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QUESTION 1**Case Study 1 - 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

Check-in process

- * Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- * For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

- * A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;
- * Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

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You must implement the following solutions:

- * a centrally managed communication solution
- * a customer service solution
- * a resort portal
- * a chat solution
- * a check-in solution

Communication

- * Communication between team members must be centrally managed and unified in Microsoft Teams.
- * When the company confirms an event they, must provide a list of guest's names and email addresses.
- * You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
- * Guests must receive a separate email to verify proof of ownership for their registration.

Event attendance

- * Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
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Check-in processes

- * Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
- * The check-in solution must continue to function if there are internet issues. If the self- service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
- * The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions.
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Marketing

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Team members must be able to ask their own questions through a centrally managed

communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

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

Explanation:

The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.

Checkboxes do not guarantee interaction with a user.

QUESTION 2

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Issue

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

You need to design the resort portal to meet the business requirements. Which data source should you use?

- A. Microsoft Excel
- B. Azure SQL Database
- C. SQL Server
- D. Microsoft Dataverse**

Answer: D

Explanation:

There is no way you can create any portal with an Excel database. It has to be Dataverse. Formula columns use the Power Fx syntax that's similar to Office Excel. As you enter the formula, Intellisense helps you with recommendations for formula, syntax, and errors.

QUESTION 3

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Event attendance

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* Snow reports

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Issue

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

You need to create the FAQ solution content

What should you do first?

A. AI Builder

B. Suggest topics

C. Automate

D. Trigger phrases

Answer: B

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 4

Case Study 1 - Alpine SKi House

Background

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Event attendance

- * Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
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Check-in processes

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Chat solution

The chat solution must specifically address the following key words. No additional key words will

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- * Snow reports
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Issue

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

Hotspot Question

You need to embed the check-in solution into the communication solution. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

What must you use to embed the check-in solution?

	▼
Visual Studio	
Power Apps Web Studio	
AI Builder	
Common Data Service	

Where must the check-in solution be available within the communication solution?

	▼
chat section of the solution	
Microsoft 365 Apps selection grid	
in an embedded webpage	
in a tab	

Answer:

Answer Area

What must you use to embed the check-in solution?

▼
Visual Studio
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Where must the check-in solution be available within the communication solution?

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chat section of the solution
Microsoft 365 Apps selection grid
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Explanation:

Box 1: **Power Apps Web Studio**

Scenario: The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

PowerApps Studio is a browser application used to edit your apps. PowerApps Studio includes a drag-and-drop canvas in the center of the screen and a screen or object list pane on the left. Properties, Rules, and Advanced Properties for selected screens or controls are displayed in the right pane.

Box 2: **in a tab**

You can customize the Teams experience by adding Power Apps canvas apps to your channels in Teams using the PowerApps tab.

QUESTION 5

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Background

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Issue

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Hotspot Question

You need to design the resort portal's email registration process.

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

NOTE: Each correct selection is worth one point.

Requirement	Solution
Implement the invitation code redemption process.	Auto-populate the invitation code field on the sign-in screen from the email link. Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
Validate the user's email.	Two-factor authentication Azure Active Directory authentication Social provider sign-in Invitation code sign-up

Answer:

Requirement	Solution
Implement the invitation code redemption process.	Auto-populate the invitation code field on the sign-in screen from the email link. Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
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QUESTION 6

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- * 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

Check-in process

- * Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- * For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

- * A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;
- * Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members. All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- * a centrally managed communication solution
- * a customer service solution
- * a resort portal
- * a chat solution
- * a check-in solution

Communication

- * Communication between team members must be centrally managed and unified in Microsoft Teams.
- * When the company confirms an event they, must provide a list of guest's names and email addresses.
- * You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
- * Guests must receive a separate email to verify proof of ownership for their registration.

Event attendance

- * Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
- * Prior to the event, guests must be able to identify any personal dietary restrictions.

Check-in processes

- * Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
- * The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
- * The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions.
- * Guests must physically interact with each answer before proceeding to the next screen. Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.

* Data must be entered in each screen before users move on to the next screen.

Marketing

* To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.

* The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- * Snow reports
- * Weather conditions
- * Start time
- * End time
- * Event date
- * Outdoor activities
- * Indoor activities
- * Most popular

The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff member's attention, the solution must determine which staff member is best to assist the customer with the question. The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ, the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

Hotspot Question

You need to design and create the solution for gathering contact information from guests for marketing purposes.

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

NOTE: Each correct selection is worth one point.

Action	Solution
Extract business card data.	AI Builder Common Data Service Power Virtual Agents Power Automate
Implement the contact gathering solution.	Create a new entity extraction component. Integrate the solution with Azure Cognitive Services. Use a prebuilt AI model.

Answer:

Action	Solution
Extract business card data.	AI Builder Common Data Service Power Virtual Agents Power Automate
Implement the contact gathering solution.	Create a new entity extraction component. Integrate the solution with Azure Cognitive Services. Use a prebuilt AI model.

QUESTION 7

Case Study 1 - 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

Check-in process

* Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

* For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

* A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;

* Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members. All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- * a centrally managed communication solution
- * a customer service solution
- * a resort portal
- * a chat solution
- * a check-in solution

Communication

* Communication between team members must be centrally managed and unified in Microsoft Teams.

* When the company confirms an event they, must provide a list of guest's names and email addresses.

* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

* Guests must receive a separate email to verify proof of ownership for their registration.

Event attendance

* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event

* Prior to the event, guests must be able to identify any personal dietary restrictions.

Check-in processes

* Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.

* The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

- * The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions.
- * Guests must physically interact with each answer before proceeding to the next screen. Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
- * Data must be entered in each screen before users move on to the next screen.

Marketing

- * To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.
- * The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- * Snow reports
- * Weather conditions
- * Start time
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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

Hotspot Question

You need to design the guest check-in solution.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Technology
Develop the base check-in solution. Access the check-in solution on the check-in devices.	▼ Xamarin app Power APPs portal Model-driven app Canvas app
Access the check-in solution on the check-in devices.	▼ Traditional desktop application Web browser Power APPS mobile app Dynamics 365 for phones and tablets

Answer:

Answer Area

Requirement	Technology
Develop the base check-in solution. Access the check-in solution on the check-in devices.	▼ Xamarin app Power APPs portal Model-driven app Canvas app
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QUESTION 8

Case Study 1 - 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.
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Check-in process

- * Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- * For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

- * A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;
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General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members. All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

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Communication

- * Communication between team members must be centrally managed and unified in Microsoft Teams.
- * When the company confirms an event they, must provide a list of guest's names and email addresses.
- * You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
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Event attendance

- * Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
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Check-in processes

- * Check-in processes must be self-service. Each screen must ask for specific data from the

guest. The check-in solution will use some data that is stored in Microsoft Excel.

- * The check-in solution must continue to function if there are internet issues. If the self- service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
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Marketing

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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

Hotspot Question

You need to embed the FAQbot into the communication solution.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	▼ Import an existing app. Create a new app. Import a new page. Import bot.
Configure the FAQ solution in Microsoft Teams.	▼ Configure the FAQbot. Import a chatbot. Create a new chatbot.

Answer:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	▼ Import an existing app. Create a new app. Import a new page. Import bot.
Configure the FAQ solution in Microsoft Teams.	▼ Configure the FAQbot. Import a chatbot. Create a new chatbot.

Explanation:

Box 1: Import an existing app

Not Create New App because Case states "The company recently purchased a chatbot named FAQbot from AppSource."

So you are importing the purchased App.

Box 2: Configure the FAQBot

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/platform/bots/how-to/add-power-virtual-agents-bot-to-teams>

QUESTION 9

Case Study 1 - Alpine SKi House

Background

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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.

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- * a chat solution
- * a check-in solution

Communication

- * Communication between team members must be centrally managed and unified in Microsoft Teams.
- * When the company confirms an event they, must provide a list of guest's names and email

addresses.

- * You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
- * Guests must receive a separate email to verify proof of ownership for their registration.

Event attendance

- * Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
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Check-in processes

- * Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

Hotspot Question

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.

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

Answer:

Requirement	Component
Handle an unknown question from a guest in a conversation.	Escalate Fallback topic Failure path
Redirect a quest 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:

Box 1: Fallback topic

When you open this topic in the authoring canvas, you'll see that the default fallback topic contains two nodes: a Message node that rephrases the user input and an Escalate node that redirects to a live agent.

Box 2: Omnichannel for Dynamics 365 Customer Service

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-system-fallback-topic>

QUESTION 10

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:

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

QUESTION 11

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

Answer: D

Explanation:

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

QUESTION 12

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: Create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

QUESTION 13

You are designing a Power Virtual Agents chatbot.

You observe that the environment you plan to use does not appear as an option in the Power Virtual Agents user interface.

You need to ensure that you can create the chatbot in the environment that you want to use.

What should you do?

- A. Create an environment in a supported region.
- B. Convert the environment to a sandbox environment.
- C. Change the region for the environment.

Answer: A

Explanation:

The environment doesn't show up in the drop-down menu of Power Virtual Agents
Your environment might not show up in the drop-down menu due to one of the following:
The environment doesn't have a database created. To resolve this issue, go to admin.powerplatform.com to create a database in your environment.
The environment is created in an unsupported region.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/environments-first-run-experience>

QUESTION 14

You are a Dynamics 365 administrator for a veterinarian clinic.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.

You need to create a dynamically visible field.

What should you configure?

- A. field visibility on the form
- B. business process flow

- C. workflow
- D. business rule

Answer: D

Explanation:

By combining conditions and actions, you can do any of the following with business rules:

- Set column values
- Clear column values
- Set column requirement levels
- Show or hide columns
- Enable or disable columns
- Validate data and show error messages
- Create business recommendations based on business intelligence.

References:

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

QUESTION 15

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 16

You are creating a Power Virtual Agents chatbot that uses multiple topics.

Each user interaction can reference more than one topic.

You need to be able to capture a value in an initial topic and use it in subsequent topics.

Which type of variable should you create?

- A. Bot
- B. Topic
- C. Context

Answer: A

Explanation:

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

QUESTION 17

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 18

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: BDE

Explanation:

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

QUESTION 19

You are creating a canvas app.

A user will click a button on each screen of a Power Apps app to proceed to the next screen.

You need to implement an action that selects the next screen that the user sees.

Which event should you handle?

- A. OnLoad
- B. OnCheck
- C. ScreenTransition
- D. OnSelect

Answer: D

Explanation:

Add navigation

1. With the Source screen selected, open the Insert tab, select Icons, and then select Next arrow.
2. With the arrow still selected, select the Action tab, and then select Navigate.
3. The OnSelect property for the arrow is automatically set to a Navigate function.



4. When a user selects the arrow, the Target screen fades in.
5. On the Target screen, add a Back arrow, and set its OnSelect property to this formula:
6. Navigate(Source, ScreenTransition.Fade)
7. While holding down the Alt key, toggle between screens by selecting the arrow on each screen.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/add-screen-context-variables>

QUESTION 20

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 21

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 a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable server-based SharePoint integration.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

QUESTION 22

A company uses Common Data Service to manage prospects. The company has a business process flow named BPFA that is associated with the Prospect entity to streamline the prospect management process.

You add a field named Category to the Prospect entity. You create additional business process flows. You apply the business process flows to Prospect records based on the selected category. Users can switch to any other newly configured business process flows but must not use BPFA.

You need to configure the solution.

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

NOTE Each correct selection is worth one point.

- A. Remove all of the privileges for BPFA.
- B. Deactivate BPFA.
- C. Use a business rule to prevent users from switching to BPFA.
- D. Change the display order of the business process flows to move BPFA to the bottom of the list.

Answer: AB

Explanation:

Users can switch to any other newly configured business process flows but must not use BPFA. That alone means the BPFA is not used anymore. Its says USERS, meaning no one will use it.

QUESTION 23

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.

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You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable OneNote integration.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Instead enable server-based SharePoint integration.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

QUESTION 24

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 25

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 26

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 Relevance Search to search for the word run.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

Relevance Search brings the following benefits:

- 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."
- Includes the ability to search documents found in Notes and Attachments on Emails and Appointments

Reference:

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

QUESTION 27

You manage Dynamics 365 for a company.

You must prevent users from launching and using Power Automate.

You need to hide the Flows button on the user interface.

Which configuration setting should you change?

A. the Customizations section of System Settings

B. the Site Map

C. the Buttons tab of Flow

D. the Entity component of the default solution

Answer: A

Explanation:

<https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/>

QUESTION 28

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 29

You create a report by using Power BI Desktop and a Power BI dataset that is connected to Azure SQL Database.

Multiple groups of employees will use the report.

You need to ensure that each group of employees can see only data that pertains to their group.

What should you do?

- A. Create and assign file security profiles.
- B. Create and assign Common Data Service security roles.
- C. Create and assign roles by using row-level security.**

Answer: C

Explanation:

You can use row-level security (RLS) with Power BI Desktop to restrict data access for given users. Filters restrict data at the row level. You can define filters within roles.

You can now configure RLS for data models imported into Power BI with Power BI Desktop. You can also configure RLS on datasets that are using DirectQuery, such as SQL Server.

Incorrect Answers:

A: You can restrict access to a field by creating a field security profile. After you create the profile, you assign users and or teams to that profile, and set up specific read, create, or write permissions for the field.

Reference:

<https://docs.microsoft.com/en-us/power-bi/create-reports/desktop-rls>

QUESTION 30

You create and publish a Power BI report that contains an embedded canvas app. The report will be used by multiple people.

The canvas app has an issue that must be corrected.

You update the canvas app.

You need to ensure that the updated canvas app is available in the published Power BI report.

What should you do?

- A. Publish the Power BI report from Power BI Desktop.
- B. Manually refresh the data source on the published Power BI report.
- C. Publish the Power BI report from Power BI Desktop and reshare to any users.
- D. Publish the canvas app.**

Answer: D

Explanation:

After you have completed building or making changes to your app, save and publish the app in Power Apps to see your app in the Power BI report.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual>

QUESTION 31

A car dealership has a Dynamics 365 Sales environment for its sales company and another environment for its leasing company. Users in one environment must not be able to see the other environment. You need to grant salespeople access to the sales company environment. What should you do?

- A. Add salespeople to a security role.
- B. Set privileges.
- C. Add salespeople to an Office 365 security group.**
- D. Set app security

Answer: C

Explanation:

<https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

QUESTION 32

You configure and test a user interface (UI) flow. You plan to run the flow as a scheduled flow.

The UI flow must run on a Windows 10 device. As part of process automation, the UI flow must sign into the Windows 10 device with the credentials for a user account named User1.

You need to ensure that the flow runs during non-peak hours and requires no physical user intervention.

What should you do?

- A. Ensure that all user sessions are signed out except for locked user sessions.
- B. Ensure that the User1 account has an active user session on the device.

- C. Ensure that all user sessions are signed out.
- D. Ensure that there are no active user sessions on the device.

Answer: C

Explanation:

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

Important: Locked Windows user sessions will prevent desktop flows from running.

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/run-pad-flow#unattended-mode>

QUESTION 33

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 a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable OneDrive for Business.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Instead enable server-based SharePoint integration.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

QUESTION 34

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>

QUESTION 35

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 Quick Find search on the Notes list 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 36

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. Parental

- B. Referential, Restrict Delete
- C. Referential
- D. Restrict

Answer: A

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 37

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:

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 38

You use Power BI Desktop to configure Power BI reports and dashboards.

You need to create a canvas app that displays account information and include the app in a Power BI report.

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

NOTE Each correct selection is worth one point.

- A. Publish the report to the Power BI service.
- B. Connect to Common Data Service from Power BI Desktop.
- C. Connect Common Data Service from Power BI Desktop. Selected required fields from the Accounts table.
- D. From the Power Apps Insert menu, add a Power BI
- E. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data.

Answer: CDE

QUESTION 39

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 Date and time for Identify in the question and then add branches that use conditional logic to determine the age group.

Does this meet the goal?

- A. Yes
- B. No**

Answer: B

QUESTION 40

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: BCE

Explanation:

Use a security group, not a distribution group, to share with a group that includes people with external email addresses.

People with external emails in a distribution group can't see the content you share, unless they are Azure Active Directory (Azure AD) B2B guest users. Learn more about Azure AD B2B guest users.

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards#share-a-dashboard-or-report-outside-your-organization>

QUESTION 41

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

Explanation:

Authenticated Users Role - Boolean. If set to true, this will be the default web role for authenticated users. Only one Web Role with the Authenticated Users Role attribute set to true should exist for a given website. All authenticated user automatically get permissions defined in this role.

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/create-web-roles>

QUESTION 42

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.

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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 multiple choice options for Identify in the question and create options that represent each of the age groups.

Does this meet the goal?

A. Yes

B. No

Answer: B

QUESTION 43

Drag and Drop Question

You are customizing a model-driven app for a company.

You create a Theme template to ensure the company logo and colors are properly used within these apps.

The theme must meet the following requirements:

- Updated to add the logo
- Downloaded by the makers to create the app

You need to configure the assets. To answer, drag the appropriate configurations to the correct requirements. Each configuration 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.

Configurations	Requirement	Configuration
Edit the theme in System settings and upload a jpg file.	Update logo.	
Replace an existing UI item's hexadecimal number.	Change model-driven app colors.	
Upload the theme elements as new web resources.		
Use the component library.		

Answer:

Configurations	Requirement	Configuration
Edit the theme in System settings and upload a jpg file.	Update logo.	Upload the theme elements as new web resources.
	Change model-driven app colors.	Replace an existing UI item's hexadecimal number.
Use the component library.		

Explanation:

Box 1: **Upload the theme elements as new web resources.**

Each type of icon is stored as a web resource. Create a web resource first and then set the icons to use them. Alternatively, you can add the icon by creating a new web resource when you define the table properties.

Box 2: **Replace an existing UI item's hexadecimal number.**

Copy and alter the existing theme

The easiest and quickest way to create a new theme is to clone and alter an existing theme. Then save, preview, and publish it.

Sign in to Power Apps, select Settings icon (upper right), and then select Advanced settings.

Select Customizations, and then select Themes.

Under All themes, select the theme you want to clone, such as the CRM Default Theme. Select Clone on the command bar.

Replace an existing UI item's hexadecimal number, such as the Title Text Color, with the hexadecimal value that represents the color you want.

For example, the CRM Default Theme was cloned and changed using mostly varying shades of green color. The following screenshots show the new colors for navigation and highlighting. A custom logo was also added that will appear in the upper left corner of an app.

THEME

Gentle Green Theme ▾

Theme Name	
Theme Name *	Gentle Green Theme

Navigation Bar	
Logo	new_defaultlogo
Logo Tooltip	MS Green
Navigation Bar Fill Color	#415C55 
Navigation Bar Shelf Fill Color	#79AB9E 
Title Text Color	#358717 
Main Color	#65825C 
Accent Color	#A4D194 

UI Elements		
Link and Button Text Color	#415C55	
Selected Link Color	#65825C	
Hover Link Color	#A4D194	
Legacy Accent Color	#358717	
Default Entity Color	#666666	
Default Custom Entity Color	#00CCA3	
Control Hover Fill Color	#FFFFFF	
Control Hover Border Color	#BDC3C7	
Page Header Fill Color	#E0E0E0	
Panel Header Fill Color	#F3F3F3	

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-themes-organization-branding>

QUESTION 44

You plan to create user interface (UI) flows to automate several web-based business processes that you currently perform manually.

You need to ensure that users can create and run web UI flows.

Which three components must you install and configure on user's devices? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Power Automate Desktop
- B. Selenium IDE
- C. Latest version of Microsoft Edge
- D. On-premises data gateway
- E. Latest version of Mozilla Firefox

Answer: ABC

Explanation:

<https://docs.microsoft.com/en-us/power-automate/ui-flows/setup>

QUESTION 45

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.

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You are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage. The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable Outlook integration.

Does the solution meet the goal?

- A. Yes
- B. No**

Answer: B

Explanation:

Instead enable server-based SharePoint integration.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

QUESTION 46

You must create a new entity to support a new feature for an app. Entity data will be transactional and will be associated with business units.

You need to configure entity ownership.

Which entity ownership type should you use?

- A. user or team owned**
- B. organization-owned
- C. none
- D. business-owned

Answer: A

Explanation:

Dataverse supports two types of record ownership. Organization owned, and User or Team owned. 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.

References:

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

QUESTION 47

You are a Dynamics Sales administrator for a car dealership. The dealership uses only out-of-the-box functionality. When a new car is sold, the salesperson uses a Word template to generate a letter from the quote to thank the customer.

You need to determine if you can revise the template.

Which Word template change can you make?

- A. Add the Discount field conditionally.
- B. Format the table to have alternating color rows.
- C. Format the Created On field to a long date format.
- D. Add the address of the customer.**

Answer: D

Explanation:

For D365 Sales OOTB, the original Word Template doesn't have customer address field, so we need to add the field. An thankyou email to a specific customer should have their specific address anyway.

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-word-templates>

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/use-document-templates-sales-professional>

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/admin-settings-overview>

QUESTION 48

You have a form that displays a custom field from an entity.

A customer wants to restrict users from filtering on the custom field.

You need to prevent users from filtering the field in Advanced Find.

What should you modify?

- A. Fields in the Edit Filter Criteria option of the Quick Find view
- B. the Field Security field on the Field Properties form
- C. a searchable field on the Field Properties form**
- D. Fields in the Add Find Columns option of the Quick Find view

Answer: C

Explanation:

Setting Searchable property to No, makes the field disappear from the available fields for the Filter configuration, but it won't hide the field when adding columns to the view. This property has no impact on behaviour of the Global and Quick Find Search.

Reference:

<https://community.dynamics.com/365/b/dynamics365apps/posts/kb-understanding-dynamics-365-field-s-searchable-property>

QUESTION 49

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. Custom web channel**

Answer: D

Explanation:

Custom website: You can add your bot to a live website as an IFrame. Your live website can be a customer-facing external website or an internal site, like a SharePoint or Yammer site.

You can also add the bot to your Power Platform admin center.

Add bot to your website:

1. Select Manage on the side navigation pane, and then go to the Channels tab.
2. Select Custom website and then select Copy to copy it directly to the clipboard, or Share to email to open a new email message with the snippet included, in your default email app.
3. Provide the snippet to your web developer to add the bot to your website.

Reference:

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

QUESTION 50

Drag and Drop Question

You are a Dynamics 365 for Customer Service developer.

You must trigger a mobile notification whenever a specific hashtag is posted from Twitter. The notification will send email to the company's social media teams distribution list.

You need to create a connection to the Twitter service and build a solution.

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
Create an action to search for the new posts with the hashtag.	
Select the Twitter connector and use the user credentials for the connection.	
Sign in to the Business platform admin center and create a new project and connection set.	
Create a trigger to send an email.	
Select the Twitter connector, generate an authentication key from the service, and use the key for the connection.	
Create an action to send an email.	
Create a trigger to search for the new posts with the hashtag.	
Sign in to Power Automate and create a new blank flow.	

Answer:

Actions

Create an action to search for the new posts with the hashtag.

Create a trigger to send an email.

Select the Twitter connector, generate an authentication key from the service, and use the key for the connection.

Sign in to Power Automate and create a new blank flow.

Answer Area

Sign in to the Business platform admin center and create a new project and connection set.

Select the Twitter connector and use the user credentials for the connection.

Create a trigger to search for the new posts with the hashtag.

Create an action to send an email.

QUESTION 51

Hotspot Question

You manage the Dynamics 365 environment for a company.

You need to ensure that there are no leads for a customer before you create a new opportunity for the customer.

How can you use duplicate detection rules to achieve this goal? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Duplicate detection rule criteria

Base record type

Base record field

Value

	▼
Lead	
Account	
Opportunity	

	▼
Topic	
Account	
Originating Lead	

Answer:

Duplicate detection rule criteria

Base record type

Value

Lead
Account
Opportunity

Topic
Account
Originating Lead

Explanation:

During the **Opportunity** creation should activate the Duplicate Detection rule, and check on related Customer (**Account**) if there are related lead to that Account.

QUESTION 52

Hotspot Question

A bank uses Power BI visualizations to help determine whether they should loan money to a customer. The bank has three different visuals that are part of a Power BI report. The bank uses a set of four risk variables that indicate whether the customer is creditworthy.

You must create a mechanism so that bank employees can change the values of the four risk variables. Changes to the value of any variable must cause the three visualizations to update.

You need to create the solution.

Which action should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Action

Update the visualizations when users change the values of the risk variables.

Embed a canvas app in a Power BI report.
Embed a Power BI report in a model-driven app.
Embed a model-driven app in a Power BI report.

Ensure that users can adjust the values of the four risk variables that contribute to a customer's credit risk.

Use Power BI tiles.
Use Power Apps visuals.
Use the Power BI service.

Answer:

Requirement

Action

Update the visualizations when users change the values of the risk variables.

	▼
Embed a canvas app in a Power BI report.	
Embed a Power BI report in a model-driven app.	
Embed a model-driven app in a Power BI report.	

Ensure that users can adjust the values of the four risk variables that contribute to a customer's credit risk.

	▼
Use Power BI tiles.	
Use Power Apps visuals.	
Use the Power BI service.	

Explanation:

Box 1: Embed a Power BI report in a model-driven app

You can embed a Power BI report in a model-driven app main form.

Box 2: Use the Power BI service.

The Power BI cloud service works with Microsoft Dataverse apps to provide a self-service analytics solution. Power BI automatically refreshes the app's data displayed. With Power BI Desktop or Microsoft Excel, Power Query for authoring reports and Power BI for sharing dashboards and refreshing data from model-driven apps, your users have a powerful way to work with your app's data.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/embed-powerbi-report-in-system-form>

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/use-power-bi>

QUESTION 53

Hotspot Question

You configure an alert in Power BI.

You need to alert users when the value of a tile exceeds a threshold. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Where should you configure the Power BI alert so that it triggers the process?

