsive-design https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-width

Question: 76

You need to embed the business card solution in the check-in app.

What you use?
A. control
B. Button control
C. Custom component
D. Al Builder component

Answer: D

Question: 77

DRAG DROP

You are designing a desktop user interface (Ul) flow.

The Ul flow automates legacy software.

You need to prepare data for transfer to a Microsoft SharePoint list.

Which four 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.

Actions	Answer area
Enter a name and description for the output.	
Copy and paste the text in the output definition window.	
Select information to pass to the SharePoint list.	
Stop the recording and save the flow.	
On the Outputs menu of the Ul flow, choose Select text on screen.	
Start recording the Ul flow.	

Answer:

Question: 78

HOTSPOT

You set up a new instance of Dynamics 365 for Customer Service.

Users report a variety of issues working with cases on mobile devices.

You need to configure the mobile app to be able to view cases. NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

Answer:

Scenario	Action needed
Users cannot see case records on mobile devices.	Configure mobile settings set on the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	Configure mobile settings set at the case entity level. Configure mobile settings at the field level within the case form. Configure a security role in the mobile permission set for appropriate users.

Explanation:

Question: 79

HOTSPOT

You create workflows to automate business processes.

You need to create a workflow that automatically sends emails based on a mail merge template.

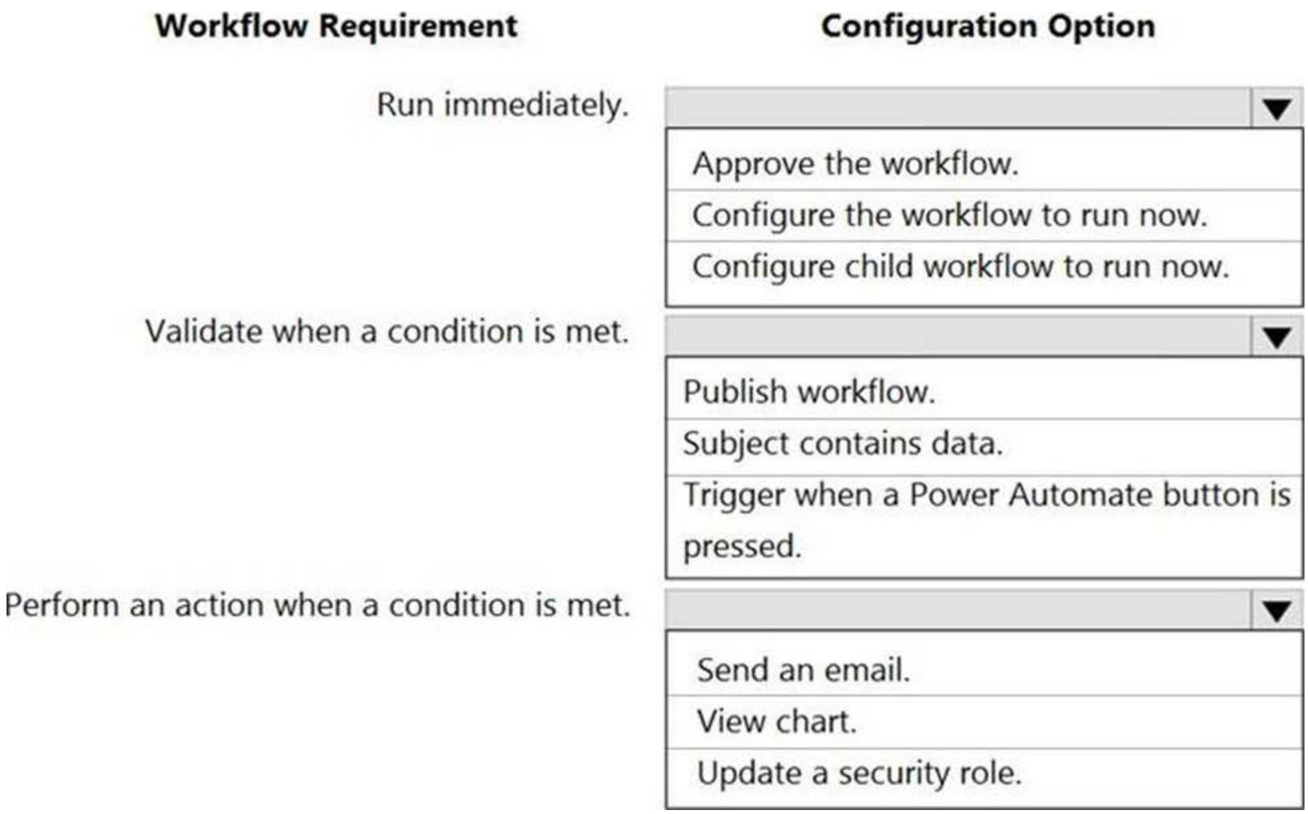
The workflow must contain the following configurations:

Run immediately.

Validate when a condition is met.