	▼
Power BI	
Common Data Service	
Power Automate	
Power BI admin portal	

Who can see alerts configured for Power BI?

	▼
The person who created the alert.	
The dashboard owner and the person who created the alert.	
Everyone who has access to the dashboard.	
Everyone who has access to the Power BI instance.	

Answer:

Where should you configure the Power BI alert so that it triggers the process?

Power BI
Common Data Service
Power Automate
Power BI admin portal

Who can see alerts configured for Power BI?

The person who created the alert.
The dashboard owner and the person who created the alert.
Everyone who has access to the dashboard.
Everyone who has access to the Power BI instance.

Explanation:

You can set alerts on tiles in your My Workspace (POWERbi). Only you can see the alerts you set, even if you share your dashboard. Even the dashboard owner can't see alerts you set on your view of their dashboard

QUESTION 54

Hotspot Question

A company plans to implement AI Builder to add intelligence to several business processes.

Each business process uses different sources and produces different outputs.

You need to determine which AI Builder model types to use.

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

NOTE: Each correct selection is worth one point.

Recognition requirement

Model type

Identify a person's age in a paragraph when written using the pattern **twenty years old**.

Entity extraction
Text recognition
Key phrase

Identify items and prices from an invoice.

Form processing
Text recognition
Object detection

Answer:

Recognition requirement

Model type

Identify a person's age in a paragraph when written using the pattern **twenty years old**.

▼

Entity extraction

Text recognition

Key phrase

Identify items and prices from an invoice.

▼

Form processing

Text recognition

Object detection

Explanation:

Box 1: Entity Extraction

The prebuilt entity extraction model recognizes specific data from text that's of interest to your business. The model identifies key elements from text, and then classifies them into predefined categories.

Box 2: Form Processing

Form processing lets you read and save information from standard documents such as invoices or tax documents.

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-entity-extraction>

<https://docs.microsoft.com/en-us/ai-builder/form-processing-model-overview>

QUESTION 55

Drag and Drop Question

You are a Dynamics 365 Customer Service help desk administrator.

Cases entered in forms require different types of data to be stored in different types of fields.

You need to create forms for each of the following case types:

Case type	Requirement
Case type A	A new case form that includes a timeline
Case type B	A new case form that includes a business process flow
Case type C	A new case form that can display case data on an interactive dashboard
Case type D	A new mobile-friendly case form that requires minimal fields for record creation
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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.

Form types	Answer Area	
	Case type	Form type
quick create	Case type A	Form type
main	Case type B	Form type
quick view	Case type C	Form type
card	Case type D	Form type
	Case type E	Form type

Answer:

Form types	Answer Area	
	Case type	Form type
quick create	Case type A	main
main	Case type B	main
quick view	Case type C	card
card	Case type D	quick create
	Case type E	quick view

Explanation:

Main

Main

Card

Quick create

Quick view

Card - A card form is used in interactive dashboards and placed on forms of related tables. It is configured to show key columns at a glance in the table feed. There are several options available to configure including color coding based on criteria such as row status.

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub>

QUESTION 56

Drag and Drop Question

A company uses Common Data Service to store sales data. For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting.

The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction.

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		Answer Area
Export data from Dataverse into Microsoft Excel		
Train the category classification AI model by using Dataverse data	 	 
Train the AI model by using data exported to Microsoft Excel		
Publish the AI model		
Use the model with Power Apps		
Import the AI model analysis into Dataverse		
Train the prediction AI model by using Dataverse data		

Answer:

Actions	Answer Area
Export data from Dataverse into Microsoft Excel	Train the prediction AI model by using Dataverse data
Train the category classification AI model by using Dataverse data	Publish the AI model
Train the AI model by using data exported to Microsoft Excel	Use the model with Power Apps
Publish the AI model	
Use the model with Power Apps	
Import the AI model analysis into Dataverse	
Train the prediction AI model by using Dataverse data	

Explanation:

Step 1:

Before you can use your prediction model, you have to train it to perform the way you want.

Step 2:

After you train your model, publish it to make it available.

Publish your model when you want to make it available to users in your Power Apps environment.

Step 3: Use the model with Power Apps

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prediction-train-model>

QUESTION 57

Drag and Drop Question

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

Answer:

Components	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:

<https://docs.microsoft.com/en-us/learn/modules/define-create-business-rules/2-components>

QUESTION 58

Drag and Drop Question

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

Answer:

Metrics

Engagement over time

Escalation rate

Answer Area

Process

Determine which topics are transferred to live agents most often.

Determine the number of chats per day that are transferred to live agents.

Metric

Escalation rate drivers

Session outcomes over time

Explanation:

The Session outcomes over time chart shows you the daily resolution rate, escalation rate, and abandon rate over the specified time period.

The Escalation Rate Drivers chart displays topics in order of their impact on the escalation rate over the specified time period.

QUESTION 59

Drag and Drop Question

You are a Dynamics 365 administrator.

You create a new app.

You need to create the site map for the app.

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

Add a subarea.

Add a view.

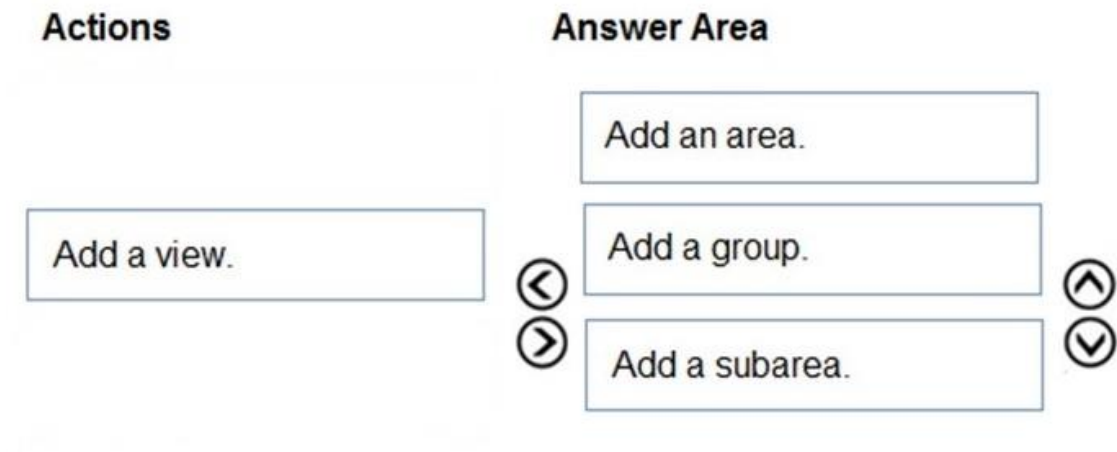
Add a group.

Add an area.

Answer Area



Answer:



Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-site-map-app?view=op-9-1>

QUESTION 60

Hotspot Question

A company has a canvas app that includes the following screens: Screen1 and Screen2.

The OnVisible property for Screen1 contains the following expression.

Set(AgeGroups, ["1-25", "26-54", "55+"])

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	☐	☐
AgeGroups is a collection.	☐	☐
You can use the Update function to change values in AgeGroups.	☐	☐

Answer:

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	☒	☐
AgeGroups is a collection.	☐	☒
You can use the Update function to change values in AgeGroups.	☐	☒

Explanation:

Box 1: Yes

Set is used to set a global variable. (So accessible everywhere in the App).

Box 2: No

Set can't create a collection.

Box 3: No

Update is applicable on DataSources not table. Set function should be used instead.

QUESTION 61

Drag and Drop Question

You plan to automate several different processes by using Power Automate.

Each process has unique characteristics.

You need to recommend components for each process.

Which components should you recommend? To answer, drag the appropriate components to the correct processes. 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

- Attended UI flow
- Unattended UI flow
- Flow that uses a custom connector
- Flow that uses a prebuilt connector

Answer Area

Process	Component
Access data from an internally created web application with basic REST API functionality as part of a nightly batch job.	Component
Access data from a public web site with no API functionality for emails processed through an unmonitored queue.	Component

Answer:

Components

Attended UI flow

Flow that uses a prebuilt connector

Answer Area

Process

Access data from an internally created web application with basic REST API functionality as part of a nightly batch job.

Access data from a public web site with no API functionality for emails processed through an unmonitored queue.

Component

Flow that uses a custom connector

Unattended UI flow

Explanation:

Box 1: Flow that uses a custom connector

Custom connectors are just wrappers around REST APIs. These connectors help define how your users are going to consume the API without the requirement to know how to access your REST service.

Box 2: Unattended UI flow

There is a queue of emails with no human supervision so will take us to unattended flows.

Reference:

<https://docs.microsoft.com/en-us/power-automate/desktop-flows/overview#ui-flows-or-connectors>

QUESTION 62

Hotspot Question

You are a Dynamics 365 Customer Services administrator. You have a Production instance and Sandbox instance.

Users record Production instance data in the Sandbox instance.

You need to ensure that the users only record data in the Production instance.

Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Application area

Security function

Microsoft 365 admin center

▼

Roles
Groups
Licenses
Access rights

Dynamics 365 Sandbox instance

▼

Roles
Groups
Access rights

Answer:

Application area

Security function

Microsoft 365 admin center

▼

Roles
Groups
Licenses
Access rights

Dynamics 365 Sandbox instance

▼

Roles
Groups
Access rights

Explanation:

Microsoft 365 Admin center can only create/deactivate users, assign licenses and create security groups.

Power Platform Admin center allows admin to assign the Groups.

Dynamics instances allow role assignment & make users inactive.

QUESTION 63

Hotspot Question

You are a Dynamics 365 Customer Service administrator.

You need to configure the following automation for the sales team:

- * Send an email when the status changes on an Opportunity.
- * Text the sales manager when an Opportunity is created.
- * Create a Wunderlist task when an Opportunity is open for 30 days.

Which tool should you use for each requirement? To answer, select the appropriate options in the answer area. NOTE Each correct selection is worth one point.

Automation	Tool
Email when the status changes.	Dynamics 365 workflow Microsoft Flow Business Process Flow
Text when the Opportunity is created.	Dynamics 365 workflow Microsoft Flow Business Process Flow
Create a Wunderlist task.	Dynamics 365 workflow Microsoft Flow Business Process Flow

Answer:

Automation

Tool

Email when the status changes.

▼

Dynamics 365 workflow

Microsoft Flow

Business Process Flow

Text when the Opportunity is created.

▼

Dynamics 365 workflow

Microsoft Flow

Business Process Flow

Create a Wunderlist task.

▼

Dynamics 365 workflow

Microsoft Flow

Business Process Flow

Explanation:

Text and Wunderlist tasks could not be sent with a D365 workflow. Email could be sent with a D365 workflow.

<https://docs.microsoft.com/en-us/learn/modules/intro-business-process-flows/3-uses>

QUESTION 64

Drag and Drop Question

You have a business process flow.

You need to update the business process flow while minimizing administrative and maintenance efforts.

What should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features

Action step

Classic workflow

Power Automate flow

Answer Area

Requirement

Allow users to navigate to the previous stage only from specific stages.

Create checklist records in specific stages on demand.

Feature

Feature

Feature

Answer:

Features

- Action step
- Classic workflow
- Power Automate flow

Answer Area

Requirement	Feature
Allow users to navigate to the previous stage only from specific stages.	Action step
Create checklist records in specific stages on demand.	Action step

QUESTION 65

Drag and Drop Question

You are designing a chatbot for a sports outlet.

You need to complete the chatbot.

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

Features

- Topics
- Entities
- Variables
- Flows

Answer Area

Requirement	Feature
Enable the chatbot to relate to a real-world object or topic in a dialog.	Feature
Define the path and triggers for a chatbot conversation.	Feature
Implement conditional logic to dynamically route a conversation across different paths.	Feature

Answer:

Features

- Topics
- Entities
- Variables
- Flows

Answer Area

Requirement

- Enable the chatbot to relate to a real-world object or topic in a dialog.
- Define the path and triggers for a chatbot conversation.
- Implement conditional logic to dynamically route a conversation across different paths.

Feature

- Entities
- Topics
- Variables

Explanation:

Box 1: Entities

Out of the box, Power Virtual Agents comes with a set of prebuilt entities, which represent the most commonly used stereotype information in real-world dialogs, such as age, colors, numbers, and names.

With the knowledge granted by entities, a bot can smartly recognize the relevant information from a user input and save it for later use.

Box 2: Topics

In Power Virtual Agents, a topic defines a how a bot conversation plays out.

You can author topics by customizing provided templates, create new topics from scratch, or get suggestions from existing help sites.

A topic has trigger phrases – these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue – and conversation nodes – these are what you use to define how a bot should respond and what it should do.

Box 3: Variables

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

For example, you can save a customer's name in a variable called UserName. The bot can then address the customer by name as the conversation continues.

You can use variables to create logical expressions that dynamically route the customer down different conversation paths.

Incorrect Answers:

- Flows: You can enable your bot to perform an action by calling a Microsoft Power Automate flow. Flows can help you automate activities, or call backend systems. For example, you can use flows with end-user authentication to retrieve information about a user after they've signed in.

Reference:

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

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics>

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-flow>

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

QUESTION 66

Hotspot Question

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:

1. User is able to login but can't see Case Records --> "Configure Mobile Settings on Case Entity Level"
2. Users can open cases but cannot see the subject of the case - "configure mobile settings at the field level within the case form"
3. User reports that they cannot access the system from Dynamics 365 mobile app --> Configure a security role in the mobile permission set of the appropriate user
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phones-and-dynamics-365-for-tablets>

QUESTION 67

Drag and Drop Question

You are a Dynamics 365 Customer Service developer.

A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action 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.

Actions		Answer Area	
Share the chart with the team.		Step	Action
Assign the chart to each person on the team.		1	Action
Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.		2	Action
Export the user chart for import as a user chart.			
Export the user chart for import as a system chart.			

Answer:

Actions		Answer Area	
Assign the chart to each person on the team.		Step	Action
Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.		1	Export the user chart for import as a user chart.
Export the user chart for import as a system chart.		2	Share the chart with the team.

Explanation:

<https://carldesouza.com/sharing-personal-charts-dynamics-365/>

QUESTION 68

Hotspot Question

You are a Dynamics 365 Customer Engagement administrator. You create workflows to automate business processes. You need to configure a workflow to meet the following requirements:

- Be triggered when a condition is met.
- Run immediately.
- Perform an action when a condition is met.

How should you configure the workflow? To answer, select the appropriate configuration in the

answer area.

NOTE: Each correct selection is worth one point.

Answer Area

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

Answer:

Answer Area

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

Explanation:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/configure-workflow-steps>

QUESTION 69

Hotspot Question

You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365.

You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Guide the user with actions to take.

☐	Configure views and charts.
☐	Configure business process flows.
☐	Configure workflows.

Ensure user interaction in manageable steps.

☐	Configure the timeline on the form.
☐	Configure each stage with the actions that need to be completed.
☐	Configure Insights.

Answer:

Guide the user with actions to take.

☐	Configure views and charts.
☒	Configure business process flows.
☐	Configure workflows.

Ensure user interaction in manageable steps.

☐	Configure the timeline on the form.
☒	Configure each stage with the actions that need to be completed.
☐	Configure Insights.

Explanation:

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

QUESTION 70

Drag and Drop Question

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

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

Answer:

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

Explanation:

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/inputs-outputs-desktop#use-outputs-to-extract-information-from-the-app>

QUESTION 71

Hotspot Question

The owner of a company needs to know who signs into the system.

You need to ensure that the owner can view the user audit logs.

Where does each action need to be performed? To answer, select the appropriate options in the answer area.

NOTE Each correct selection is worth one point.

Action	Location
Activate user auditing.	▼ System Settings Personal Settings Customize the System Microsoft 365 Compliance
View the user audit logs.	▼ Advanced Find Individual record User Summary report Microsoft 365 Compliance

Answer:

Action	Location
Activate user auditing.	▼ System Settings Personal Settings Customize the System Microsoft 365 Compliance
View the user audit logs.	▼ Advanced Find Individual record User Summary report Microsoft 365 Compliance

Explanation:

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

QUESTION 72

Drag and Drop Question

You create a report by using Power BI Desktop and publish the report to the Power BI service. You enable Power BI visualization embedding in a model-driven app.

You need to configure the model-driven app to display a Power BI tile.

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	Answer Area
Pin the Power BI report to a new dashboard in the Power BI service	
Create a personal dashboard in the model-driven app	
Share the dashboard with the appropriate user in the app	
Add a Power BI tile to the dashboard and select the Power BI dashboard in the app	
Ensure the dashboard is available to the appropriate security roles	

Answer:

Actions	Answer Area
	Pin the Power BI report to a new dashboard in the Power BI service
	Create a personal dashboard in the model-driven app
Share the dashboard with the appropriate user in the app	Add a Power BI tile to the dashboard and select the Power BI dashboard in the app
Ensure the dashboard is available to the appropriate security roles	

Explanation:

<https://docs.microsoft.com/en-us/power-bi/create-reports/service-dashboard-create>

QUESTION 73

Hotspot Question

A company uses Microsoft Dataverse manage account and contact information.
The company plans to use the AI Builder model to make key business decisions.

You need to integrate prebuilt AI Builder models with Power Automate flows.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Model
Extract key phrases from a PDF document.	▼ Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	▼ Sentiment analysis model Category classification model Entity extraction model Prediction model

Answer:

Answer Area

Scenario	Model
Extract key phrases from a PDF document.	▼ Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	▼ Sentiment analysis model Category classification model Entity extraction model Prediction model

Explanation:

Box 1: Text recognition model

It is reading the text from a PDF and recognizing the text.... Key phrase extraction would not make sense because it is NOT a goal to identify key-features in the text.

Box 2: Sentiment Analysis

Sentiment Analysis is pre-built and can be used on the pdf.

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-text-recognition>

QUESTION 74

Hotspot Question

You create a new Power Virtual Agents chatbot for an organization.

Testing and production deployment of the chatbot are not complete.

You need to ensure that appropriate users can access the chatbot.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Method
Test the chatbot with unlicensed internal users	▼ Use the demo website Share the chatbot to each user individually Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	▼ Share the chatbot to each user individually Share the chatbot to a security group containing all users Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	▼ Embed the chatbot code in an IFrame on your company's public website Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

Answer:

Answer Area

Requirement	Method
Test the chatbot with unlicensed internal users	▼ Use the demo website Share the chatbot to each user individually Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	▼ Share the chatbot to each user individually Share the chatbot to a security group containing all users Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	▼ Embed the chatbot code in an IFrame on your company's public website Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

Explanation:

Box 1: Use the demo website

When publishing the bot to the web, you can publish to a prebuilt demo website (which you can use to share the bot with your teammates and stakeholders) and to your own live website.

Box 2: Share the chatbot to each user individually

You can only share a bot with individual users, which means you can't share it with a security group or distribution group in your organization.

You also can't share with users or groups outside of your organization.

Box 3: Embed the chatbot code in an IFrame on your company's public website
You can add your bot to a live website as an IFrame. Your live website can be a customer-facing external website or an internal site, like a SharePoint or Yammer site.

Reference:

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

<https://docs.microsoft.com/en-us/power-virtual-agents/requirements-licensing>

<https://docs.microsoft.com/en-us/power-virtual-agents/admin-share-bots#share-a-bot>

QUESTION 75

Drag and Drop Question

A company has employees in France, Mexico, and the United States. You are creating a Power Apps app to allow users to add client records to Microsoft Dataverse. The default language for the company is English.

The company wants the app to display each local language.

You need to add the Spanish and French languages.

Which four actions should you perform in sequence for each language? 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
Import the solution.	
Export translations.	
Replace the language code column and translated wording in the CrmTranslations.xml file.	
Select an unmanaged solution.	
Select a managed solution.	
Add a language code column and translated wording in the CrmTranslations.xml file.	
Import translations.	
Export the solution.	

Answer:

Actions

Import the solution.

Replace the language code column and translated wording in the CrmTranslations.xml file.

Select a managed solution.

Export the solution.

Answer Area

Select an unmanaged solution.

Export translations.

Add a language code column and translated wording in the CrmTranslations.xml file.

Import translations.

Explanation:

Step 1: Select an unmanaged solution.

Export the localizable text -

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

1. From Power Apps, select Solutions.

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

3. On the command bar, select Translations > Export Translations.

Step 2: Export translations.

Step 3: Add a language code column and a translated wording in the CrmTranslations.xml file.

Get the localizable text translated

You can send this file to a linguistic expert, translation agency, or localization firm.

If you have the knowledge to translate the text, or if you just want to see the format, you can extract the zip file that you exported you will see that it contains two XML files.

[Content_Types].xml

CrmTranslations.xml -

You can open the CrmTranslations.xml file with Microsoft Office Excel.

When you view the data in Excel, look at the Localized Labels tab.

	A	B	C	D	E	F
1	Entity name	Object ID	Object Column Name	1033	1041	3082
642	account	74a622c0-5193-de11-97d4-00155da3b01e	description	Shows the total number	取引先企業の合計数	Muestra la cantidad total de
643	account	74a622c0-5193-de11-97d4-00155da3b01e	name	Accounts by Industry	業種別取引先企業	Cuentas por sector
644	account	a3a9ee47-5093-de11-97d4-00155da3b01e	description	Shows the total number	取引先企業の合計数	Muestra la cantidad total de
645	account	a3a9ee47-5093-de11-97d4-00155da3b01e	name	Accounts by Owner	所有者別取引先企業	Cuentas por propietario
646	account	5b290fff-355f-df11-ae90-00155d2e3002	description	Shows the number of new	1か月の新規取引先数	Muestra la cantidad de cue
647	account	5b290fff-355f-df11-ae90-00155d2e3002	name	New Accounts By Month	月別新規取引先企業	Nuevas cuentas por mes
648	cr2b3_car	99a0f788-3f64-e811-a957-000d3af3b3af	Description	A motor vehicle intended		
649	cr2b3_car	99a0f788-3f64-e811-a957-000d3af3b3af	LocalizedCollectionName	Cars		
650	cr2b3_car	99a0f788-3f64-e811-a957-000d3af3b3af	LocalizedName	Car		
651	cr2b3_car	b8d1e6ec-cc49-42f1-847e-61245a489f30	Description	Unique identifier for the		
652	cr2b3_car	b8d1e6ec-cc49-42f1-847e-61245a489f30	DisplayName	Owning User		
653	cr2b3_car	d3aa1f9d-5e88-40ec-af8d-0e13efe83eaa	Description	Status of the Car		
654	cr2b3_car	d3aa1f9d-5e88-40ec-af8d-0e13efe83eaa	DisplayName	Status		
655	cr2b3_car	21a1f788-3f64-e811-a957-000d3af3b3af	DisplayName	Status		
656	cr2b3_car	21a1f788-3f64-e811-a957-000d3af3b3af	Description	Status of the Car		
657	cr2b3_car	1da1f788-3f64-e811-a957-000d3af3b3af	DisplayName	Active		

Any custom tables or columns will have empty cells for the localizable text. Add the localized values for those items.

Step 4: Import translations.

Import the localized text -

Importing the text requires compressing the files and importing them into the system.

Import the files -

From the same unmanaged solution that you exported the translations from, in the menu choose Translations > Import Translations.

Note: If you have customized table or column text, such as column labels or drop-down list values, you can provide the users in your environment who are not working with the base language version of your environment with this customized text in their preferred languages.

The process has the following steps:

1. Enable other languages for your environment
2. Export the localizable text
3. Get the localizable text translated
4. Import the localized text

Reference:

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

QUESTION 76

Hotspot Question

You are a Dynamics 365 help desk administrator.

You need to create a dashboard that displays information on help desk cases that are handled each week.

Which dashboard components should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	▼ System chart Personal dashboard Area chart
Add a stacked column chart shared with your team.	▼ System chart Personal dashboard Area chart
Add a Microsoft Power BI visualization.	▼ System chart Personal dashboard Area chart
Add a chart from a view that a user creates.	▼ System chart Personal dashboard Area chart
Add a doughnut chart that shows cases by owner.	▼ System chart Personal dashboard Area chart

Answer:

Answer Area

Requirement	Component type
Add a tag chart by using opened cases.	▼ System chart Personal dashboard Area chart
Add a stacked column chart shared with your team.	▼ System chart Personal dashboard Area chart
Add a Microsoft Power BI visualization.	▼ System chart Personal dashboard Area chart
Add a chart from a view that a user creates.	▼ System chart Personal dashboard Area chart
Add a doughnut chart that shows cases by owner.	▼ System chart Personal dashboard Area chart

Explanation:

Tag and Doughnut are system only (you can't create this on personal charts for some reason).

System (Tag chart system only)

Personal ("Shared with your team" implies personal that has been shared)

Personal (PowerBI is personal only)

Personal (User created view)

System (Doughnut is system only)

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/add-powerbi-dashboards>

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-system-chart>

QUESTION 77

Hotspot Question

You implement an editable grid for the Account entity.

The business team provides the following list of features that they would like you to implement:

- Group by or sort columns in the current view.
- Configure a business rule to show an error message.
- Edit values in calculated fields.

- Edit the Address composite field.
- Use the editable grid on mobile phones.

Which actions can you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action	Can be performed?
Group by or sort columns in the current view.	 Yes No
Configure a business rule to show an error message.	 Yes No
Edit values in calculated fields.	 Yes No
Edit the Address composite field.	 Yes No
Use the editable grid on mobile phones.	 Yes No

Answer:

Action	Can be performed?
Group by or sort columns in the current view.	☒ Yes ☐ No
Configure a business rule to show an error message.	☒ Yes ☐ No
Edit values in calculated fields.	☐ Yes ☒ No
Edit the Address composite field.	☐ Yes ☒ No
Use the editable grid on mobile phones.	☐ Yes ☒ No

Explanation:

Box 1: Yes

The basic thing that Editable Grid can do.

Box 2: Yes

Business Rules work on Editable Grid if the condition field is on the Grid View.

Box 3: No

Calculation Fields are read-only.

Box 4: No

Lookup Fields, Address Composite Fields, State/Status Fields are not editable in the Grid.