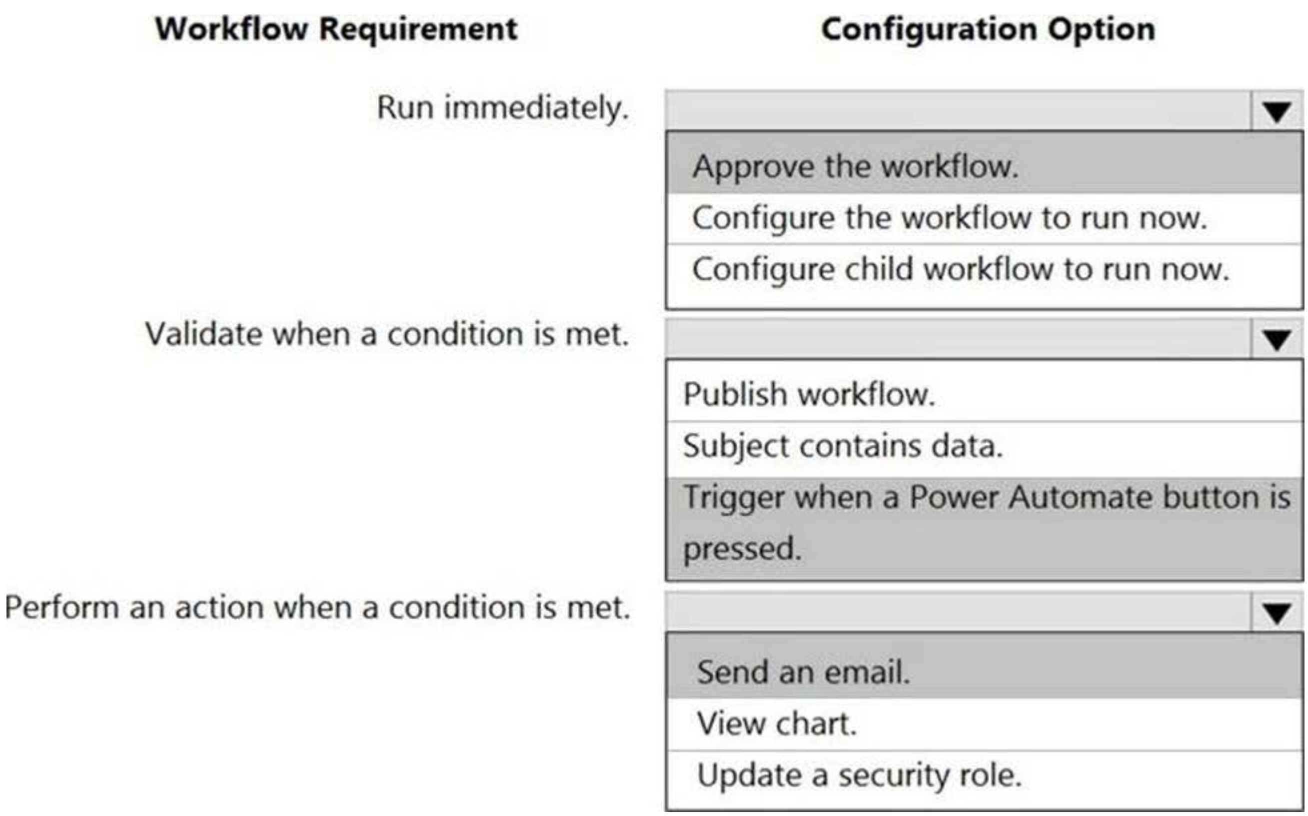
Perform an action when a condition is met.

To answer, select the appropriate configuration in the answer area. NOTE: Each correct selection is worth one point.



Workflow Requirement	Configuration Option
Run immediately.	Approve the workflow. Configure the workflow to run now. Configure child workflow to run now.
Validate when a condition is met.	Publish workflow. Subject contains data. Trigger when a Power Automate button is pressed.
Perform an action when a condition is met.	Send an email. View chart. Update a security role.

Answer:



Explanation:

Graphical userinterface, text, application, email

Description automatically generated

Question: 80

You need to set up the new service request completion process.

Which two components should you include in the solution? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.
A. connection reference
B. business process flow
C. Power Automate flow
D. connection

Answer: A,C

Explanation:

Reference: https://docs.microsoft.com/en-us/power-apps/maker/data-platform/create-connection-reference

Question: 81

DRAG DROP

A company creates a Power Virtual Agents chatbot.

You need to determine when live agents are engaged to provide support.

Which metrics should you use? To answer, drag the appropriate metrics to the correct processes. Each metric 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.

Metrics

- Engagement over time
- Session outcomes over time
- Escalation rate drivers
- Escalation rate

Answer Area

Process	Metric
Determine which topics are transferred to live agents most often.	Metric
Determine the number of chats per day that are transferred to live agents.	Metric

Answer:

Metrics

- Engagement over time
- Session outcomes over time
- Escalation rate drivers
- Escalation rate

Answer Area

Process	Metric
Determine which topics are transferred to live agents most often.	Engagement over time
Determine the number of chats per day that are transferred to live agents.	Session outcomes over time

Question: 82

DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

You must create a form for team members to use.

The form must provide the ability to:

Lock a field on a form.

Trigger business logic based on a field value.

Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

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.

Components

- Actions
- Conditions
- Recommendation

Answer Area

Requirement	Component
Lock a form field.	
Trigger business logic based on a field value.	
Leverage existing business information to enhance data entry.	

Answer:

Components

- Actions
- Conditions
- Recommendation

Answer Area

Requirement	Component
Lock a form field.	Actions
Trigger business logic based on a field value.	Conditions
Leverage existing business information to enhance data entry.	Recommendation

Explanation:

Action

Condition

Recommendation