Box 5: No

Editable Grids only support Web or Tablet.

QUESTION 78

Hotspot Question

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	

Explanation:

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

QUESTION 79

A company uses three apps to complete several business processes.

You need to identify solutions to help the company perform regression testing when the apps are updated.

Which two tools should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Power Automate automated flow

- B. Windows recorder (V1)
- C. Power Automate desktop flow
- D. Windows Steps Recorder

Answer: BD

QUESTION 80

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 81

You use Power BI Desktop to configure Power BI reports.

You need to create a canvas app that displays user account information and include the app in a Power BI report.

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

NOTE: Each correct selection is worth one point.

- A. From the Power Apps Insert menu, add a Power BI tile
- B. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data
- C. Publish the report to the Power BI service
- D. Connect to Common Data Service from Power BI Desktop

Answer: BCD

Explanation:

Step 1 (B): Here's how we embed PowerApps into a Power BI report:

1. Download and login to the Power BI desktop application
2. Click on (...) and select "Import from the marketplace."

Step 2: Open Power BI desktop and use "Get data" to connect with the Common Data Service data source.

Step 3: Publish the report to Power BI service.

Reference:

<https://purple.telstra.com/blog/powerbi-integration-with-powerapps>

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual>

QUESTION 82

Hotspot Question

You have a Power Apps portal app that supports a sales community and a service community in the same environment. The only language configured in the environment is English. The company wants to add support for two more languages.

The solution must meet the following requirements:

- Languages must be for both sales and service functions.
- The company logo and colors must be used and apply to all screens.
- Communities must be separate with different URLs and access lists.

You need to configure the solution.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Configuration

Languages

	▼
Create two portals, one for each community.	
Create three portals, one for each language.	
Create one portal and import translations.	
Create six portals, one for each combination of language and community.	

Company logo and colors

	▼
Add themes.	
Add web resources.	
Add a portal header and footer	

Answer:

Requirement

Configuration

Languages

	▼
Create two portals, one for each community.	
Create three portals, one for each language.	
Create one portal and import translations.	
Create six portals, one for each combination of language and community.	

Company logo and colors

	▼
Add themes.	
Add web resources.	
Add a portal header and footer	

Explanation:

Box 1: Create two portals, one for each community

Power Apps portal app languages

Box 2: Add themes

You can create a custom look and feel (a theme), for your app by making changes to the default colors and visual elements provided in the uncustomized system. For example, you can create your personal product branding by adding a company logo and providing table-specific coloring. A theme can be created by using the Themes area, without requiring a developer to write code. You can create, clone, change, or delete themes that are used in your environment.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-themes-organization-branding>

QUESTION 83

Drag and Drop Question

A company is creating a canvas app and a model-driven app to manage their customer accounts.

The canvas app requires a business rule to set the Business Type column to large if the customer size is greater than a specific currency value.

The model-driven app requires a business rule to recommend the account rating be re-evaluated

when the account goes on credit hold for this app only.

You need to configure the scope for the business rules.

Which scope should you use? To answer, drag the appropriate scopes to the correct business rules. Each scope 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.

Scopes	Answer Area	Scope
All forms	Business rule	
Specific form	Business Type column setting for customer size	
Table	Account rating re-evaluation	

Answer:

Scopes	Answer Area	Scope
All forms	Business rule	
	Business Type column setting for customer size	Table
	Account rating re-evaluation	Specific form

Explanation:

Box 1: **Table**

The canvas app requires a business rule to set the Business Type column to large if the customer size is greater than a specific currency value.

Scope the business rule to Entity (Table).

Incorrect:

Business rules in canvas app does not work on edit and detail forms.

Business rules does not work on edit/ view forms in canvas app

Rules like show/hide, enable/disable have no effect on in canvas app.

Business rules are enforced while interacting with the data.

Box 2: **Specific form**

The model-driven app requires a business rule to recommend the account rating be re-evaluated when the account goes on credit hold for this app only.

For Model -

The scope of the business rule determines which forms the business rule will be applied. You set the scope, according to the following:

If you select this item...

The scope is set to...

Entity- The table and all forms for the table

All Forms- All forms for the table

Specific form (account Main Form, for example) - Just that form

Reference:

<https://debajmecrm.com/business-rules-in-powerapps-canvas-apps/>
<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/create-business-rules-recommendations-apply-logic-form>

QUESTION 84

Drag and Drop Question

You need to recommend a role for users to perform several required tasks. The solution must use the principle of least privilege.

Which roles should you recommend? To answer, drag the appropriate roles to the correct functions. Each role 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.

Roles	Answer Area	
	Function	Role
Office 365 global administrator	Create new users.	Role
Office 365 service administrator	Assign roles to users.	Role
Dynamics 365 service administrator	Perform backups for an instance.	Role
Dynamics 365 system administrator		

Answer:

Roles	Answer Area	
	Function	Role
Office 365 service administrator	Create new users.	Office 365 global administrator
	Assign roles to users.	Dynamics 365 system administrator
	Perform backups for an instance.	Dynamics 365 service administrator

Explanation:

Box 1: **Office 365 Global Administrator**

You may think that the Dynamics 365 system administrator would have power to do all the actions needed to manage Dynamics 365, but this is not the case. What's different in Microsoft cloud deployments is that licenses and user accounts are managed in Office 365 by an Office 365 Global Administrator. This role is analogous to a network administrator for an on premises deployment. The Global Administrator is the only role to create new user accounts and assign subscription licenses for Dynamics 365 (and other Office 365 apps such as Skype, Power BI and SharePoint).

Box 2: **Dynamics 365 system administrator**

The Dynamics 365 system administrator may assign roles and permissions to the Dynamics 365 user within an instance of Dynamics 365. The Dynamics 365 system administrator also controls all the settings in Dynamics 365.

Box 3: Dynamics 365 admin

The Dynamics 365 admin can perform backups and restores.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/use-service-admin-role-manage-tenant>

<https://community.dynamics.com/crm/b/govandthecity/posts/understanding-dynamics-365-and-office-365-admin-roles>

QUESTION 85

Hotspot Question

You have a canvas app that contains the following text input fields: Id, FirstName, LastName. The app also has a button named Button1.

The OnSelect property for Button1 contains the following expression:

Collect(People, {Id:Id.Text, FirstName:FirstName.Text, LastName:LastName.Text})

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Statement	Yes	No
The People collection is automatically created if it does not already exist.	☐	☐
When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated.	☐	☐
If you update the record in the Collection function to include the value from a new field named Age, it will result in an error.	☐	☐

Answer:

Statement	Yes	No
The People collection is automatically created if it does not already exist.	☒	☐
When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated.	☐	☒
If you update the record in the Collection function to include the value from a new field named Age, it will result in an error.	☐	☒

Explanation:

Box 1: Yes

If the data source doesn't already exist, a collection is created.

Box 2: No

Note: The Collect function adds records to a data source. The items to be added can be:

A single value: The value is placed in the Value field of a new record. All other properties are left blank.

A record: Each named property is placed in the corresponding property of a new record. All other properties are left blank.

A table: Each record of the table is added as a separate record of the data source as described above. The table isn't added as a nested table to a record. To do this, wrap the table in a record first.

Box 3: No

Reference:

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

QUESTION 86

Hotspot Question

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.

Answer Area

Requirement	Component
Display system posts	▼ Timeline Organization insights IFrame Relationship Insights
Display activities	▼ Lists Social Insights Organization Insights Relationship Insights

Answer:

Answer Area

Requirement	Component
Display system posts	▼ Timeline Organization insights IFrame Relationship Insights
Display activities	▼ Lists Social Insights Organization Insights Relationship Insights

Explanation:

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**

A list/view of that users Activities would be easy to do on a dashboard.

Reference:

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

QUESTION 87

Hotspot Question

You are a Dynamics 365 Customer Service administrator.

Users report that the main form does not display data from other entities or allow them to edit data from other entities.

You need to embed information from other entities in the form and allow users to edit the data.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement

Action

Edit data

	▼
Add a mobile form	
Add a quick create form	
Add a sub-grid	
Add a virtual entity	

View data

	▼
Add a reference panel	
Add a quick view	

Answer:

Requirement

Action

Edit data

	▼
Add a mobile form	
Add a quick create form	
Add a sub-grid	
Add a virtual entity	

View data

	▼
Add a reference panel	
Add a quick view	

Explanation:

Box 1: Add a Sub-grid

Subgrid with the editable grid control.

Box 2: Add a quick view

A quick view form can be added to another form as a quick view control. It provides a template to view information about a related entity record within a form for another entity record. This means your app users do not need to navigate to a different record to see the information needed to do their work.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-quick-create-forms>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-quick-view-forms>

QUESTION 88

Case Study 1 - 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

Check-in process

* Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

* For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

* A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;

* Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members. All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- * a centrally managed communication solution
- * a customer service solution
- * a resort portal
- * a chat solution
- * a check-in solution

Communication

* Communication between team members must be centrally managed and unified in Microsoft Teams.

* When the company confirms an event they, must provide a list of guest's names and email addresses.

* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

* Guests must receive a separate email to verify proof of ownership for their registration.

Event attendance

* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event

* Prior to the event, guests must be able to identify any personal dietary restrictions.

Check-in processes

* Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.

* The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

- * The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions.
- * Guests must physically interact with each answer before proceeding to the next screen. Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.
- * Data must be entered in each screen before users move on to the next screen.

Marketing

- * To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.
- * The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

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The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- * Snow reports
- * Weather conditions
- * Start time
- * End time
- * Event date
- * Outdoor activities
- * Indoor activities
- * Most popular

The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff member's attention, the solution must determine which staff member is best to assist the customer with the question. The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ, the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

You need to design the resort portal's email registration process.

Which solution should you use?

- A. Default the invitation code from the email upon logging into the portal
- B. Auto-populate the invitation code field on the sign in screen from the email link
- C. Embed the invitation code in the email link URL**
- D. Send the customer their username and temporary password in the email link

Answer: C

Explanation:

Scenario: Guests must receive a separate email to verify proof of ownership for their registration.

Note: You can setup redeem an invitation code for power apps portal.

Reference:

<https://carldesouza.com/how-to-setup-redeem-an-invitation-code-for-power-apps-portal/>

QUESTION 89

Case Study 1 - 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

Check-in process

- * Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- * For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

- * A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;
- * Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members. All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- * a centrally managed communication solution

- * a customer service solution
- * a resort portal
- * a chat solution
- * a check-in solution

Communication

- * Communication between team members must be centrally managed and unified in Microsoft Teams.
- * When the company confirms an event they, must provide a list of guest's names and email addresses.
- * You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
- * Guests must receive a separate email to verify proof of ownership for their registration.

Event attendance

- * Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
- * Prior to the event, guests must be able to identify any personal dietary restrictions.

Check-in processes

- * Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
- * The check-in solution must continue to function if there are internet issues. If the self- service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
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Marketing

- * To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.
- * The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- * Snow reports
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- * End time
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member is best to assist the customer with the question. The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ, the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

Hotspot Question

A guest asks about the start time of a specific scheduled event and wants to know what the snow conditions will be like during their stay.

You need to determine how to design the chat solution to answer those questions.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action
Identify and reference the company event a guest mentions.	▼ Load the response into a variable Use smart matching to load an entity into a topic Load the extracted topic into a variable
Identify attributes for snow conditions.	▼ Create a custom entity Create a new topic Create a new variable Create an escalation

Answer:

Answer Area

Scenario	Action
Identify and reference the company event a guest mentions.	▼ Load the response into a variable Use smart matching to load an entity into a topic Load the extracted topic into a variable
Identify attributes for snow conditions.	▼ Create a custom entity Create a new topic Create a new variable Create an escalation

Explanation:

Box 1: Load the response into a variable

We want to reference to the SPECIFIC company event a guest mentioned.

So we need to save this data to a variable to be able to reference to it.

Box 2: Create a custom entity

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.

Reference:

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

QUESTION 90**Case Study 1 - 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

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Communication

- * Communication between staff members is primarily conducted through email and SMS text messages.
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- * Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting

Check-in process

- * Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
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Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

- * A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;
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compiled over the years. Many of the answers to the FAQ's are out of date.

General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members. All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

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- * a centrally managed communication solution
- * a customer service solution
- * a resort portal
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- * a check-in solution

Communication

- * Communication between team members must be centrally managed and unified in Microsoft Teams.
- * When the company confirms an event they, must provide a list of guest's names and email addresses.
- * You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
- * Guests must receive a separate email to verify proof of ownership for their registration.

Event attendance

- * Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
- * Prior to the event, guests must be able to identify any personal dietary restrictions.

Check-in processes

- * Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
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Marketing

- * To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.
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Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- * Snow reports

- * Weather conditions
- * Start time
- * End time
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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

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: ABE

Explanation:

Variables: To match them

Escalations: To redirect to Employees

Topics: To match with Different topics

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 91

Drag and Drop Question

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	Requirement	Team Type
Access team	Ability to own records in Dataverse	
Azure Active Directory group team	Provides permissions without a security role assigned	
Microsoft Teams team		

Answer:

Team types	Requirement	Team Type
Microsoft Teams team	Ability to own records in Dataverse	Azure Active Directory group team
	Provides permissions without a security role assigned	Access team

Explanation:

Box 1: **Azure Active Directory (Azure AD) group team**

An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team can own records and can have security roles assigned to the team.

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 92

Case Study 1 - 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
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- * Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting

Check-in process

- * Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- * For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

Resort policies and event inquiries

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Event attendance

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Check-in processes

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Chat solution

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- * Snow reports

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- * Start time

- * End time

- * Event date

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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

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

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

What should you use?

- A. Input control
- B. Custom component
- C. Button control
- D. AI Builder component**

Answer: D

Explanation:

AI Builder provides two kinds of Power Apps components. Choose your component based on the models you want to use.

Components that use prebuilt AI models that are ready to use right away:

- Business card reader (canvas app)
- Business card reader (model-driven app)
- Receipt processor (canvas app)
- Text recognizer (canvas app)

Scenario: Current environment. Marketing: At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

QUESTION 93

Case Study 1 - 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.

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Communication

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Event attendance

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Issue

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

Hotspot Question

You need to design the guest check-in solution.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Technology
Develop the base check-in solution.	▼ Xamarin app Power Apps portal Model-driven app Canvas app
Access the check-in solution on the check-in devices.	▼ Traditional desktop application Web browser Power Apps mobile app Dynamics 365 for phones and tablets

Answer:

Answer Area

Requirement	Technology
Develop the base check-in solution.	▼ Xamarin app Power Apps portal Model-driven app Canvas app
Access the check-in solution on the check-in devices.	▼ Traditional desktop application Web browser Power Apps mobile app Dynamics 365 for phones and tablets

Explanation:

Box 1: Canvas app

Current environment. Check-in process

Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

Box 2: Power Apps for Mobile

Both D365 and Power App work in offline mode. Work Offline in Canvas Apps using Power Apps for Mobile.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/canvas-apps/offline-apps>

QUESTION 94

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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name:
Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Change Elizabeth's username in the user record for the app.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Change a user's email address

You must be a global admin to complete these steps.

1. In the admin center, go to the Users > Active users page.
2. Select the user's name, and then on the Account tab select Manage username.
3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.
4. Select Save changes.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

QUESTION 95

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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name:
Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Ask the Microsoft 365 administrator to sign in to the admin portal and change the username.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

Change a user's email address

You must be a global admin to complete these steps.

1. In the admin center, go to the Users > Active users page.
2. Select the user's name, and then on the Account tab select Manage username.
3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.
4. Select Save changes.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

QUESTION 96

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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name:
Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Delete the user account in the Power Platform admin portal and recreate the account by using the new name.

Does the solution meet the goal?

- A. Yes
- B. No**

Answer: B

Explanation:

Application history would be lost.

Note:

Change a user's email address

You must be a global admin to complete these steps.

1. In the admin center, go to the Users > Active users page.
2. Select the user's name, and then on the Account tab select Manage username.
3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.
4. Select Save changes.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

QUESTION 97

A user has access to an existing Common Data Service database.

You need to ensure that the user can create canvas apps that consume data from Common Data Service.

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. System Customizer
- C. Common Data Service User
- D. Environment Maker**

Answer: D

Explanation:

The user already has access to the CDS, so he doesn't need more privileges other than being able to create apps.

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

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/data-platform-create-app>

QUESTION 98

You are developing a canvas app.

You need to apply business rules to the app without writing code.

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

NOTE: Each correct selection is worth one point.

- A. Validate data and show error messages.
- B. Enable or disable fields.
- C. Set field requirement levels.
- D. Set field values.
- E. Show or hide fields

Answer: ACD

Explanation:

By combining conditions and actions, you can do any of the following with business rules:

- Set column values
- Clear column values
- Set column requirement levels
- Show or hide columns
- Enable or disable columns
- Validate data and show error messages
- Create business recommendations based on business intelligence.

Differences between canvas and model-driven apps

Model driven apps can use all actions available on business rules, however not all business rule actions are available for canvas apps at this time. The following actions are not available on canvas apps:

- Show or hide columns
- Enable or disable columns
- Create business recommendations based on business intelligence.

Reference:

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

<https://learn.microsoft.com/en-us/training/modules/introduction-common-data-service/6-business-rules?ns-enrollment-type=learningpath>

QUESTION 99

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. List view of the entity
- B. Microsoft Visual Studio
- C. Templates area
- D. Maker portal

Answer: D

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.
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 100

You are a Dynamics 365 Customer Service developer.

A salesperson creates a chart.

You need to ensure that the chart is available to all users on the team.

What should you do?

- A. Share the chart with the team.
- B. Assign the chart to each person on the team.
- C. Export the user chart to Power BI. Import the chart as a Power BI visualization.
- D. Export the user chart for import as a user chart.

Answer: A

Explanation:

Any changes made to the chart are immediately available to everyone with access to the shared chart.

QUESTION 101

You are designing a Power Virtual Agents chatbot.

The chatbot must be able to maintain customer information if the conversation topic changes during a dialog.

You need to configure variables to store customer name and email address.

Which type of variable should you create?

- A. session
- B. slot
- C. bot
- D. topic

Answer: C

Explanation:

By default, a variable's value can only be used in the topic where this variable gets created. However, you might want the bot to use the same value across topics. This means the bot can remember the necessary context when a conversation spans multiple topics. In some systems, these types of variables are known as global variables. In Power Virtual Agents, these variables are called bot variables, because they apply across the entire bot.

Reference:

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

QUESTION 102

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.**

Answer: D

Explanation:

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>

QUESTION 103

You create a canvas app for a sales team. The app has an embedded Power BI tile that shows year-to-date sales. Sales users do not have access to the data source that the tile uses.

Sales team users must be able to see data in the Power BI tile. You must minimize the level of permissions that you grant and minimize administrative overhead.

You need to share another Power BI component to make the data visible.

What should you share?

- A. The Power BI dataset the tile uses as a data source.
- B. The Power BI workspace that includes the tile.
- C. The Power BI dashboard that includes the tile.**

Answer: C

Explanation:

Once shared, the PowerApps app will be accessible by all users who have permissions to access the app.

However, in order to make the Power BI content visible to those users, the dashboard where the tile comes from needs to be shared with the user on Power BI. This ensures that Power BI sharing permissions are respected when Power BI content is accessed in an app.

Reference:

<https://powerapps.microsoft.com/en-us/blog/power-bi-tile-in-powerapps/>

QUESTION 104

Drag and Drop Question

You are designing an app for a bank.

You must create entities for the app and configure relationships between entities:

Entity	Requirements
LoanApplicant	This entity represents a person who is applying for a loan. The entity must contain an attribute named Email. This attribute must provide look-up for the name of the applicant.
Loan	This entity represents a loan application. Loan applicants may apply for one loan per application. Loan applicants may have more than one active application.
Property	This entity represents the property that the applicant intends to purchase.

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

Relationship types	Requirement	Relationship type
1 : N	The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	
N : N	Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	
N : 1	Loans must be applied for for a single property.	

Answer:

Relationship types	Requirement	Relationship type
1 : N	The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	N : 1
N : N	Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	N : N
N : 1	Loans must be applied for for a single property.	N : 1

Explanation:

Box 1: **N:1**

You add a lookup column with a many-to-one relationship.

Box 2: **N:N**

Box 3: **N:1**

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup>

QUESTION 105

Hotspot Question

You need to create a system chart for the Account entity.

The chart must display a count of accounts grouped by owner and then display the accounts by Address 1:

State/Province for each owner. You begin to configure chart options as shown in the image below.

Power Apps

File Home

Save Save & Close Save as

Column Bar Area Line Pie Area Tag Doughnut Funnel Charts

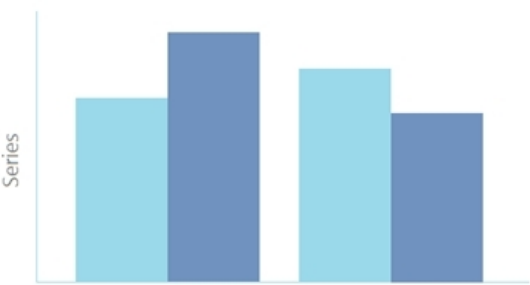
Bottom X Rule - Clear Rules Top X Rule - Top/Bottom Rules

Working on solution: Default Solution

View used for chart preview

Active Accounts

Accounts by Owner and Address 1: State/Province



Legend Entries (Series)

☐ Select Field Aggregate

+ Add a series

Horizontal (Category) Axis Labels

Select Field X

Select Field X

+ Add a category

Description

How should you complete the configuration? To answer, select the appropriate options in the

answer area.

NOTE: Each correct selection is worth one point. The chart must display a count of accounts grouped by owner, and then display the accounts by Address 1 to State/Province for each owner.

Answer Area

Component	Selection
Legend Entries (Series): Select Field	▼ Account Address 1: State/Province Owner
Legend Entries (Series): Aggregate	▼ Avg Count:All Sum
Horizontal (Category) Axis Labels: Select Fields	
First grouping field	▼ Account Address 1: State/Province Owner
Second grouping field	▼ Account Address 1: State/Province Owner

Answer:

Answer Area

Component	Selection
Legend Entries (Series): Select Field	▼ Account Address 1: State/Province Owner
Legend Entries (Series): Aggregate	▼ Avg Count:All Sum
Horizontal (Category) Axis Labels: Select Fields	
First grouping field	▼ Account Address 1: State/Province Owner
Second grouping field	▼ Account Address 1: State/Province Owner

QUESTION 106

Hotspot Question

A company deploys several model-driven apps. The company uses shared devices in their warehouse. The devices are always powered on. Users log on to the devices and then launch the apps to perform actions.

Unauthorized users recently uploaded several files after another user failed to log out of a device. The company needs to prevent these incidents from occurring in the future.

You need to configure the solution to prevent the reported security incidents.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Prevent unauthorized access to devices.	▼ Set an inactivity limit in the user's group policy. Set a timeout in the Power Platform admin center. Configure access controls in Azure Active Directory. Configure a Power Automate flow to poll for user inactivity on the devices.
Prevent users from uploading a specific type of file.	▼ Enter the restricted file types in the SharePoint admin center. Enter the allowed file types in the Power Platform admin center. Enter the restricted file types in the Power Platform admin center.

Answer:

Answer Area

Requirement	Action
Prevent unauthorized access to devices.	▼ Set an inactivity limit in the user's group policy. Set a timeout in the Power Platform admin center. Configure access controls in Azure Active Directory. Configure a Power Automate flow to poll for user inactivity on the devices.
Prevent users from uploading a specific type of file.	▼ Enter the restricted file types in the SharePoint admin center. Enter the allowed file types in the Power Platform admin center. Enter the restricted file types in the Power Platform admin center.

Explanation:

Box 1: Set a timeout in the Power Platform admin center.

To enforce users to reauthenticate after a pre-determined period of time, admins can set a session timeout for their individual environments. Users can only remain signed in the application for the duration of session. The application signs out the user when the session expires. Users need to sign in with their credentials to return to customer engagement apps.

Note: Configure session timeout

In the Power Platform admin center, select an environment.

Select Settings > Product > Privacy + Security.

Set Session Expiration and Inactivity timeout. These settings apply to all users.

Box 2: Enter the restricted file types in the PowerPlatform Admin center

Set blocked file extensions for attachments (semicolon separated) has to be done in Power Platform admin center.

Reference:

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

<https://docs.microsoft.com/en-us/power-platform/admin/user-session-management>

<https://docs.microsoft.com/en-us/onedrive/block-file-types>

QUESTION 107

Hotspot Question

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.

Answer Area

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:

Answer Area

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.

Explanation:

Configure workflow to run now as opposed to in the background.

Condition would be Subject contains data if we're talking "automatically" and not "manually press a button".

The only action in those 3 that can be done with a workflow is Send an email.

QUESTION 108

Hotspot Question

You are designing a Power Virtual Agents chatbot for a store.

You need to teach the chatbot to acknowledge the store's product categories and the variations within specific categories.

You need to create custom entities to provide the chatbot with the knowledge of the product categories.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic variations.	▼ Slot filling Synonyms Smart matching Topics Fuzzy matching
Make the bot smarter by expanding the matching logic.	▼ Slot filling Synonyms Topics
Extract a category selected by a user during a conversation into a variable for later use.	▼ Slot filling Synonyms Smart matching Topics

Answer:

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic variations.	▼ Slot filling Synonyms Smart matching Topics Fuzzy matching
Make the bot smarter by expanding the matching logic.	▼ Slot filling Synonyms Topics
Extract a category selected by a user during a conversation into a variable for later use.	▼ Slot filling Synonyms Smart matching Topics

Explanation:

Box 1: Smart matching

Smart match: This option is part of the intelligence supported by the bot's language understanding model. It provides the flexibility to let the bot take in user input in a fuzzy way

based on the list items given to the entity.

Specifically, when this toggle is on, it lets the bot autocorrect misspellings and expands the matching logic semantically, such as automatically matching "softball" to "baseball".

Smart matching
 on
The Smart matching option enables the bot's understanding of natural language. This can help match misspellings, grammar variations, and words with similar meanings.
If the bot isn't matching enough related words, enhance the bot's understanding further by adding synonyms to your list items.
[Learn more](#)

Box 2: Synonyms

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

For example, for the "hiking" product category, you can add "trekking" and "mountaineering" as synonyms.

For "Yoga", you can add "Pilates" as a synonym.

Box 3: Slot filling

Slot filling is a natural language understanding concept that means saving an extracted entity to an object. In Power Virtual Agents, slot filling means landing the extracted entity value into a variable.

Reference:

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

QUESTION 109

Drag and Drop Question

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.

Actions

Capture suggested topics.
Identify the pre-filled trigger phases.
Hover over the topic and select the Automate icon.
Add selected topics to the chatbot.
Enable the topics.

Answer area



Answer:

Actions

Identify the pre-filled trigger phases.
Hover over the topic and select the Automate icon.

Answer area

Capture suggested topics.
Add selected topics to the chatbot.
Enable the topics.



Explanation:

You can use content from existing webpages when creating a Power Virtual Agents bot. This is useful if you already have help or support content, such as FAQ pages or support sites.

There are three main steps to using the feature:

1. Select Suggest topics on the Topics page to extract content from FAQ/support pages or online files.
2. Add the suggested topics to your bot.
3. Enable the topics.

Reference:

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

QUESTION 110

Hotspot Question

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.

Answer Area

Scenario	Action
What happens to existing accounts?	Existing accounts show the old BPF. Existing accounts show the new BPF. Existing accounts only show the new stage.
What happens to new accounts?	No BPF is linked to a new account. The new BPF shows only the new stage for a new account. The new BPF is showing in a new account.

Answer:

Answer Area

Scenario	Action
What happens to existing accounts?	Existing accounts show the old BPF. Existing accounts show the new BPF. Existing accounts only show the new stage.
What happens to new accounts?	No BPF is linked to a new account. The new BPF shows only the new stage for a new account. The new BPF is showing in a new account.

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: The new BPF is showing in a new account

Because in both scenarios, the new version of the BPF will be displayed.

Reference:

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

QUESTION 111

Drag and Drop Question

You are examining several processes to determine if you can automate the processes by using Power Automate.

The processes must run without human intervention when possible.

You need to determine which flow type should be used for each process.

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

Flow types	Answer Area	Process	Flow type
Scheduled cloud flow		Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.	
Attended desktop flow		Read data from a text file and populate the data into a third-party desktop application by using saved credentials.	
Unattended desktop flow			

Answer:

Flow types	Answer Area	Process	Flow type
Scheduled cloud flow		Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.	Attended desktop flow
		Read data from a text file and populate the data into a third-party desktop application by using saved credentials.	Unattended desktop flow

Explanation:

Box 1: **Attended desktop flow**

Desktop flows are used to automate tasks on the Web or the desktop. 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.

Note: Web applications are critical components of most organizations, and they are commonly used to access data from servers.

Most CRM and ERP platforms run through web browsers, while the most popular business productivity tools are web services. Web applications are unquestionably an integral part of the technological infrastructure of most companies.

To provide automation solutions for these applications, Power Automate Desktop supports all major browsers through its web automation actions.

Box 2: **Unattended desktop flow.**

Unattended desktop flows are best for applications that do not need human supervision.

References:

<https://docs.microsoft.com/en-us/learn/modules/pad-web/1-introduction>

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

QUESTION 112

Hotspot Question

You have a model-driven app. You create five Microsoft Excel templates for analyzing customer data.

Four of the templates must be available to all users. The remaining template must be available

only to you.

You configure the appropriate security roles for users.

You need to determine how to upload the Excel templates.

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

NOTE: Each correct selection is worth one point.

Answer Area

Availability	Method
Available to everyone	▼ In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.
Available only to yourself	▼ In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.

Answer:

Answer Area

Availability	Method
Available to everyone	▼ In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.
Available only to yourself	▼ In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.

Explanation:

Box 1: In the Settings menu, select Document Templates

Templates uploaded from the Settings page are available to all users. You don't need to take any further action.

Administrators can use the Settings page to upload the Excel template. A template uploaded in Settings is available to all users.

For admins: Upload the Excel template

1. Go to Settings > Templates > Document Templates.
2. Click Upload Template.
3. Drag the Excel file into the dialog box or browse to find and upload the file.
4. Upload Template dialog box.

5. Click Upload.

Box 2: In the view for the email records, select Excel templates

Note: For non-admins or admins wanting to create a personal template: Upload the Excel template

Open a page with a list of records, for example, the list of Sales Opportunities. Go to Sales > Opportunities > My Open Opportunities.

1. On the menu bar, click Excel Templates > Create Excel Template.

2. Click Excel Template > Upload.

3. Click Upload to add the Excel template.

4. Drag the file into the dialog box or browse to find and upload the file.

5. Click Upload.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/analyze-your-data-with-excel-templates>

QUESTION 113

Drag and Drop Question

You are implementing a model-driven app to support a new line of business.

There are several places where automated business logic must be applied.

You need to determine how to apply the business logic.

Which method should you use? To answer, drag the appropriate methods to the appropriate business logic statements. Each method 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.

Methods	Answer Area	
	Business logic	Method
Business rule	Make a field read only until a predetermined value is exceeded.	Method
Real-time workflow	Automatically send an email when a record's status is changed to deactivated.	Method
Power Automate instant flow	Use the previous value of a field when the value is automatically updated as part of the	Method

Answer:

Methods

Business rule
Real-time workflow
Power Automate instant flow

Answer Area

Business logic

Make a field read only until a predetermined value is exceeded.

Automatically send an email when a record's status is changed to deactivated.

Use the previous value of a field when the value is automatically updated as part of the

Method

Business rule

Real-time workflow

Real-time workflow

Explanation:

Box 1: Business rule

By combining conditions and actions, you can do any of the following with business rules:

- Set column values
- Clear column values
- Set column requirement levels
- Show or hide columns
- Enable or disable columns
- Validate data and show error messages
- Create business recommendations based on business intelligence.

Box 2: Real-time workflow

Real-time workflows:

Process: Discount for a specific group of accounts - Microsoft Dynamics CRM - Internet Explorer

Working on solution: Default Solution

Information

General Administration Notes

Hide Process Properties

Process Name: Discount for a specific group of accounts

Activate As: Process

Available to Run

☒ Run this workflow in the background (recommended)

☐ As an on-demand process

☐ As a child process

Workflow Job Retention

☒ Automatically delete completed workflow jobs (to save disk space)

Entity: Opportunity

Category: Workflow

Options for Automatic Processes

Scope: User

Start when:

☒ Record is created

☒ Record status changes

☐ Record is assigned

☐ Record fields change

☐ Record is deleted

Add Step

Discount for the child accounts of the Alpine Ski House account

If Account (Account) Account Under (Alpine Ski House (sample)), then:

Apply 10% discount

Update: Opportunity

Discount for the accounts that are not children of the Alpine Ski House account

If Account (Account) Account Not Under (Alpine Ski House (sample)), then:

Apply 5% discount

Update: Opportunity

Status: Draft

Box 3: Real-time workflow

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-business-rules-recommendations-apply-logic-form>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/configure-workflow-steps>

<https://carldesouza.com/difference-between-instant-automated-and-scheduled-flows-in-power-automate-and-how-to-change-the-type/>

QUESTION 114

Hotspot Question

A company's sales staff wants a simplified way to manage their opportunities in Dynamics 365 Sales without adding custom code.

You need to provide a solution for each requirement.

Which solutions should you provide? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Solution
Drag and drop opportunities to change the stage.	Add a Kanban control. Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	Add both controls to a custom view. Add both controls to the My Opportunities view. Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	Use the List view. Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

Answer:

Answer Area

Requirement	Solution
Drag and drop opportunities to change the stage.	Add a Kanban control. Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	Add both controls to a custom view. Add both controls to the My Opportunities view. Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	Use the List view. Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

Explanation:

Box 1: **Add a Kanban control.**

The Kanban view allows your sales team to move opportunities from one stage to another by simply dragging them.

Box 2: **Add both controls to the My Opportunities view.**

- Kanban views help salespeople to manage their opportunities and activities effectively. Add the Kanban control to the Opportunity and Activity entity so salespeople can use the Kanban views.

The Kanban control works only on the Opportunity and Activity entities.

- If you use unified interface, you can display any record in a calendar view via the calendar control.
 - Go to Settings->Customization->Customize the System
 - Open the configuration for the entity that you want to use the calendar control (Opportunities in our example)
 - Click the View tab
 - Click "Add Control" and select the calendar control.
 - Click the dot for every interface from which you want the calendar control to be available.

Box 3: **Use the chart pane on the view**

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-sales/work-opportunities-kanban-view>

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

<https://fivep.com.au/how-to-get-visibility-and-report-on-an-opportunities-active-current-sales-stage-without-code-microsoft-dynamics-365/>

QUESTION 115

You plan to implement Microsoft Dataverse.

You must track changes for two columns in the Account table. You must maintain a historical log of changes for the two columns and track only what is necessary. You configure the appropriate organization settings.

You need to configure the system to track changes for the two columns.

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

NOTE: Each correct selection is worth one point.

- A. Enable auditing for the Account table.
- B. Enable auditing for the two specific columns.
- C. Enable change tracking for the Account table.
- D. Enable change tracking for the two specific columns.

Answer: AB

Explanation:

By setting the `IsAuditEnabled` property of a table's definition and the `IsAuditEnabled` property of each desired column's definition to true, data changes to records of those tables can be logged by the platform.

Note: There are three levels where auditing can be configured: organization, table, and column. The organization level is the highest level, followed by the table level, and finally the column level. For column auditing to take place, auditing must be enabled at the column, table, and organization levels. For table auditing to take place, auditing must be enabled at the table and organization levels.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entities-attributes-auditing>

QUESTION 116

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 administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user named Elisabeth Rice signs in to the app by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: From Dynamics 365 Settings, select **Email Configuration**. In the active mailbox for the user, update the name.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Change the user name, not the email configuration.

Change a user's email address

You must be a global admin to complete these steps.

1. In the admin center, go to the Users > Active users page.
2. Select the user's name, and then on the Account tab select Manage username.
3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain.
4. Select Save changes.

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

QUESTION 117

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. Entities component of a solution**
- C. Microsoft Excel template
- D. System settings

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.

QUESTION 118

Hotspot Question

A company uses a canvas app to manage production resources in a specific region. Employees must be at company locations to use the app.

Due to a sudden requirement for employees to work remotely, employees no longer commute to a specific location to conduct their work and cannot access the canvas app.

You must reconfigure the app to ensure that employees only access the app from a limited number of locations.

You need to restrict access to the app.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component
Ensure that employees can only access the app from a specific region	▼ Canvas app settings Power Platform admin center Azure Active Directory Office 365 admin center
Specify the locations where a user can access the app	▼ Security role Conditional Access policy Local Security policy Compliance policy

Answer:

Answer Area

Requirement	Component
Ensure that employees can only access the app from a specific region	▼ Canvas app settings Power Platform admin center Azure Active Directory Office 365 admin center
Specify the locations where a user can access the app	▼ Security role Conditional Access policy Local Security policy Compliance policy

Explanation:

Conditional Access analyses signals such as user, device, and location to automate decisions and enforce organizational access policies for resources. For example, when location restrictions are set in a user's profile and the user tries to sign in from a blocked location, access to customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, Dynamics 365 Project Service Automation), and finance and operations apps are denied.

<https://docs.microsoft.com/en-us/power-platform/admin/restrict-access-online-trusted-ip-rules>

QUESTION 119

Hotspot Question

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.

Answer Area

Task	Flow type
Perform repetitive actions in an existing application that does not have an API	▼ Desktop flow Automated flow Business process flow
Send an email to a contact on their birthday	▼ Instant flow Scheduled flow Automated flow

Answer:

Answer Area

Task	Flow type
Perform repetitive actions in an existing application that does not have an API	▼ Desktop flow Automated flow Business process flow
Send an email to a contact on their birthday	▼ Instant flow Scheduled flow Automated flow

Explanation:

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

QUESTION 120

Drag and Drop Question

A company is creating a business process flow in Power Automate to analyze the probability that a customer will buy a specific product.

The company uses ratings from zero to one hundred. The company assigns likelihoods based on the following table:

Rating	Likelihood that customer will buy product
0-35	Low
36-60	Medium
60-75	High
Greater than 75	Very High

You need to define the business process steps. All logic must be included in a single evaluation statement.

Which step should you use? To answer, drag the appropriate steps to the correct ratings. Each step 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.

Steps

Check Condition
Conditional Branch
Custom Step
Default Action

Answer Area

Rating

0-35

36-60

76+

Step

Answer:

Steps

Check Condition
Conditional Branch
Custom Step
Default Action

Answer Area

Rating

0-35

36-60

76+

Step

Conditional Branch

Conditional Branch

Default Action

Explanation:

- 1 - conditional branch (if..)
- 2 - conditional branch (if..)
- 3 - default action (else)

QUESTION 121

Hotspot Question

You create a Power Automate flow as part of a managed solution. The flow alerts users when files are uploaded to a SharePoint location.

Files are uploaded to SharePoint at a much higher rate than expected. Users report that they receive too many notifications about uploaded files.

You need to stop the flow and correct the issue.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Disable the flow in the managed solution	▼ - Disable the flow from the Power Automate portal - Disable the flow from the Azure portal - Disable the flow from the Power Automate solution
Verify changes to the flow	▼ - Run the Flow checker and then turn on the updated flow - Use the Test feature on the updated flow and then turn on the flow - Turn on the flow and then use the Test feature for the updated flow - Run the Flow checker and then use the Test feature on the updated flow

Answer:

Answer Area

Requirement	Action
Disable the flow in the managed solution	▼ Disable the flow from the Power Automate portal Disable the flow from the Azure portal Disable the flow from the Power Automate solution
Verify changes to the flow	▼ Run the Flow checker and then turn on the updated flow Use the Test feature on the updated flow and then turn on the flow Turn on the flow and then use the Test feature for the updated flow Run the Flow checker and then use the Test feature on the updated flow

Explanation:

You can't test feature if flow is turn off, so first turn on and then test. And additionally one notification if it's managed solution you cant edit them so for me this question is not correct. If you want to update a flow firs solution must be unmanaged.

<https://docs.microsoft.com/en-us/power-automate/edit-solution-aware-flow>

<https://docs.microsoft.com/en-us/power-automate/error-checker>

QUESTION 122

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 123

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 124

Hotspot Question

A company uses a model-driven Power Apps app in a new environment. The base language is English.

You need to configure French and Spanish.

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

NOTE: Each correct selection is worth one point.

Requirement

Allow a language to be used within an organization.

Enable the languages.

Configuration component

▼
Default language
Language collation
Language packs
LCID

▼
Browser
Environment
Power Apps app
Tenant

Answer:

Requirement

Allow a language to be used within an organization.

Enable the languages.

Configuration component

▼
Default language
Language collation
Language packs
LCID

▼
Browser
Environment
Power Apps app
Tenant

Explanation:

Box 1: **Language packs**

Before users can start using a Language Pack to display a language, the Language Pack must be enabled in your organization.

Box 2: **Environment**

Enable the language

These settings can be found in the Microsoft Power Platform admin center by going to Environments > [select an environment] > Settings > Product > Languages.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/enable-languages>

QUESTION 125

You are configuring a new Power Apps portal. You have two web roles, one for authenticated users and one for anonymous users. You grant the Anonymous Users role to users.

A test user reports that they can access the home page but cannot view a page linked from the home page.

You need to determine why the test user cannot view the portal page.

What is the cause of the issue?

- A. The setting to make the page available to everyone is disabled.
- B. Inherited permissions are not enabled for the linked page.**
- C. The Authenticated Users Web role does not have permission to view the page.
- D. Maintenance mode is enabled on the portal.

Answer: B

Explanation:

You use page permissions to control user access to portal webpages. For example, you can allow pages to be available anonymously for public access, or restrict access to users who have specific roles. Depending on business requirements, you can manage the inheritance of page permissions from a parent page to a child page. A page can have child web files—such as downloadable documents, CSS files, or JS files—and you can also manage the inheritance of page permissions from the page to such child web files.

Note: Inherit permissions from a parent page

Permissions section shows Inherit parent page permissions when a child page is selected that has the parent page with Page available to everyone set to Off.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/webpage-access-control>

QUESTION 126

Hotspot Question

A company is configuring a Power Apps portal using Microsoft Dataverse.

The company requires the following:

- Only authenticated users must be able to sign into the portal.
- Authenticated users must have varying degrees of access to the different parts of the portal.
- Users must enter one of several external identities when creating an account during the open registration process.

You need to configure user authentication and permissions.

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

NOTE: Each correct selection is worth one point.

Answer Area

Configuration	Component
Required for each authenticated user before security can be assigned.	▼ Contact table record Local user Microsoft work or school account Account table record
Required for authenticated users to access restricted pages of the portal.	▼ Contact table record Local user Microsoft work or school account Web roles

Answer:

Answer Area

Configuration	Component
Required for each authenticated user before security can be assigned.	▼ Contact table record Local user Microsoft work or school account Account table record
Required for authenticated users to access restricted pages of the portal.	▼ Contact table record Local user Microsoft work or school account Web roles

Explanation:

Box 1: Contact table record

In Power Apps portals, each authenticated portal user is associated with a contact record in Microsoft Dataverse.

Box 2: Web roles

Portal users must be assigned to web roles to gain permissions beyond unauthenticated users.

Reference:

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

QUESTION 127

Drag and Drop Question

You create a new solution for a business process.

The business process includes uploading specific file types to a web service.

You need to ensure that the business process works the same way anywhere the solution is deployed.

Which option should you use? To answer, drag the appropriate options to the correct configurations. Each option 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.

Options		Answer Area	
		Configuration	Option
Connection reference	• • • •	Blocked file types	Option
Environment variable		URL to a web service	Option
Solution system settings			

Answer:

Options	Answer Area						
Connection reference	<table border="1"><thead><tr><th>Configuration</th><th>Option</th></tr></thead><tbody><tr><td>Blocked file types</td><td>Solution system settings</td></tr><tr><td>URL to a web service</td><td>Environment variable</td></tr></tbody></table>	Configuration	Option	Blocked file types	Solution system settings	URL to a web service	Environment variable
Configuration	Option						
Blocked file types	Solution system settings						
URL to a web service	Environment variable						

Explanation:

Box 1: **Solution system settings**

For Power Apps in Settings > Customizations > Customize the System you can configure email and document management, activate or deactivate processes, and more.

Box 2: **Environment variable**

When should Environment variables be used?

Some examples include:

When an input parameter needs to change across environments and should not be hard-coded. For example, a URL that points to a different resource in development and production environments.

If you're building a solution where your customer is required to provide an input value. Application setup pages.

Incorrect:

A connection reference is a solution component that contains information about a connector.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/advanced-navigation>

<https://powerapps.microsoft.com/en-us/blog/environment-variables-available-in-preview/>

QUESTION 128

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. **Entities component of a solution**
- B. Microsoft Excel template
- C. Microsoft Visual Studio
- D. List view of the entity

Answer: A

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.

QUESTION 129

A company is implementing Power Apps and Power Automate.

Several components are created within Power Apps, Microsoft Dataverse, and Power Automate. These components must be promoted from the development environment to the user acceptance test environment in a single solution package.

You need to create the solution package for promotion.

Where should you create the package?

- A. Azure DevOps
- B. Power Apps designer
- C. Microsoft Power Platform admin center
- D. Azure portal
- E. Office 365 admin center

Answer: C

Explanation:

To create a solution:

0. Start Microsoft Power Platform admin center
1. Sign in to Power Apps and select Solutions from the left navigation.
2. Select New solution and then complete the required columns for the solution.
3. Select Save.

Then add components to the solution.

Note: The Power Platform admin center provides a unified portal for administrators to manage environments and settings for Power Apps, Power Automate, and customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).

Incorrect:

Not B: Power Apps Studio is the app designer used for building canvas apps.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-solution>

QUESTION 130

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.

1. From Power Apps, select Solutions.
2. In the All Solutions list, select the unmanaged solution that contains the localizable text you want.
3. On the command bar, select Translations > Export Translations.

Reference:

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

QUESTION 131

A company plans to send escalation emails to all customers with overdue invoices. You are creating a Microsoft Power Automate flow to determine whether to send an escalation email.

The system must send an alert for all invoices that are seven days or more overdue.

You need to configure the flow.

Which expression should you use?

- A. `@GreaterOrEquals(TriggerEmail()?['OverdueDate']): '7')`
- B. `'OverdueDate' >= '7'?TriggerEmail(): false`
- C. `TriggerEmail() = 'OverdueDate' >= 7;`

Answer: A

Explanation:

Example: `equals(triggerOutputs()?['body/PDFStatus/Value'],'Ready to Generate')`

Reference:

<https://evolvous.com/microsoft-power-automate-trigger-condition/>

QUESTION 132

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 133

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 134

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 135

A user reports that they cannot see the app on their mobile device. What should you do?

- A. Share the app.
- B. Export the app and email it to the user.
- C. Export the app and import it into the user's environment.
- D. Run the App Checker.

Answer: A

QUESTION 136

You want to add a classic workflow to execute on a stage transition. You cannot select the workflow. What should you do?

- A. Change the workflow to run in the background.
- B. Change the workflow to be available to run on demand.
- C. Recreate the workflow using the business process flow entity.
- D. You can't use a classic workflow and should instead create a Power Automate flow.

Answer: B

QUESTION 137

How many Common Data Service databases can a Power Platform environment have?

- A. One
- B. Two
- C. Five
- D. No limit

Answer: A

QUESTION 138

You send a request to a contact to use your portal app. What should they enter when signing up to the portal to link their user to their contact record?

- A. Email address
- B. Full name
- C. Invitation code
- D. Web role

Answer: C

QUESTION 139

How often are audit logs created?

- A. Every 7 days
- B. Every 30 days
- C. Every 90 days
- D. Every 180 days

Answer: C

QUESTION 140

What should you add to your Power Virtual Agents to prevent escalations to a human agent when your chatbot cannot determine the user's intent?

- A. Fallback topic
- B. System topic
- C. Variable
- D. Entity

Answer: A

QUESTION 141

What can trigger a Power Automate flow?

- A. A comment being added to a dashboard

- B. A Power BI dataset being refreshed
- C. A Power BI alert**
- D. A Power BI workspace being shared

Answer: C

QUESTION 142

You are a Power Platform functional consultant for a retail organization. Your organization uses Microsoft Teams.

You need to add a channel to Microsoft Teams when a new retail store is opened to manage recruitment at the store. The channel needs to capture candidate feedback from job interviews. Which two actions should you perform? Each correct answer presents a part of the solution.

- A. Microsoft 365 Groups solution
- B. Power Automate cloud flow**
- C. Classic workflow
- D. Customer Voice survey
- E. Adaptive card**
- F. Power Automate desktop flow

Answer: BE

QUESTION 143

Your users report that they are not seeing your model-driven app. What should you do?

- A. Share the app.**
- B. Publish the app.
- C. Run the app checker.
- D. Run the solution checker.

Answer: A

QUESTION 144

Which visual do you add to a Power BI report to allow users to take action from within the report and dashboard?

- A. KPI
- B. TreeMap
- C. Power Apps**
- D. Scatter

Answer: C

QUESTION 145

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 146

You are using the Data import wizard to import records into the account table from a CSV file. The CSV-to-table mapping is as following:

- Name column represents the account and maps to the Account column.
- TIE Parent Name column represents the holding company of the account with subsidiaries underneath

Records that are imported into the table are only related to other records in the file.
You need to configure the import to create the relationship between records.
What should you do?

- A. Map Parent Name in the CSV file to the Parent Account column.
Select Account as lookup criteria.**
- B. Lookup the record IDs Of the records in the ParentAccount column.
Add the record IDs new column in the file. Map the new column to the ParentAccount column.
- C. Map Parent Name in the file to the Parent Account column.
Select Parent Account as lookup criteria.
- D. Create an alternate key the account table by using the Account Name column.
Do not map parent Name in file.

Answer: A

Explanation:

Run through this in the system and see the steps match exactly. "Select Account Name as the lookup criteria." This is where you select the column 'Account name' on the Account table, which is referenced via the Parent Account lookup.

QUESTION 147

A company creates a Microsoft Power Apps app through the Power Apps designer portal for use in Microsoft Teams.

This app needs to be promoted to the user acceptance testing environment.

You need to complete the Microsoft recommended actions before you export the solution.

Which two actions should you complete? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Write validation tests.
- B. Set the Optimized embedding appearance field to true.
- C. Publish all changes.
- D. Run the solution checker.
- E. Clone a solution.

Answer: CD

Explanation:

<https://learn.microsoft.com/en-us/power-apps/developer/model-driven-apps/publish-customizations>.

QUESTION 148

A company is training an AI model using a custom table to determine the amount of time it takes to deliver a package based on several key fields.

The testing data used to train the model is used for all training and regression testing scenarios and is considered complete data. The trained model predicts a 2 percent variance between the estimated delivery time and the actual delivery time of packages.

The executive sponsors reject the model because the actual variance is at 15 percent.

You need to address the sponsors' concern.

What should you do?

- A. Reduce the size of the data used within the model.
- B. Increase the size of the data used with the model.
- C. Use sample training data from Microsoft
- D. Replace the training data with real-world data.

Answer: D

Explanation:

Note: Start using AI Builder with sample data

Don't have any data of your own to create a model? No problem! We've got you covered.

Sample data is available for several AI Builder model types, together with instructions for working with the sample data.

Reference:

<https://docs.microsoft.com/en-us/ai-builder/samples>

QUESTION 149

Drag and Drop Question

A company has a portal. Users sign into the portal by using a social media account.

The company wants to replace the existing portal with a Power Apps portal. Users must sign up for access to the portal by using a Microsoft account and a unique invitation code that will be provided to the users.

You need to configure authentication for the home page.

Which values should you use? To answer, drag the appropriate values to the appropriate authentication settings. Each value 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.

Values	Answer Area
Yes	Authentication setting
No	External sign in
	Open registration

Answer:

Values	Answer Area
Yes	Authentication setting
No	External sign in
	Open registration

Explanation:

Box 1: Yes

External login: External authentication is provided by the ASP.NET Identity API. Account credentials and password management are handled by third-party identity providers, for example Facebook, LinkedIn, Google, Twitter, and Microsoft.

Box 2: No

A unique invitation code will be provided to users so it isn't open registration.

Reference:

<https://learn.microsoft.com/en-us/power-apps/maker/portals/configure/use-simplified-authentication-configuration#configure-general-authentication-settings>

<https://docs.microsoft.com/en-us/power-apps/maker/portals/configure/set-authentication-identity>

QUESTION 150

Drag and Drop Question

You are using a development environment to add a new column to a system table.
You plan to move the changes to a test environment they are complete.

The changes must meet the following requirements:

- Must be clearly identified so that they are not confused with system components and components from other solutions.
- Must not affect any existing components in the test environment.

You need to prepare a solution for deployment to the test environment.

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
Select a managed solution and add the correct publisher.	
Choose an existing publisher.	
Create a new publisher.	
Add the table to the solution and add the new column.	
Add the table with all components to the solution.	
Run the solution checker on the solution.	
Create a new unmanaged solution and select the correct publisher.	

Answer:

Actions	Answer area
Select a managed solution and add the correct publisher.	Create a new publisher.
Choose an existing publisher.	Create a new unmanaged solution and select the correct publisher.
	Add the table to the solution and add the new column.
	Run the solution checker on the solution.
Add the table with all components to the solution.	

Explanation:

Step 1: Create a new publisher

Solution publisher

Every app and other solution components such as entities you create or any customization you make is part of a solution. Because every solution has a publisher, you should create your own publisher rather than use the default. You specify the publisher when you create a solution.

Step 2: Create a new unmanaged solution and select the correct publisher
Unmanaged solutions are used in development environments while you make changes to your application. Unmanaged solutions can be exported either as unmanaged or managed. Exported unmanaged versions of your solutions should be checked into your source control system. Unmanaged solutions should be considered your source for Microsoft Power Platform assets. When an unmanaged solution is deleted, only the solution container of any customizations included in it is deleted. All the unmanaged customizations remain in effect and belong to the default solution.

Incorrect:

* Select a managed solution and the correct publisher

Managed solutions are used to deploy to any environment that isn't a development environment for that solution. This includes test, UAT, SIT, and production environments. Managed solutions can be serviced independently from other managed solutions in an environment. As an ALM best practice, managed solutions should be generated by exporting an unmanaged solution as managed and considered a build artifact. Additionally: You can't edit components directly within a managed solution.

Step 3: Add the table to the solution and add the new column.

Step 4: Run the solution checker on the solution

Use solution checker to validate your model-driven apps in Power Apps.

Reference:

<https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm>

<https://docs.microsoft.com/en-us/power-apps/maker/data-platform/use-powerapps-checker>

QUESTION 151

Hotspot Question

A customer uses Power Apps to view and maintain their contacts that are stored in Microsoft Dataverse.
Several columns must be configured to ensure the security settings for sales associates are view only.

You need to configure the access restrictions.

Which component for field-level security should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Action	Component
Enable the fields for record-level security.	▼ Azure Data Lake Gen2 Azure SQL Power Apps app designer Microsoft Power Platform admin center
Set the security settings for the sales associates to view only.	▼ Azure Active Directory group team Dataverse table Field Security Profiles User

Answer:

Answer Area

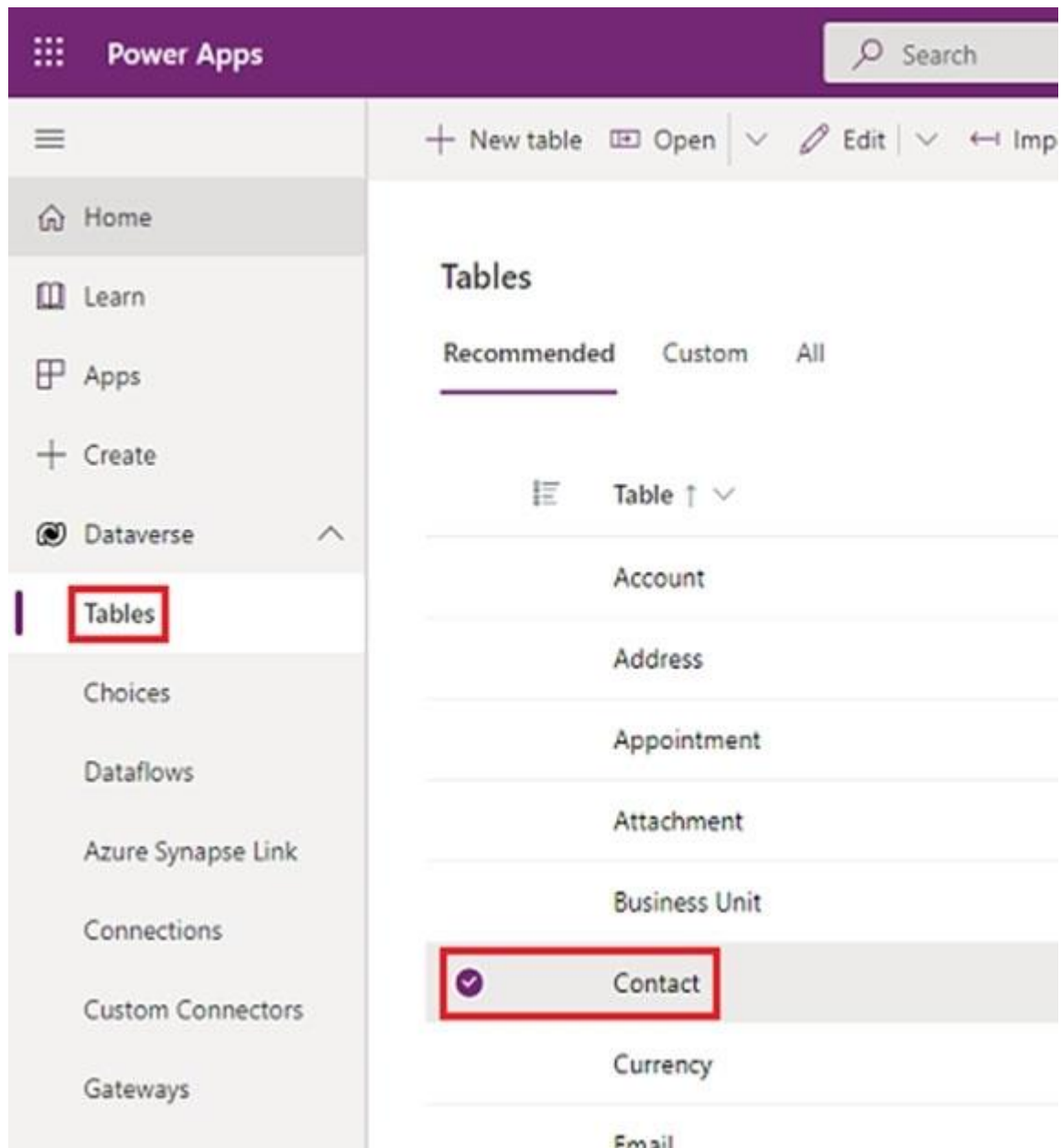
Action	Component
Enable the fields for record-level security.	▼ Azure Data Lake Gen2 Azure SQL Power Apps app designer Microsoft Power Platform admin center
Set the security settings for the sales associates to view only.	▼ Azure Active Directory group team Dataverse table Field Security Profiles User

Explanation:

Box 1: Power Apps app designer

Secure the column. Example

1. Sign in to Power Apps (The Power Apps website - <https://make.powerapps.com>)
2. Select Dataverse > Tables.
3. Select the Contact table.



4. Under Schema, select Columns.

5. Expand Advanced options, and then under General, enable Enable column security.

Required ⓘ

Optional ▼

☒ Searchable ⓘ

Advanced options ^

Schema name * ⓘ

MobilePhone

Logical name

mobilephone

Maximum character count *

50

Input method editor (IME) mode *

Inactive ▼

General

☒ Enable column security ⓘ

☒ Enable auditing ⓘ

ⓘ This column will not be audited until auditing is enabled for the organization.

Dashboard

☐ Appears in dashboard's global filter ⓘ

☐ Sortable ⓘ

6. Select Save.

Box 2: Field Security Profiles

Configure the security profiles. Example

1. From the Power Platform admin center, select the environment to configure security profiles for.
2. Select Settings > Users + permissions > Column security profiles.
3. Select New Profile, enter a name, such as Sales Manager, enter a description, and then select Save.

4. Select Sales Manager, select the Users tab, select + Add Users, select the users that you want to grant access to the mobile phone number on the contact form, and then select Add.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/app-designer-overview>

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

QUESTION 152

Hotspot Question

A company has a sales application that is supported by an Azure SQL database.

You are developing a Power Apps app for use by customer service agents.

The app must reference customer data from the sales application. Data in the sales application is constantly changing and must not be replicated in Microsoft Dataverse. Some customer data is considered sensitive.

You must protect data for specific fields when users view data in the app.

You need to configure table creation for the app.

How should you configure the app? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Action

Dataverse table type to create for the referenced customer data.

	▼
Create a virtual table.	
Create an activity table.	
Create a user-owned table.	
Create an organization-owned table.	

Protect sensitive customer data for specific fields.

	▼
Create an alternate key.	
Create a secured column.	
Implement input method editor (IME) mode.	
Set the value of the visible property of the fields to false.	

Answer:

Answer Area

Requirement

Action

Dataverse table type to create for the referenced customer data.

	▼
Create a virtual table.	
Create an activity table.	
Create a user-owned table.	
Create an organization-owned table.	

Protect sensitive customer data for specific fields.

	▼
Create an alternate key.	
Create a secured column.	
Implement input method editor (IME) mode.	
Set the value of the visible property of the fields to false.	

Explanation:

Box 1: **Create a virtual table**

A virtual table is a custom table in Microsoft Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services.

Box 2: **Create a secured column**

Add a secured column to a Data Source

You create columns for a Data Source in the same way as any other table. For data that is encrypted or sensitive, enable the Data Source Secret attribute on the custom column of the Data Source.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/data-platform/create-edit-virtual-entities>

QUESTION 153

Hotspot Question

You are creating a business process flow for a Power Apps app.

The business process flow must meet the following requirements:

- Must be available offline.
- Send an email to the team when a record is created.

You need to set up business process flow.

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

Answer Area

Requirement

Configuration

Make it available offline

▼
Ensure that the business process flow is referencing one table. Ensure that the business process flow is referencing two tables. Ensure that the business process flow is referencing one table per stage.

Send an email to the team

▼
Create a step. Create a stage. Create a required column.

Answer:

Answer Area

Requirement

Configuration

Make it available offline

▼
Ensure that the business process flow is referencing one table.
Ensure that the business process flow is referencing two tables.
Ensure that the business process flow is referencing one table per stage.

Send an email to the team

▼
Create a step.
Create a stage.
Create a required column.

QUESTION 154

Hotspot Question

You are a consultant. A client asks you to remove several solutions in one of their Microsoft Dataverse environments.

The client wants to know what effect removing the solutions will have on the rest of the system.

You need to explain the results of removing the solutions.

Which components be affected? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Solution description	Component or components removed
An unmanaged solution contains a custom table. The table is in a parent-child relationship with another table.	The solution only. The solution and the lookup column. The solution, the table, and any data in the table.
A managed solution patch contains an update to a column label. The column is used in several forms and views.	The solution and the updated column label. The solution, the column, and any data in the column. The solution, the table, and the updated column label.
A managed solution that was created by an independent solution provider (ISV) contains a custom table and changes to the site map.	The solution only. The solution and the site map. The solution, the table, and any data in the table.

Answer:

Solution description	Component or components removed
An unmanaged solution contains a custom table. The table is in a parent-child relationship with another table.	The solution only. The solution and the lookup column. The solution, the table, and any data in the table.
A managed solution patch contains an update to a column label. The column is used in several forms and views.	The solution and the updated column label. The solution, the column, and any data in the column. The solution, the table, and the updated column label.
A managed solution that was created by an independent solution provider (ISV) contains a custom table and changes to the site map.	The solution only. The solution and the site map. The solution, the table, and any data in the table.

QUESTION 155

You are a Dynamics 365 for 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 Visual Studio
- B. Maker portal**
- C. Advanced Find
- D. System Settings

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. 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 156

You are embedding a Power Apps visual in a Power BI dashboard.

External customers must authenticate to have access to the dashboard.

You need to configure the solution.

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

NOTE: Each correct selection is worth one point.

- A. Set the Power BI service to authenticate users.
- B. Use a table in the Power BI dashboard.
- C. Publish to Power BI Report Server.
- D. Set the Power BI service to allow anonymous access.
- E. Share the Power Apps visual components with external users.

Answer: AE

Explanation:

Power BI uses Azure Active Directory (AAD) to authenticate users who sign in to the Power BI service, and in turn, uses the Power BI login credentials whenever a user attempts to access resources that require authentication. Users sign in to the Power BI service using the email address used to establish their Power BI account; Power BI uses that login email as the effective username, which is passed to resources whenever a user attempts to connect to data. The effective username is then mapped to a User Principal Name (UPN) and resolved to the associated Windows domain account, against which authentication is applied.

Reference:

<https://docs.microsoft.com/en-us/power-bi/enterprise/service-admin-power-bi-security>

QUESTION 157

A user needs to create a Power Apps portal app.

The user is getting a permission denied error when creating the portal app.

You need to configure permissions to create the portal app.

Which three permissions should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. In the Power Platform admin center, ensure that the user account has read-write access.
- B. In Azure Active Directory, assign the Contributor role to the application at the subscription scope.
- C. In Azure Active Directory, ensure that the user has permission to register an app.
- D. In the Power Platform admin center, change the portal app owner to the user.
- E. In the Power Platform admin center, ensure that the user has the System administrator security role.

Answer: ACE

Explanation:

AE: If you don't have sufficient privileges to provision a portal, an error is displayed. You must have the System Administrator role in Dataverse to create a portal.

You must also have the Access Mode set to Read-Write under Client Access License (CAL) Information in the user record.

C: No permissions to create Azure Active Directory application

When you create a portal, portal as a new application is registered in Azure Active Directory associated with the tenant. If you don't have sufficient permissions to register an application with your Azure Active Directory tenant, you'll see an error as follows:

To create and register applications in Azure Active Directory, you must contact your tenant administrator to turn on the App registrations setting for your tenant.

Note: If the app registrations setting is set to No, only users with an administrator role may register these types of applications. See Azure AD built-in roles to learn about available administrator roles and the specific permissions in Azure AD that are given to each role. If your account is assigned the User role, but the app registration setting is limited to admin users, ask your administrator to either assign you one of the administrator roles that can create and manage all aspects of app registrations, or to enable users to register apps.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/portals/create-common-problems>

<https://docs.microsoft.com/en-us/power-apps/maker/portals/create-portal>

<https://docs.microsoft.com/en-us/azure/active-directory/develop/howto-create-service-principal-portal#required-permissions>

QUESTION 158

A company collaborates by using Microsoft Teams.

You must create a Power Apps app directly from within a Teams channel. The app will be used by members of the channel to manage sales orders.

You need to create the app by using Dataverse for Teams.

How should you create the app?

- A. Create a canvas app by using a Power Apps personal app in Teams.
- B. Create a canvas app by using the App Studio app.
- C. Use the Power Apps web designer.
- D. Create a model-driven app by using the App Studio app

Answer: A

Explanation:

You can use the Power Apps app from the default Teams catalog as a personal app and create apps to share with teams in Teams. More information: Install the Power Apps personal app.

Reference:

<https://learn.microsoft.com/en-us/power-apps/teams/create-apps-overview#get-started-with-creating-apps-in-teams>

QUESTION 159

A farm uses a canvas app to manage schedules for planting fields with crop seeds. The farm uses business intelligence to provide recommendations for schedule changes based on weather data.

You must implement a business rule that changes information for several forms in the canvas app based on business intelligence data.

You need to configure the business rule.

Which scope should you use?

- A. Table
- B. All Forms
- C. Form specific

Answer: A

Explanation:

If you're building a Canvas app, you must use table as the scope.

Note: For mode-driven apps, set the scope, according to the following:

If you select this item...	The scope is set to...
Entity	Model-driven app forms and server
All Forms	Model-driven app forms
Specific form (Account form, for example)	Just that model-driven app form

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/data-platform/data-platform-create-business-rule>

QUESTION 160

Hotspot Question

A company uses Power Apps and Power Automate.

There is an issue with the existing flow in the test environment. Development changes are allowed in the test environment.

You need to troubleshoot the issue with the flow.

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

NOTE: Each correct selection is worth one point.

Action

Command

Enable changes to the flow.

Add existing
Remove
Edit
Turn off

Enable changes to the object.

Edit
Publish
Turn off

Answer:

Action

Command

Enable changes to the flow.

Add existing
Remove
Edit
Turn off

Enable changes to the object.

Edit
Publish
Turn off

Explanation:

<https://learn.microsoft.com/en-us/power-automate/edit-solution-aware-flow>

QUESTION 161

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 162

You are creating a Power Virtual Agents chatbot for a Microsoft Power Platform power apps portal app.

The job title of users must be stored automatically when users log in. The job title must always appear in the chatbot.

You need to configure the job title functionality.

Which mechanism should you use?

- A. artificial intelligence
- B. variable**
- C. entity
- D. topic

Answer: B

Explanation:

After enabling the Authentication, you will now have access to Two variables,
bot.UserDisplayName
bot.UserId

Reference: <https://powerusers.microsoft.com/t5/Power-Virtual-Agents-Community/Getting-User-Details-To-Use-In-Power-Virtual-Agents-In-Teams/ba-p/744934>

QUESTION 163

You create a Power Virtual Agents chatbot to reduce the number of incoming support calls that require a live person.

The chatbot does not direct users to the correct information. You determine that this is because the chatbot is not able to identify which product a user is referring to in a conversation.

You need to present a list of products so that users can select the correct product.

What should you create?

- A. Table
- B. Variable
- C. Slot filling

D. Entity

Answer: D

Explanation:

If you'd like to show some categories as buttons for users to conveniently choose from as their input, you can simply choose Select user options you created from the custom entity.

Reference:

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

QUESTION 164

A company has marketing teams for different regions.

A user creates and publishes a chatbot within Microsoft Teams for their specific marketing team.

The base metrics retrieved by the chatbot are relevant to all marketing teams.

The other marketing teams request access to the chatbot.

You need to publish the chatbot to the entire company.

What should you do?

- A. Configure the chatbot to be used with the Teams channel.
- B. Submit the chatbot for admin approval.**
- C. Copy the published chatbot link and email it to the other teams
- D. Invite the other teams to the team that has the chatbot.
- E. Export the chatbot and import it into a corporate environment.

Answer: B

Explanation:

Show to teammates and shared users

You can share your bot by adding it to the Microsoft Teams app store, Built for your org > Built by your colleagues section. Only your teammates and shared users will find the bot there.

Important

Only teammates or shared users can find and install the bot in the Microsoft Teams app store Built by your colleague section. The bot will not show for everyone in the organization even if it is configured to allow everyone to use the bot. To show the bot to the organization, submit the bot for admin's approval to show in Microsoft Teams app store Built by your org section.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/teams/publication-add-bot-to-microsoft-teams-teams>

QUESTION 165

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: AC

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 166

You are creating Power BI reports for a company.

A company that has a model-driven app wants to use Power BI reports within the app. You create the reports.

You need to ensure that these reports are available within the app.

Which two actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Share the Power BI report to all users.
- B. Add the Power BI report to the Site Map dashboards.
- C. Create a PCF file.
- D. Use the native reports in model-driven apps.
- E. Add the Power BI report to a dashboard in the model-driven app.

Answer: BE

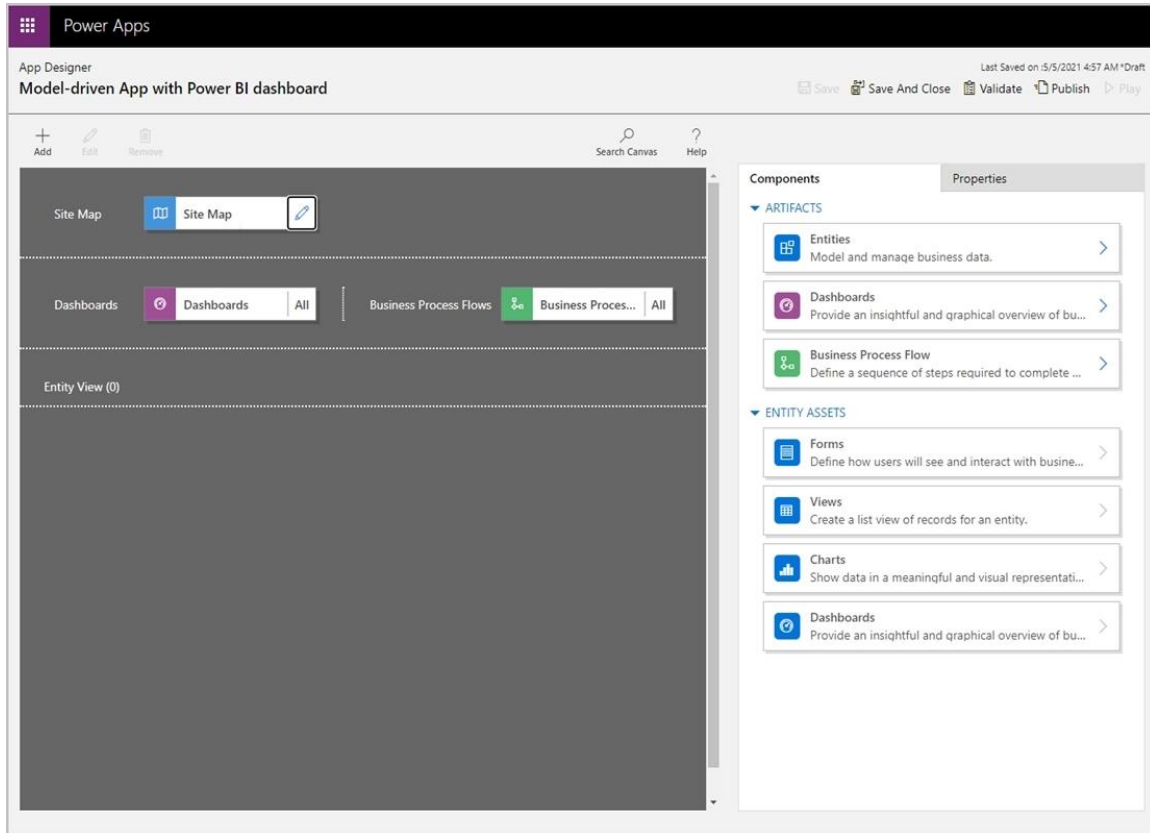
Explanation:

You can create a quick Power BI report, a model-driven app, and then add the report as a dashboard in the app.

Create a new model-driven app and add the Power BI embedded report.

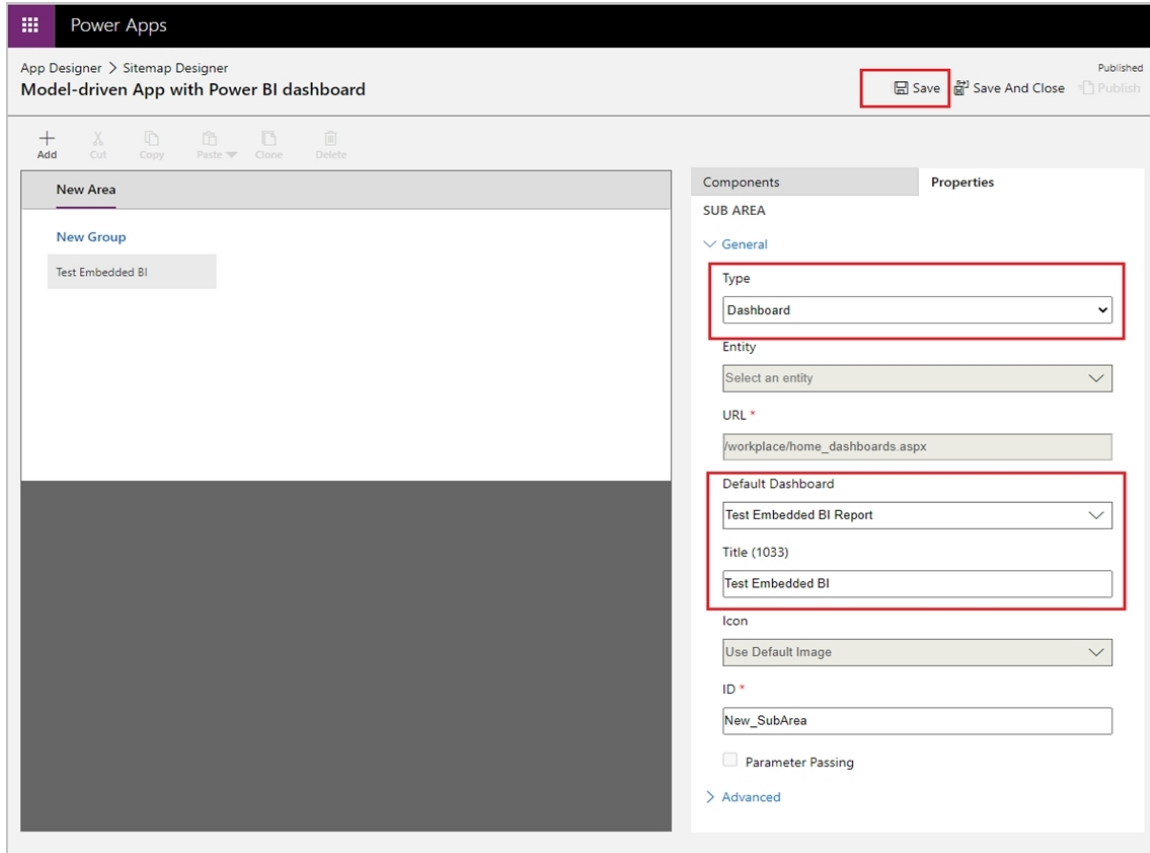
In this section, you create a model-driven app and add the Power BI embedded report created earlier.

1. Sign in to Power Apps, select the environment you want, and then on the left navigation pane, select Apps.
2. On the command bar, select +New app, and then select Model-driven.
3. Enter a Name for the model-driven app, and then select Done.
The model-driven app designer opens.
4. Select the Edit Site Map pencil icon, to open the sitemap designer. (B)



5. Select New subarea on the site map. Then select the following Properties, and then select Save:

Type: Dashboard -
Default Dashboard: Test Embedded BI Report
Title: Test Embedded BI -
Save and then Publish -



6. Select Publish, and then select Save and Close to close the sitemap designer.

7. On the app designer command bar select, Save, then Validate, and then select Publish.

Incorrect:

* PCF file

PCF (PowerApps component framework) empowers professional developers and app makers to create code components for model-driven apps and canvas apps to provide an enhanced user experience for the users to view and work with data in forms, views, and dashboards.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/add-powerbi-visual>

QUESTION 167

You create functionality for a company. The functionality includes a Microsoft Dataverse table with a form for data entry.

The functionality will be distributed to other lines of business in the company, each with its own Dataverse environment.

New forms must not be created in order for updates to the functionality to work correctly.

You need to package the new functionality for distribution.

What should you do?

A. Use a patch solution and disable the ability to create new forms for the table.

B. Use a managed solution and include only the needed form.

- C. Use an unmanaged solution and include only the needed form.
- D. Use a managed solution and disable the ability to create new forms for the table.

Answer: B

Explanation:

Managed solutions are used to deploy to any environment that isn't a development environment for that solution. This includes test, UAT, SIT, and production environments. Managed solutions can be serviced independently from other managed solutions in an environment. As an ALM best practice, managed solutions should be generated by exporting an unmanaged solution as managed and considered a build artifact. Additionally:
You can't edit components directly within a managed solution.

Reference:

<https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm>

QUESTION 168

You create a new independent software vendor (ISV) solution for a Power Apps app.

The Power Apps solution will be imported into multiple customer environments. The environments will have a large variety of solutions and publishers.

You need to avoid naming conflicts during solution import.

Which element should you configure?

- A. Package type
- B. Configuration page
- C. Marketplace
- D. Prefix**
- E. Version

Answer: D

Explanation:

A solution publisher includes a prefix. The publisher prefix is a mechanism to help avoid naming collisions. This allows for solutions from different publishers to be installed in an environment with few conflicts. For example, the Contoso solution displayed here includes a solution publisher prefix of contoso.

Reference:

<https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm>

QUESTION 169

Drag and Drop Question

You modify a model-driven app for a bicycle repair help desk. The model-driven app is for help desk users when customers have an issue with their bicycle.

After you add a custom table named bicycle, you configure the table for Microsoft Dataverse search. The table will contain information from callers about their bicycles. The account table is related to the custom table. Contact information is brought over to the custom table.

You add the following columns to the table:

- Bicycle type
- Tire brand
- Special equipment

Users must be able to perform the following types of searches:

- Search for all customers who have a bicycle type of Contoso and live in Florida.
- Search all tables for any record that contains the word broken.

You need to decide which type of search will give you the results desired.

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

Search types	Answer Area						
Dataverse search	<table border="1"><thead><tr><th>Requirements</th><th>Search type</th></tr></thead><tbody><tr><td>Customer with bicycle type of Contoso and lives in Florida</td><td></td></tr><tr><td>Includes the word broken across tables</td><td></td></tr></tbody></table>	Requirements	Search type	Customer with bicycle type of Contoso and lives in Florida		Includes the word broken across tables	
Requirements	Search type						
Customer with bicycle type of Contoso and lives in Florida							
Includes the word broken across tables							
Quick find							
Advanced find							

Answer:

Search types	Answer Area						
Quick find	<table border="1"><thead><tr><th>Requirements</th><th>Search type</th></tr></thead><tbody><tr><td>Customer with bicycle type of Contoso and lives in Florida</td><td>Advanced find</td></tr><tr><td>Includes the word broken across tables</td><td>Dataverse search</td></tr></tbody></table>	Requirements	Search type	Customer with bicycle type of Contoso and lives in Florida	Advanced find	Includes the word broken across tables	Dataverse search
Requirements	Search type						
Customer with bicycle type of Contoso and lives in Florida	Advanced find						
Includes the word broken across tables	Dataverse search						

Explanation:

Box 1: Advanced find

Operators for advanced search: Lets you use simple Boolean operators in your search term and craft the query to get the results you want.

Box 2: Dataverse search

Dataverse search helps you quickly find what you're looking for. It delivers fast and comprehensive results across multiple tables in a single list, sorted by relevance.

Reference:

<https://docs.microsoft.com/en-us/power-apps/user/quick-find>

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

QUESTION 170

Hotspot Question

You are designing the organization structure for a company that has 5,000 users.

You need to configure security roles for the company while minimizing administrative effort.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Apply a security role to everyone in a business unit.	
Ensure an individual can see records in their current business unit and a child business unit.	

Answer:

Requirement	Action
Apply a security role to everyone in a business unit.	
Ensure an individual can see records in their current business unit and a child business unit.	

Explanation:

- The business unit will have a default team, so just assign to roles to it instead of creating a new Team

- Parent: Child can only be assigned as a permission and not a security role, e.g you can give Parent: Child... on create, write, delete... on an entity within a security role.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/create-edit-business-units>

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

QUESTION 171

Hotspot Question

You are setting up Power Apps security for a company. The company has a CEO, two vice presidents, and 10 managers. Five support representatives report to each manager.

You set up Manager Hierarchy so managers are able to view data only for the representatives who report to them. The CEO must be able to view all data for everyone. All support representatives must be able to view customer information in each other's data across all managers.

You need to resolve issues that arise during testing.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Issue

Managers are unable to view all their report data.

Action

Add the manager's name to the representative's user record.
Change the Manager Hierarchy depth to 2.
Move the manager and reports to a separate business unit.
Set up a position in hierarchy.

The CEO is unable to view representative data but can view manager data.

Add the CEO to the representative user record as a manager.
Change Manager Hierarchy depth to 3.
Create team security.

Five support representatives can view only their own data.

Add the manager's name to the representative's user record.
Add users to field security.
Set up a position hierarchy.

Answer:

Answer Area

Issue

Managers are unable to view all their report data.

Action

Add the manager's name to the representative's user record.
Change the Manager Hierarchy depth to 2.
Move the manager and reports to a separate business unit.
Set up a position in hierarchy.

The CEO is unable to view representative data but can view manager data.

Add the CEO to the representative user record as a manager.
Change Manager Hierarchy depth to 3.
Create team security.

Five support representatives can view only their own data.

Add the manager's name to the representative's user record.
Add users to field security.
Set up a position hierarchy.

Explanation:

Box 1: Add the manager's name to the representative's user record

The manager needs to be able to see data from the representatives that report to them, if the data from sales reps are not available, then perhaps the hierarchy relationship to the manager has not been setup on the user record.

Box 2: Change Manager Hierarchy depth to 3

If the relationship depth is set to 3, then the CEO would have edit privileges to the VP users data, and read level privileges to the manager and support reps data.

Box 3: Add users to field security

Power Platform's field-level security lets you set which fields users can see or edit.

Reference:

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

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

QUESTION 172

You created and published several canvas apps. After five weeks, you decide to review your apps' PowerApps Analytics data.

Will you be able to see the app's Usage report for the last five weeks?

- A. Yes, because the Power Apps Analytics retains data for the last 45 days
- B. No, because the Power Apps Analytics retains data for the last 40 days
- C. Yes, because the Power Apps Analytics retains data for the last 90 days
- D. No, because the Power Apps Analytics retains data for the last 28 days**
- E. Yes, because the Power Apps Analytics retains data for the last 180 days
- F. No, because the Power Apps Analytics retains data for the last 15 days

Answer: D

Explanation:

Power Apps Analytics provides admins access to the environments' analytics data. If you have the role of the Environment admin, you will see the data for the environments you have access to. Power Platform, Dynamics 365, and Microsoft 365 Global admins can view the reports for all environments.

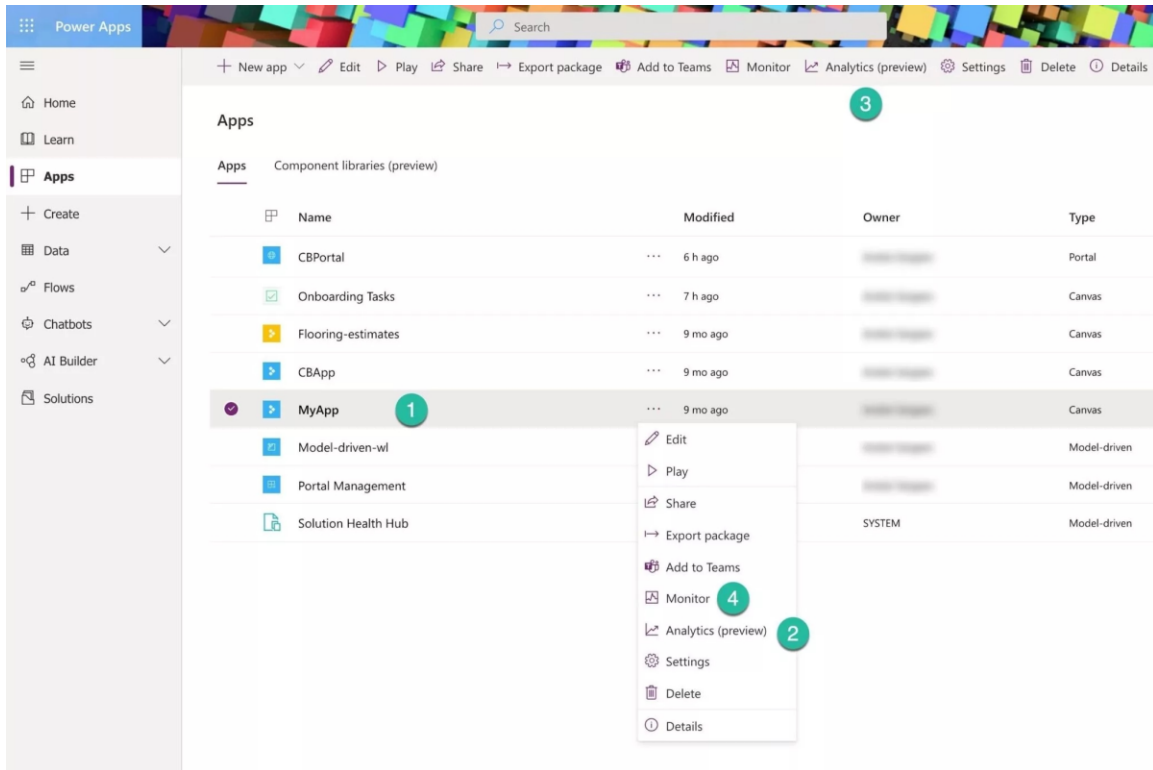
Power Apps Analytics gives access to five types of reports:

- Usage report - presents information about all apps launched and daily users.
- Location report - present the map-based view of the usage.
- Toast Errors report - presents the errors displayed to end-users of the apps.
- Service performance - presents data about each service running in the environment.
- Connectors reports - presents insights into the connectors used by apps.

All data stored in the environments are retained for only 28 days with 3 hours refreshing cycle.

The reports are available for canvas apps only and not for model-driven apps.

Power Apps also provide Analytics for individual apps. You can access Analytics (Number 2) from the three dots menu for the app (Number 1) or from the toolbar (Number 3). Using the Monitor option (Number 4), you can monitor the detailed information about your app's execution.



There are three types of individual app reports: Usage, Performance, and Location. By default, the reports present data for the last 30 days. All other options are incorrect because all data stored in the environments are retained for only 28 days.

Reference:

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

<https://community.dynamics.com/crm/b/crminthefield/posts/monitoring-the-power-platform-canvas-driven-apps-power-apps-analytics>

QUESTION 173

You need to set up authentication for the Power Apps portal based only on the OpenID Connect protocol.

- A. Azure AD FS
- B. Facebook
- C. Azure AD
- D. Microsoft
- E. Azure AD B2C
- F. Google

Answer: CE

Explanation:

Anybody can use the Power Apps portal as an unauthenticated user. Power Apps portal provides two user authentication methods:

Local authentication - creates a local identity with a username and password stored in a Dataverse database internally.

External authentication - uses credentials of the third-party identity providers.

Power Apps portal divides external providers by the authentication protocol:

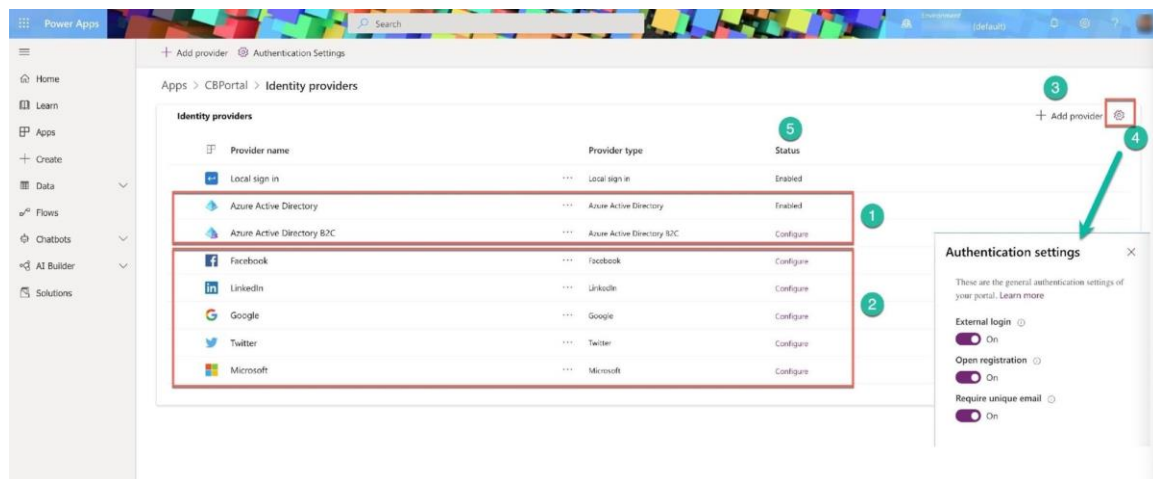
OpenID Connect - has two providers: Azure AD and Azure AD B2C (Number 1).

OAuth2 - portal offers several provides for this protocol: Microsoft, Twitter, Facebook, LinkedIn, and Google (Number 2).

SAML 2.0 - has two providers: Azure AD and Active Directory Federation Services (AD FS).

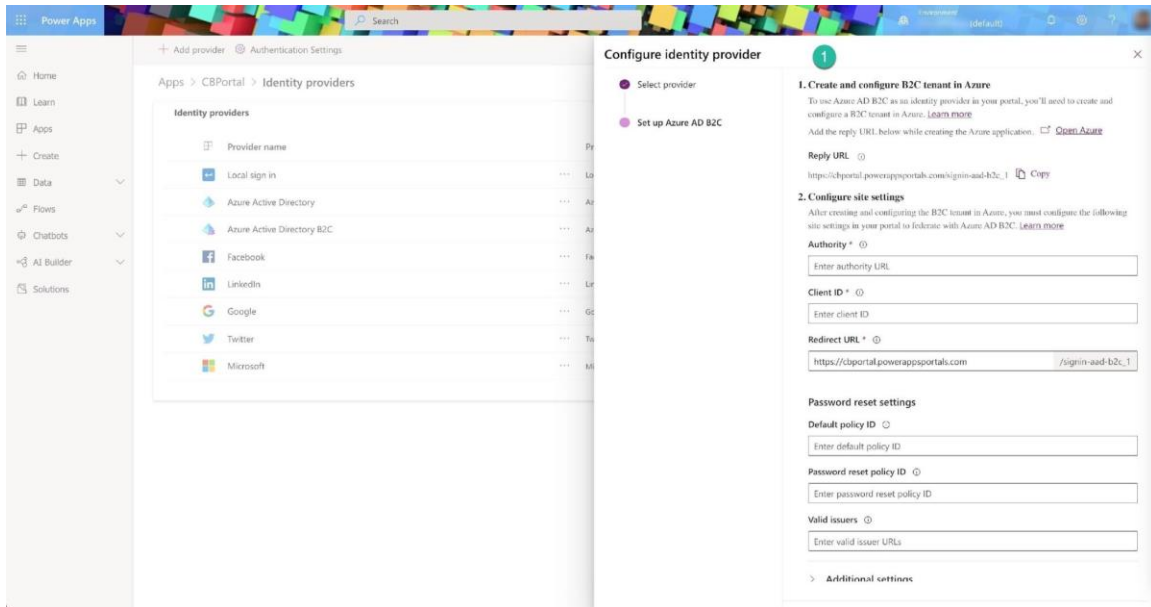
WS-Federation - has two providers: Azure AD and Active Directory Federation Services (AD FS).

On the Identity Providers screen for the Power Apps portal, portal administrators can add a new provider (Number 3) or change an Authentication Settings on the new panel after clicking on the Settings button (Number 4). By changing the provider's status, you can Enable/Disable and Configure the providers (Number 5).



A portal creates a contact record in the Dataverse database for each authenticated user. It also assigns a web role. The role defines a user's access to portal resources.

Suppose you select the Configure in the provider's Status column or click on three dots. In that case, the Power Apps interface opens a new panel with steps for provider configuration (Number 1), like configuration information for Azure AD B2C provider.



Microsoft recommends using Azure AD B2C as the primary provider for portal authentication. It enables external customers to use the local sign-ins based on the federation with the various social identity providers. There is a list of benefits using Azure AD B2C, like access management, customizable policies, branding, support of various external providers, multi-factor authentication, etc.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/authentication-user-management/5-authentication-providers>

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/set-authentication-identity>

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

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/use-simplified-authentication-configuration>

QUESTION 174

You create an automation flow for the legacy desktop application using Power Automate desktop recorder.

How does the recorder indicate the field in focus while capturing your operations with the legacy interface?

- A. The focused field is highlighted in yellow
- B. The focused field is in a green box
- C. The focused field is highlighted in red
- D. The focused field is highlighted in green
- E. The focused field is in a red box**
- F. The focused field is in a yellow box

Answer: E

Explanation:

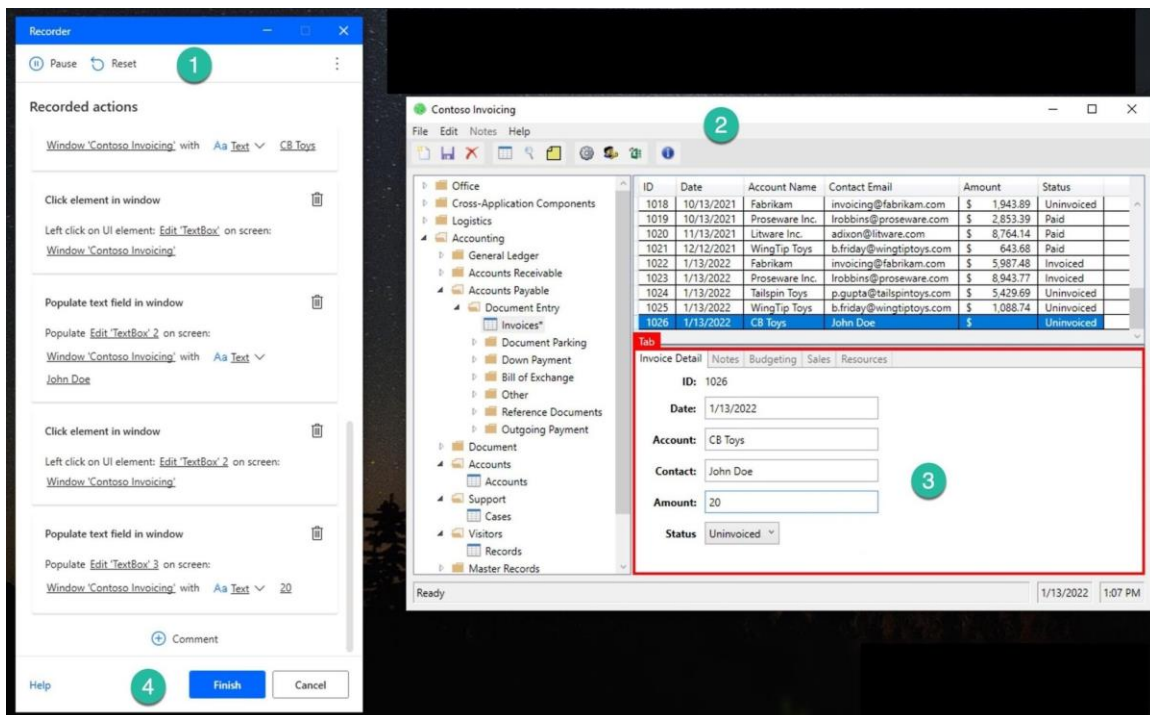
Power Automate Desktop flow automates legacy, modern desktop, and web applications processes.

There are two types of Desktop flows automation: on the Windows Desktop and the web application.

The Desktop flow runs only on Windows-based machines. The device needs to run Windows 10, Windows Server 2016, or 2019. You can create a Desktop flow using Power Automate Desktop or alternative solutions involving Windows recorder and Selenium IDE. Power Automate Desktop application uses a Web browser extension for the Web recording.

When you need to automate the legacy desktop application, the Power Automate Desktop recorder captures the interaction with the application's elements, images, and coordinates. It records your application operations as Actions (Number 1). The recorder indicates the field or block of fields in focus during the session with a red box (Number 3) on the application interface (Number 2).

After you finish the recording, you push the Finish button (Number 4), and Power Automate Desktop will bring you to the main interface, where you can edit the recorded flow.



Reference:

<https://docs.microsoft.com/en-us/learn/modules/build-first-desktop-flow/5-record-desktop-actions>

<https://docs.microsoft.com/en-us/learn/modules/build-first-desktop-flow/6-edit-test-recorded-actions>

QUESTION 175

You need to trigger a desktop flow built with Power Automate Desktop on your device by an instant flow.

- A. PowerShell
- B. Web browser extension
- C. Power Automate Desktop
- D. Power BI Desktop

- E. Microsoft SQL Express
- F. On-premises Data gateway

Answer: BCF

Explanation:

Power Automate Desktop flow automates legacy, modern desktop, and web applications processes.

There are two types of Desktop flows automation: the windows desktop and the web application.

The Desktop flow runs only on Windows-based machines. The device needs to run Windows 10, Windows Server 2016, or 2019. You can create a Desktop flow using Power Automate Desktop or alternative solutions involving Windows recorder and Selenium IDE.

When you automate the Desktop flow execution using an instant flow, you need to connect your instant cloud flow with the Power Automate Desktop application running on the Windows-based device.

You can install an on-premises data gateway for this purpose. Or you can register your device as a Power Automate machine environment during Power Automate desktop installation. Both methods apply to trigger the desktop flow by a cloud flow, like instant (button), schedule, or business process flows.

Power Automate Desktop flow interacts with the application using its elements, images, and coordinates. It has two recorders to capture the users' application interaction: Web recorder and a Desktop recorder. Power Automate Desktop application uses a Web browser extension for the Web recording. You can download this extension for Chrome, Edge, and Firefox browsers.

Reference:

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

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

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

QUESTION 176

You create several recordings of the actions you perform on your computer and group these recordings into activities by using Process Advisor. You complete the analysis of the recordings and want to know insights about the specific path.

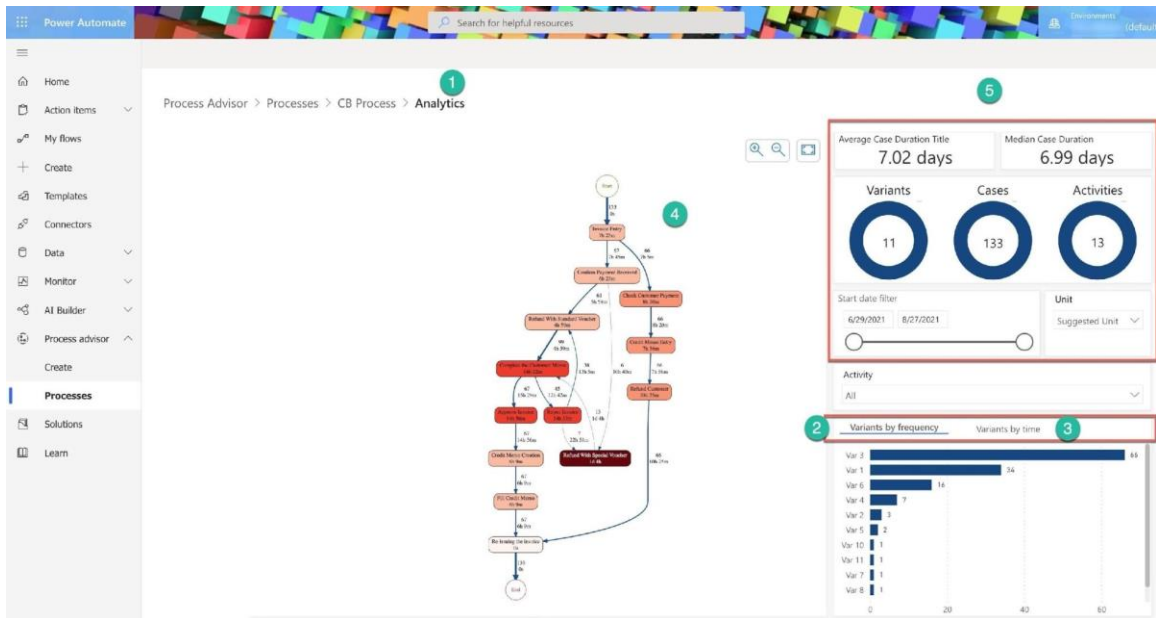
What are two visuals on the Process Analytics screen that can help you achieve your goal?

- A. Number of recordings
- B. Variants by frequency
- C. Recordings by time in min
- D. Variants by time
- E. Average time

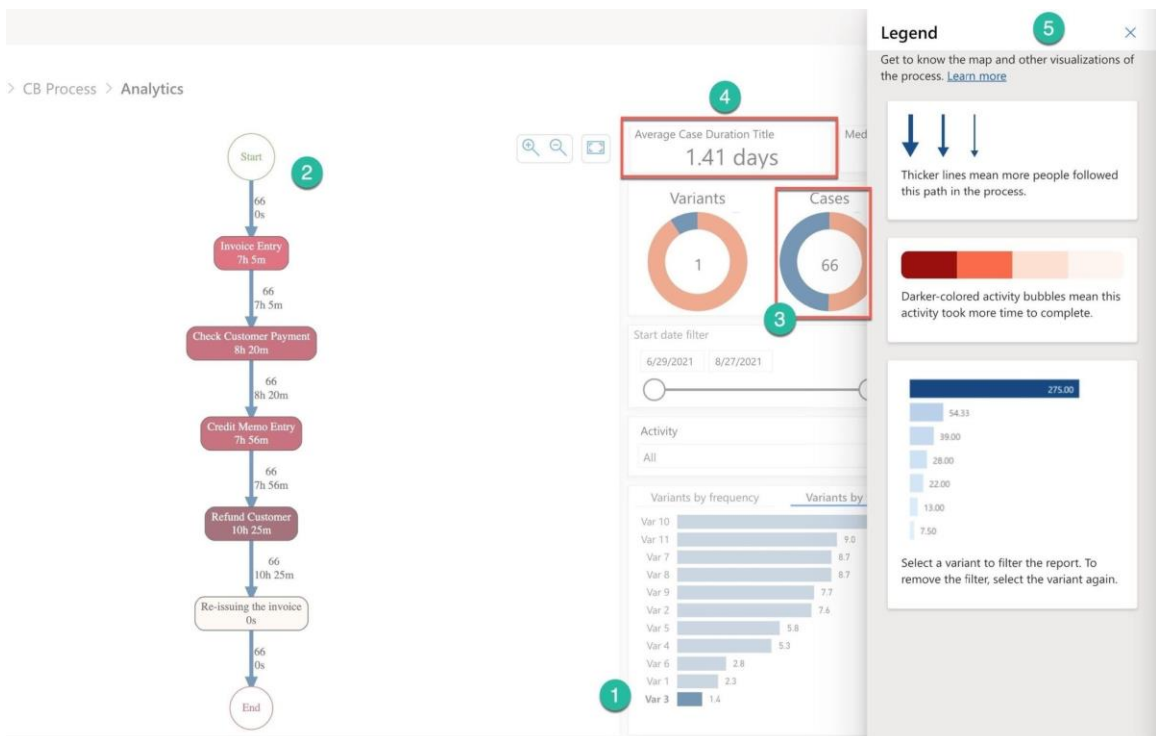
Answer: BD

Explanation:

To investigate the specific path or variant on the Process Analytics screen (Number 1), you need to compare data on two visuals: Variants by frequency (Number 2) and Variants by time (Number 3). The Variants by frequency presents the number of cases for a specific path, e.g., Variant 3 occurred in 66 cases. The process map outlines all the paths for the process (Number 4). The screen presents additional process information as the number of variants, cases, and activities (Number 5).



If you click on the variant bar in the “Variants by ...” visuals (Number 1), the map will be updated and show the path for the selected variant, e.g., variant 3 (Number 2). As you can see from the “Variants by frequency” visual (or on the number of cases card when you selected the variant (Number 3)) the variant 3 has the most cases – 66 and took the less average throughput time per average case – 1.41 days to execute (Number 1 and Number 4). You can always invoke the Legend panel (Number 5) by clicking on the Legend button in the right upper corner of the Analytics screen. The panel explains the visualizations’ markings and colors.



Reference:

<https://docs.microsoft.com/en-us/learn/modules/business-process-optimization-process->

advisor/5-analyze-recordings-interpret-results

QUESTION 177

You need to create a Power Virtual Agents chatbot in a custom environment. But you can not find the environment in the PVA drop-down menu. What must you have in the environment to see it on the list?

- A. At least one Power Automate flow
- B. Dataverse database**
- C. Business process flow
- D. At least one model-driven app
- E. Dynamics 365 apps

Answer: B

Explanation:

If you do not see the environment you need to create Power Virtual Agent in on a drop-down list, it means that the environment does not have a Dataverse database. When you create a new chatbot, you need to have a Dataverse database installed in your environment. Power Virtual Agents service stores chatbot's data and configuration in the Dataverse database.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/power-virtual-agents-bots/2-get-started>
<https://docs.microsoft.com/en-us/power-virtual-agents/environments-first-run-experience>
<https://docs.microsoft.com/en-us/power-platform/admin/create-database>

QUESTION 178

You want to have more robust handling of the escalation in your PVA. What should you do?

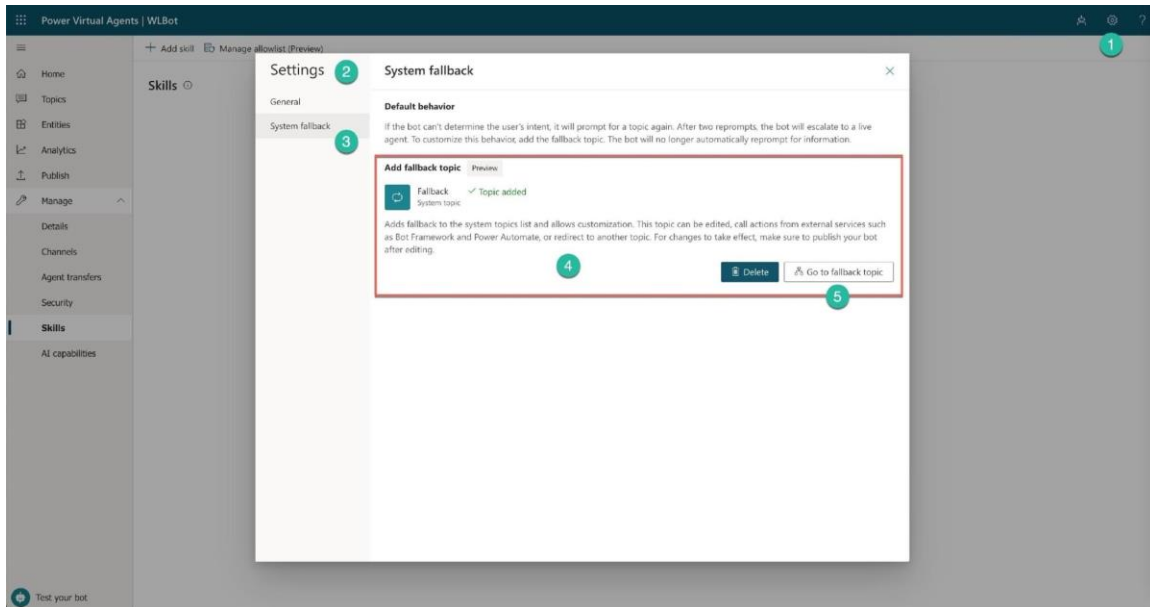
- A. Ask an admin to enable Fallback functionality
- B. In General settings, enable Fallback Topic item
- C. In Manage Details, add the Fallback Topic to the bot
- D. In System fallback settings, add Fallback Topic item**

Answer: D

Explanation:

After three times, if your bot does not understand the user's intent, it will escalate to the agent and end the conversation. Power Virtual Agents provides a Fallback topic for more robust escalation handling. It is an add-on that you can enable on the Settings/System fallback screen.

You can get to the System fallback screen by clicking on the Settings button (Number 1). The portal opens the Settings screen (Number 2). Select the second tab - System fallback (Number 3) and add the fallback topic (Number 4). After adding the topic, the "Go to fallback topic" button (Number 5) will take you to the PVA authoring canvas. There you can modify the fallback topic and call actions from external sources, like Power Automate or Bot Framework, or redirect to another topic.



Reference:

<https://docs.microsoft.com/en-us/learn/modules/manage-power-virtual-agents-topics/6-fall-back-topics>

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-system-fallback-topic>

QUESTION 179

You updated an Excel template and want to upload it to the system.

What are two types of template availability Power Platform defines based on where in the interface you execute upload?

- A. For admin use
- B. For organization use
- C. For selected users
- D. For group use
- E. For personal use

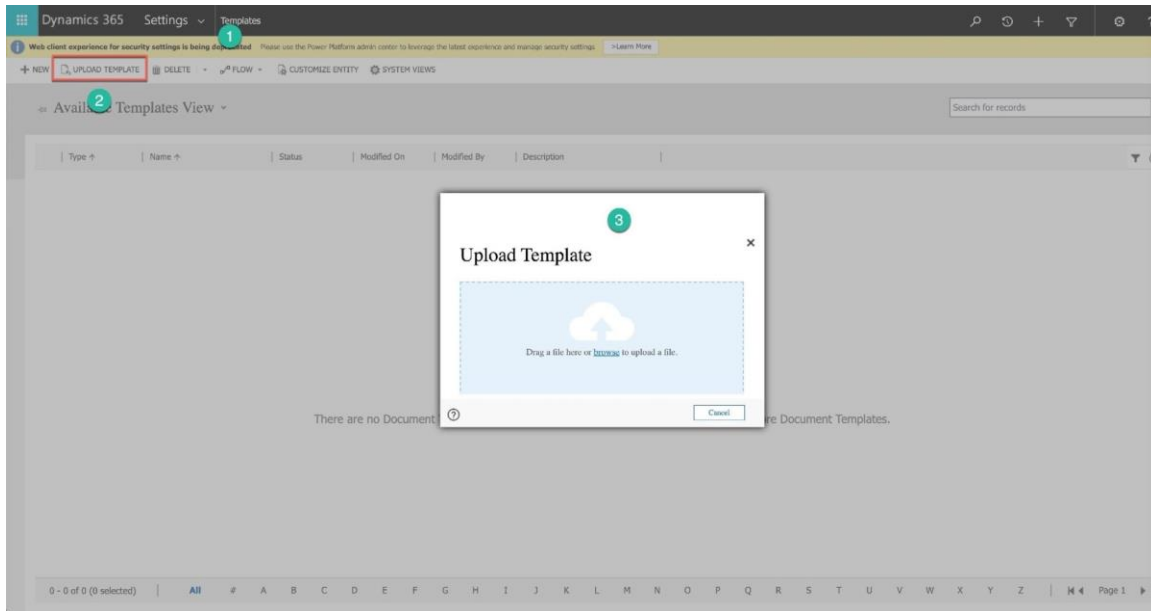
Answer: BE

Explanation:

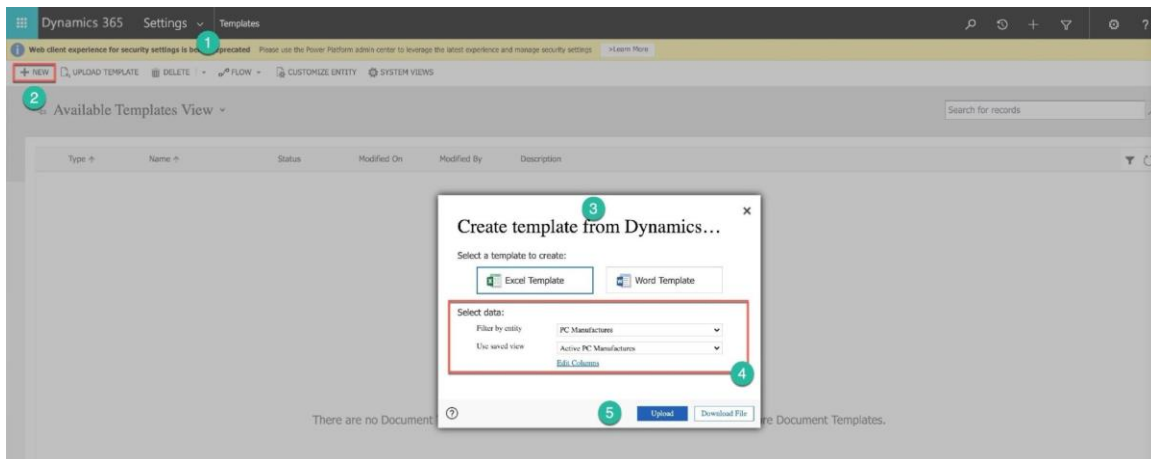
Power Platform provides Word and Excel templates for generating formatted documents populated with the data from the Dataverse tables.

Users can download a template for Excel or Word with some pre-populated data, modify it in Excel or Word, and upload it back to the system for personal or organizational use.

After you update the Excel template and want to upload it back to Power Platform, you have two choices on how to do it. If you want the template to be used within your organization, you need admin rights and upload it from Settings/Templates/Document Templates place (Number 1). When you click on Upload Template (Number 2), the portal opens the Upload Template screen (Number 3), where you can submit the file.



If you want to use the template for personal use, you need to upload it in a different place. You don't need to have admin rights and can open the template screen from a list of table records, e.g., if you go to Sales/Opportunities/My Open opportunities, you can see the Excel Templates menu and then select Create Excel Template. The new screen "Create template from CRM data" will appear (Number 3) filtered by your table (Number 4). When you push the Upload button (Number 5), the template will be uploaded for your personal use. If you have access to the Settings (Number 1), you can get to the same screen by pushing "New" (Number 2).



Then you can share the personal template with others using the Share button on the template information page.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/templates-overview>

<https://docs.microsoft.com/en-us/power-platform/admin/analyze-your-data-with-excel-templates>

QUESTION 180

As Power Platform admin, you create a new solution in the development environment and add a canvas app, a table, and a flow. After that, you publish all your customizations.

What type of solution would you have after publishing?

- A. Admin
- B. Managed
- C. Custom
- D. Unmanaged**
- E. Universal

Answer: D

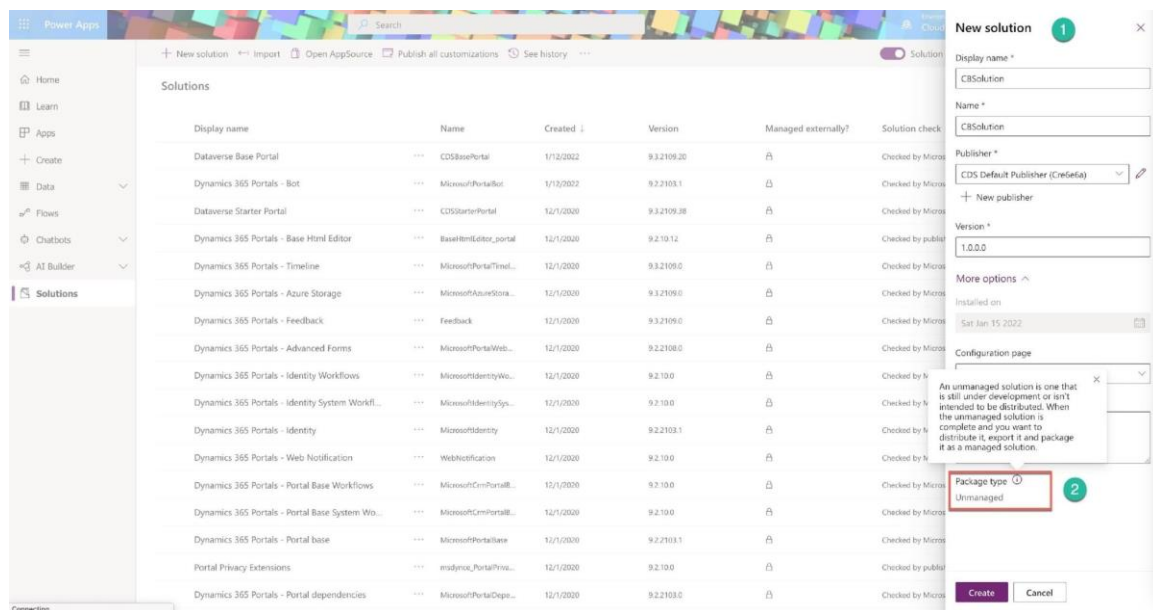
Explanation:

The solution is a file (container) that can include various components, like tables, fields, apps, site maps, flows, etc.

These components are extensions or/and modifications of the Dataverse database.

Solutions can be packaged, distributed, and imported into various environments. There are two types of solutions: unmanaged and managed.

Unmanaged are solutions that any user with the rights to create a solution can provision in the development environment (Number 1). It is a default choice for the new solution (Number 2). The unmanaged solution is for a design, build, and initial test of the solution.



When the solution is ready for a test or deployment, you can package and import it into a test, user acceptance test, system integration test, or production environment. The best practice is to export an unmanaged solution from a development environment as a managed solution. The managed solution cannot be modified after deploying to a test or production environment. To alter the managed solution, you need to add it to an unmanaged solution.

Reference:

<https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm>

<https://docs.microsoft.com/en-us/learn/modules/manage-solutions-power-automate/1-introduction>

QUESTION 181

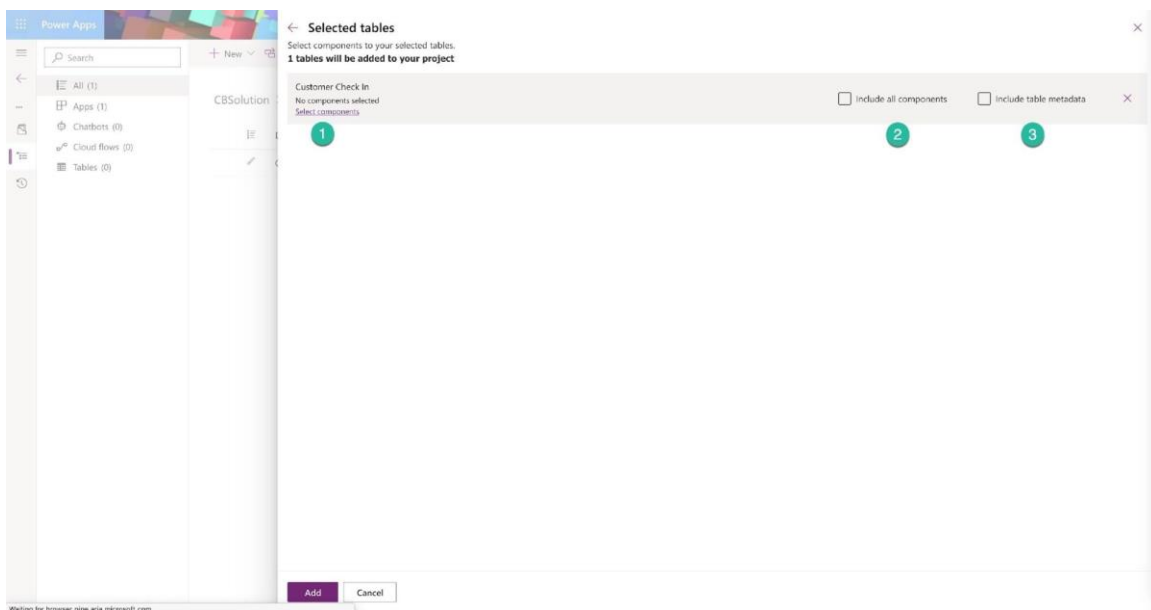
You need to add an existing table to the solution?

- A. Select data
- B. Select components
- C. Include all views
- D. Include table metadata
- E. Select views
- F. Include all components

Answer: BDF

Explanation:

When you add an existing table to the solution, you have several options: Include all components (Number 2), Include table metadata (Number 3), Select components (Number 1). You can also include no components or metadata when not checking boxes or selecting components.



The solution is a file (container) that can include various components, like tables, fields, apps, site maps, flows, etc.

These components are extensions or/and modifications of the Dataverse database. Every Dataverse environment has a set of default tables. If you modify or extend the Dataverse table, you don't need to include the existing table in a solution but only modifications and customizations.

Microsoft recommends such an approach and calls it Segmented solutions.

Power Platform will add minimal information about the table if you don't include any table assets or metadata.

If you distribute the unmanaged solution, the best way to bring a table to another environment is to include all components. Besides all table components, this option also consists of the table metadata and can consist of other tables or business process flows, reports, connections, etc.

The table metadata option includes only the table properties, like auditing, duplicate detection, or change tracking.

When deploying the solution update, you need to select only table components, like columns, relationships, business rules, views, etc., that you added or modified, such as a new table column or new form.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-solution#add-an-existing-component-to-a-solution>

<https://docs.microsoft.com/en-us/power-platform/alm/segmented-solutions-alm>

QUESTION 182

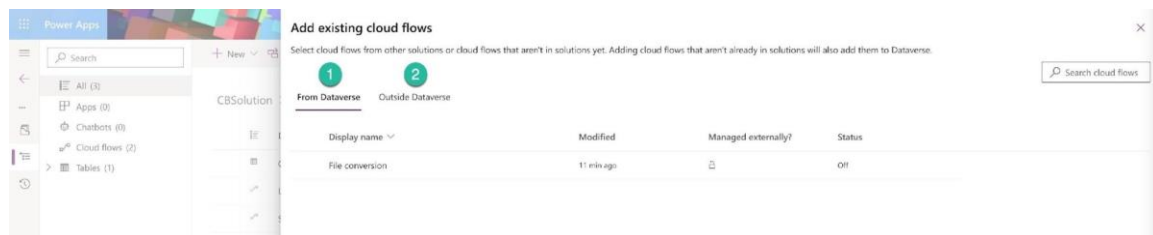
You add an existing outside Dataverse cloud flow to the solution.

- A. Delete the flow connections, and Power Platform substitutes them with connection references
- B. Export and import flow as part of an unmanaged solution**
- C. After the first flow run, delete the flow connections and substitute them with connection references
- D. Export and import flow as part of a managed solution
- E. Use Flow checker's option to remove connections and add connection reference**

Answer: BE

Explanation:

You have two options when you add a current Power Automate cloud flow to the solution: add From Dataverse (Number 1) and Outside Dataverse (Number 2).



Outside flows include environment-specific connections. The solution needs to substitute these connections with connection references for outside flows. The solution's connection reference component removes the need for further configuration after the solution is imported to a new environment.

A connection reference is automatically created when you create a new connection for the PowerApps canvas app or Power Automate flow from the solution. Both app and flow will bind to the connection reference.

But when you bring an existing app or flow from outside, the solution does not create a connection reference automatically.

For outside Power Automate cloud flow, you can change connections to connection references in two ways:

- Export and import flow as part of an unmanaged solution. The connections will be replaced with connection references.
- If you open the flow from a solution, a Flow Checker will warn you about using connection references instead of the connections. It will offer to remove connections from the flow and provide a link to add the connection references instead.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-connection-reference>

QUESTION 183

You plan to use environment variables in your solution.

- A. Decimal number
- B. JSON
- C. DateTime
- D. Two options
- E. Data Source
- F. GUID
- G. Secret

Answer: CF

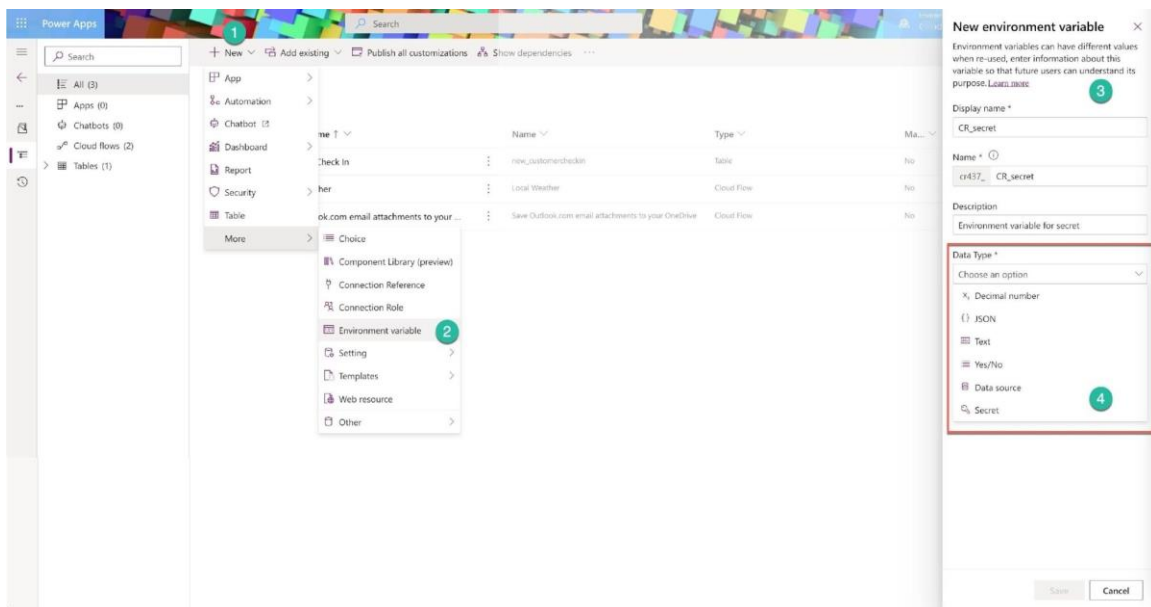
Explanation:

Solutions components often require different configuration settings for various environments. Power Platform provides the environment variables to address environment-specific parameters that apps or flows can consume.

Environment variable consists of two parts: parameter key and current value or value. You can also provide a default value for the key that will be used if there is no current value.

You can create environment variables from the open solution using the New button (Number 1), and then from the More menu item, select the Environment Variable (Number 3). The portal opens a panel for the New environment variable to the right (Number 3). You fill in information for the variable and select the data type (Number 4).

There are six data types for environment variables: Decimal Number, JSON, Text, Two options (Yes/No), Data source, and Secret.



When you move solutions to other environments, you can preserve the keys and change the values.

Options C and F are correct because these data types are not used for environment variables.

All other options are incorrect because Power Platform uses these types for environment variables.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/application-lifecycle-management-architect/4-configuration>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/environmentvariables>

QUESTION 184

You import an unmanaged solution to the new environment. Then find that you need to add another component to the solution. You decide to delete the solution from the new environment before reimporting an updated version.

- A. Components customizations will be restored before import state
- B. Solution container will be removed**
- C. All solution components will not be removed**
- D. Solution container will not be removed
- E. All solution components will be removed
- F. Components customizations will not be restored before import state**

Answer: BCF

Explanation:

Suppose you need to delete an unmanaged solution after its import to a new environment. In that case, it is not so simple because importing an unmanaged solution could include customization and modifications of the components. You have to delete each component one by one. Before that, you need to check the component on dependencies and remove them first before deleting the component. Workarounds are using SDK APIs or manipulations with unmanaged-managed solutions.

Option B is correct because the deletion of the unmanaged solution after import will remove the solution container only.

Option C is correct because the deletion of the unmanaged solution after import will not remove the solution components.

Option F is correct because the deletion of the unmanaged solution after import will not restore the component customizations to before import state.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/import-update-export-solutions>

<https://docs.microsoft.com/en-us/power-platform/alm/solution-api>

<https://community.dynamics.com/crm/f/microsoft-dynamics-crm-forum/193980/remove-all-components-that-are-a-part-of-unmanaged-solution/494980>

QUESTION 185

You need to localize the solution for French-speaking users.

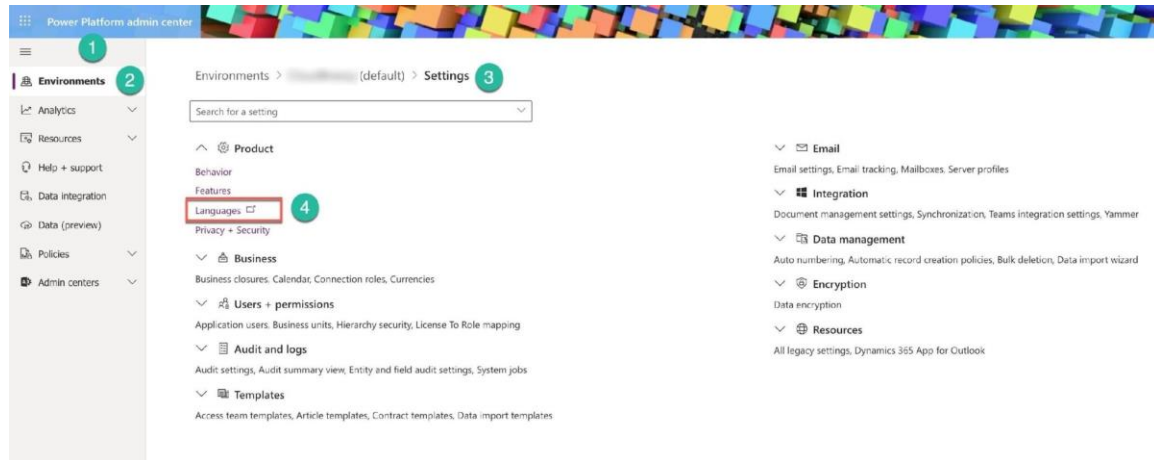
What should you do first?

- A. Add French as the Resource to the environment
- B. Enable Language Pack for French**
- C. Change the base language from English to French
- D. Export Translations

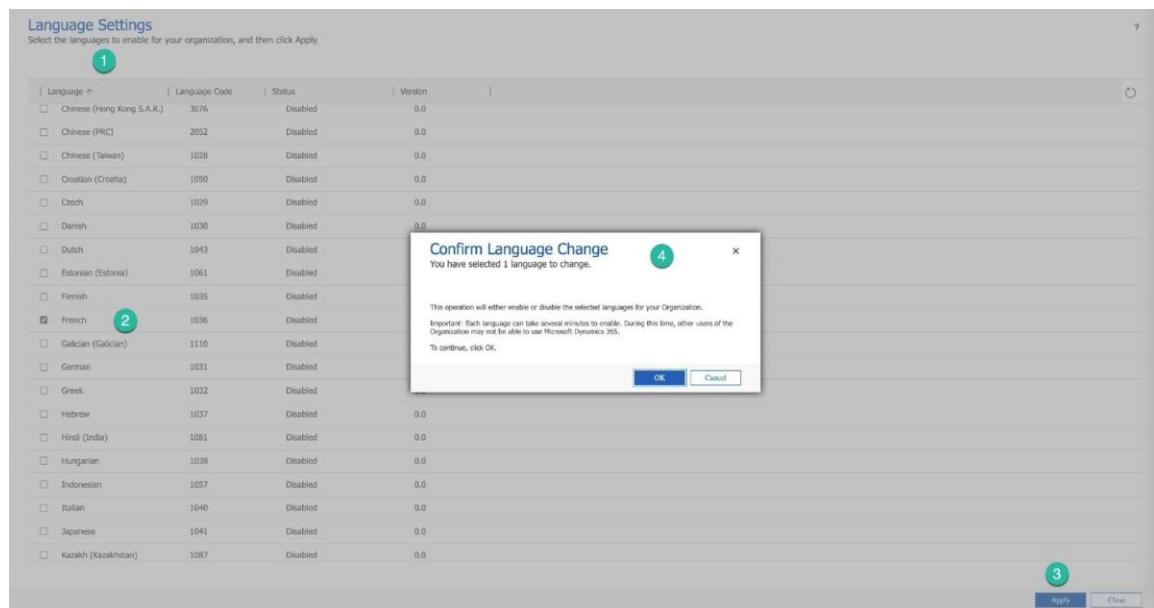
Answer: B

Explanation:

Before you can use the second or multiple languages in your solution, you need to Enable Language Pack for the environment. You can do it from the Power Platform Admin center (Number 1) by selecting the Environments menu Item (Number 2) and then Settings (Number 3) for your environment. Next, under the Product section, you can choose the Languages item (Number 4).



Power Platform opens the classic Language Settings screen (Number 1) with all languages. You need to select the check box for the required language (e.g., French (Number 2)) and push the Apply button (Number 3). The confirmation screen for your organization's language change (enable or disable) (Number 4) comes up. After you push the OK button, it could take an hour or more to enable or disable a new language.



Then you can use "Export Translations" for the translations of the solution's components (like tables, attributes, relationships, forms, charts, views, etc.) labels.

Option C is incorrect because you cannot change the base language after the environment provision.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/enable-languages>

<https://docs.microsoft.com/en-us/power-platform/alm/create-solutions-support-multiple-languages>

QUESTION 186

You create a new custom table Invoice in a model-driven app.

- A. Quick Find Active Invoices
- B. Active Invoices**
- C. Invoice Lockup View
- D. Inactive Invoices**
- E. Invoice Advanced Find View

Answer: BD

Explanation:

Power Platform model-driven app provides the three types of view:

Personal - created by the user and visible to the user and shared people.

System - special views created for system tables or automatically for the custom tables.

Public - general-purpose views that are visible to all users.

The Public views (Number 1) include the following types of views for the table:

Active - the name of the view starts with "Active" plus table plural name, like "Active Invoices" (Number 3).

Inactive - the name of the view starts with "Inactive" plus table plural name, like "Inactive Invoices" (Number 4).

The System views (Number 2) include the following types of views for the table:

Advanced Find - a default view for the results from the Advanced Find operation. The name of the view starts with table name plus "Advanced Find View," like "Invoice Advanced Find View" (Number 5).

Associated - a default view for the Related tables. The name of the view starts with table name plus "Associated View," like "Invoice Associated View" (Number 6).

Lookup - a default view for a search in a lookup field. The name of the view starts with a table name plus "Lookup View," like "Invoice Lookup View" (Number 7).

Quick Find - a default view for the results from the Quick Find operation. The name of the view starts with "Quick Find Active" plus table plural name, like "Quick Find Active Invoices" (Number 8).

Name	View type	Status	Type
Active Invoices	Public View Default	Active	Custom
Inactive Invoices	Public View	Active	Custom
Invoice Advanced Find View	Advanced Find View Default	Active	Custom
Invoice Associated View	Associated View Default	Active	Custom
Invoice Lookup View	Lookup View Default	Active	Custom
Quick Find Active Invoices	Quick Find View Default	Active	Custom

Options A, C, and E are incorrect because these are System but not Public views for the Invoice table.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views#public-views>

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views>

QUESTION 187

A company wants to simplify the addition of the new Power Platform users by implementing Azure AD group teams.

What are the two main steps to achieve this goal?

- A. Create a Dataverse security team
- B. Create a new security role with access to data
- C. Set the ownership of the tables to Organization
- D. Create Azure AD group
- E. Assign a new role to the team

Answer: AD

Explanation:

The Dataverse security defines the three types of teams:

Owner - this team owns the record and gives direct access to the team's members.

Access - this team helps members share a row in a form.

Azure AD group - this team's membership is controlled by Azure AD. It has a similar behavior as the Owner team.

All users accessing Dataverse data are authenticated by Azure AD. The Dataverse provides a robust security model using business units, RBAC, and teams. Azure AD groups take the team membership control on the Azure AD level.

Using the Azure AD groups significantly simplifies adding or removing the Power Platform users.

There are two types of Azure AD groups: Security and Office.

The Security group members can be users, devices, service principals, and other AD objects. This group type provides access to the applications and resources and assigns licenses to the group's members.

The Office group members are users only. This type is created for a collaboration using mailboxes, calendars, SharePoint, etc.
You can use both groups for registration within the Dataverse (Dynamic 365) team.

First, create an Azure AD group using Microsoft Office 365 Admin Center or Azure portal. You need to remember the group type (Security or Office) and copy the Group's Object ID.

Second, you create a Dataverse security team. You need to use the classic interface by selecting the Advanced settings. Then select the Security item from the Settings dropdown and, next, select the Teams. Create a New Team, and for the Team type, provide the same group type as for the Azure AD group. And finally, link the Dataverse (Dynamics 365) security team with the Azure AD group by providing the Azure AD group's ObjectID that we copied earlier.

After creating the Dataverse security team, you can create a role and assign it to the team.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/model-security/4-dataverse>

<https://docs.microsoft.com/en-us/power-platform/admin/manage-group-teams>

QUESTION 188

You create a new Power Apps portal Web template for the Account table.
What tag do you use to query the table?

- A. SQL
- B. WebAPI
- C. FetchXML
- D. Raw
- E. OData

Answer: C

Explanation:

Power Apps portal web page does not define how the page renders on the portal. To determine the page layout and behavior, you need to link a web page with a Page Template.

There are two types of Page Templates:

Rewrite - implements the specialized server-side behavior for some components and special pages, like error, search, site maps, etc.

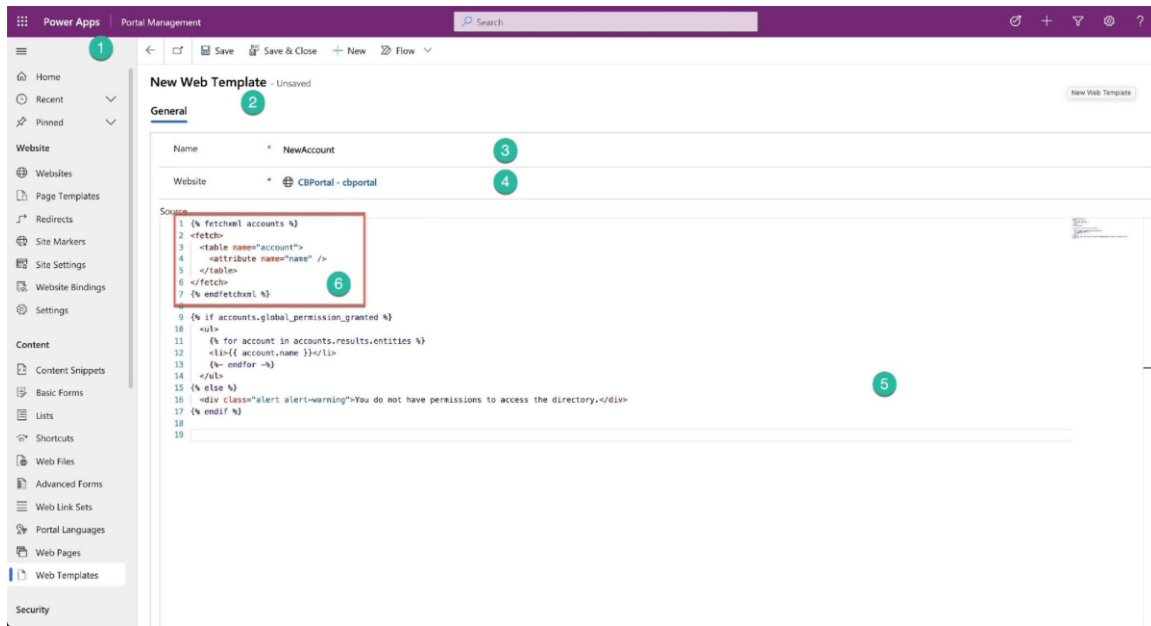
Web Template - implements how the page content renders in a portal.

Web template uses Liquid to define the page's layout. The Liquid is an open-source language for templates. You can use Liquid to add dynamic content to pages. Templates are flexible and can also include HTML, CSS, and JavaScript. A web template can define the whole or parts of a web page.

Liquid for Power Apps portals uses Template tags. The tags help manage templates and can be reusable.

When you create a Web Template (Number 2) using Power Apps Portal Management (Number 1), you need to provide the template name (Number 3), website (Number 4), and fill in the source (Number 5).

To query a Dataverse table in your Web template, you need to use FetchXML tags (Number 6).



FetchXML is a query language that creates complex queries against the Dataverse data. The fetchxml tag helps query Dataverse tables and render results on the web page. Here is a query of the Contact table using FetchXML and storing the results in varQueryRes variable:

```
{% fetchxml varQueryRes %}
<!-- Fetchxml query -->
<fetch>
  <table name="contact">
    <attribute name="name" />
  </table>
</fetch>
{% endfetchxml %}
```

Options A, B, and E are incorrect because these are not Liquid tags. Option D is incorrect because Raw is a Liquid tag that outputs the Liquid code on a page without parsing and execution. But this tag does not query Dataverse tables.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/portal-custom-web/1-introduction>

<https://docs.microsoft.com/en-us/learn/modules/portal-custom-web/2-build-web-templates>

<https://docs.microsoft.com/en-us/powerapps/maker/portals/liquid/template-tags>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/use-fetchxml-construct-query>

QUESTION 189

You create Power Automate flow and use Flow Checker to find and fix errors. What are the two main categories of issues Flow Checker provides?

- A. Connections
- B. Warnings**
- C. Formulas
- D. Errors**
- E. Runtime

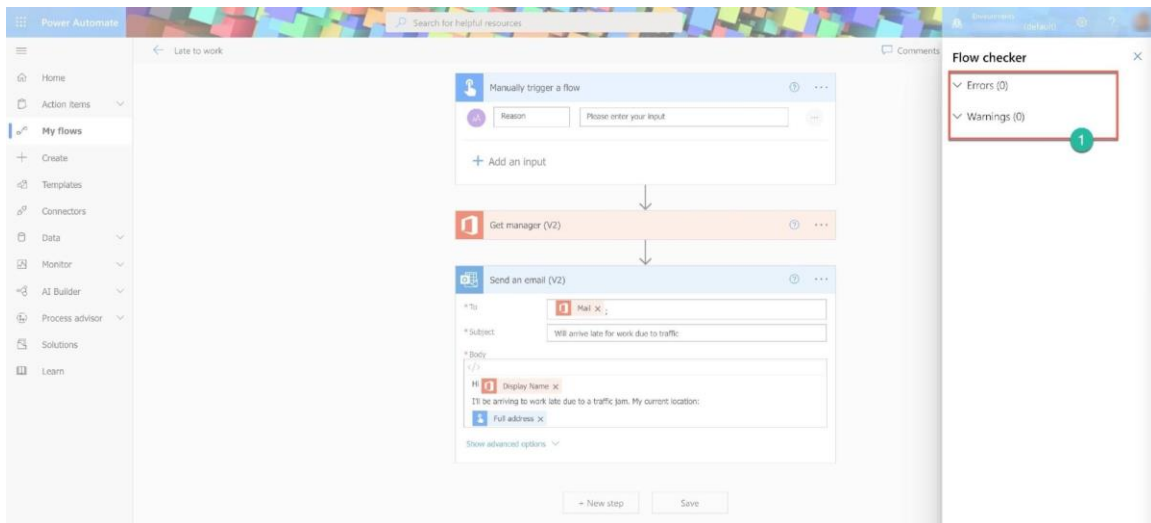
Answer: BD

Explanation:

Flow checker is a Power Automate service that monitors the creation of the flow. It helps you to spot errors and follow the best flow design practices. If you made an error or missed a required input, the Flow checker will alert you with a red dot on its icon.pl-200 certification

When you click on the marked icon, the Flow checker panel shows you the errors and the step names. You can get back to your flow and correct the errors.

Flow checkers present two categories of issues in the flow: Errors and Warnings (Number 1). From the Flow checker, you can open the issue and learn more about fixing it.



Options A, C, and E are incorrect because these are the Power Apps App checker categories.

Reference:

<https://docs.microsoft.com/en-us/power-automate/error-checker>

<https://docs.microsoft.com/en-us/power-automate/guidance/planning/tools-and-settings>

QUESTION 190

Your desktop flow stores the run output in the outvar variable. You need to present a message with the run result using the Display message action.

- A. 'The result is: #outvar#'
- B. 'The result is: ' + outvar
- C. %'The result is: outvar'%

- D. The result is: %outvar%
E. #The result is: \$outvar'#
F. %The result is: \$outvar'%

Answer: D

Explanation:

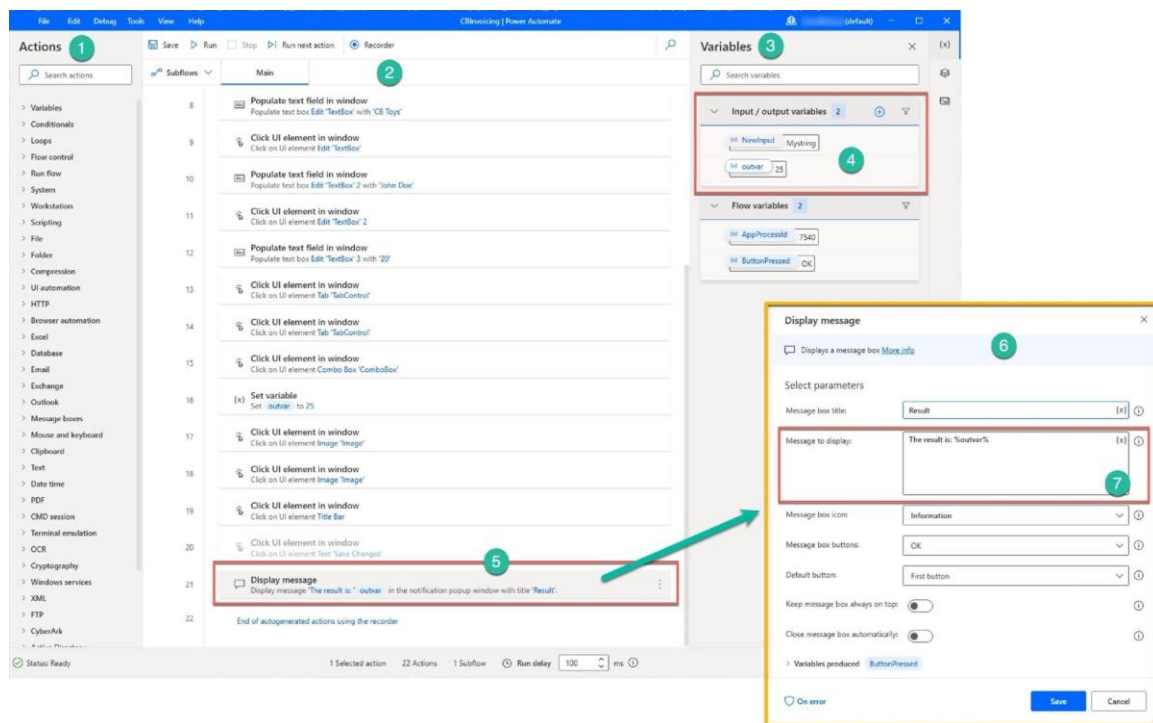
For Desktop flow, you can define input and output variables. The input variables are data you need to enter before or during the flow run. The output variables are data that flow provides back after the run. Using these two variable types helps users integrate Desktop flow with other Power Automate flows or Power Apps applications.

The Desktop flow designer consists of three main parts: Actions pane (Number 1), Workspace (Number 2), and Variables pane (Number 3).

You can define input and output variables in the Input/output variables section (Number 4) by pushing the plus sign button.

If you want to display the result at the end of the flow, you can search for the Display message component on the Actions pane, drag it to the Workspace, and drop it in the place when you need it in your flow script (Number 5).

Then you can edit the Display Message (insert Number 6) and enter the Message to display (Number 7).



Your expression to display the value of output variable outvar should be:

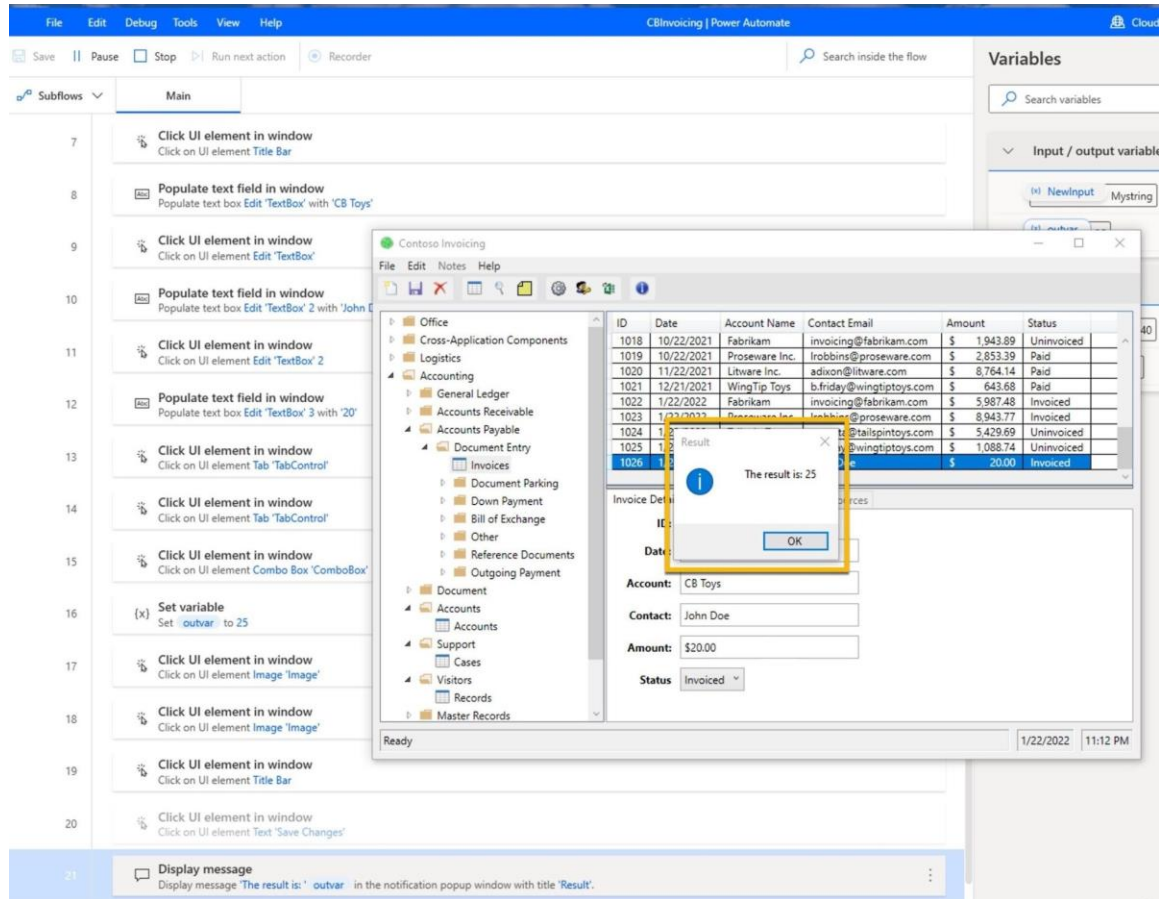
The result is: %outvar%

where the variable is between percentage signs.

Microsoft Power Automate uses the percentage signs as a special character to denote variables.

It means that the variable between the percentage signs should be evaluated.

During the flow, you need to be sure that you set your output variable to the required value. And after you run your flow, you will see the message box with the value of your output variable.



Options A, B, C, E, and F are incorrect.

Reference:

<https://docs.microsoft.com/en-us/power-automate/desktop-flows/variable-manipulation>
<https://docs.microsoft.com/en-us/learn/modules/input-parameters/5-define-output-variable>
<https://docs.microsoft.com/en-us/power-automate/desktop-flows/use-loops>
<https://docs.microsoft.com/en-us/power-automate/desktop-flows/use-conditionals>
<https://docs.microsoft.com/en-us/power-automate/desktop-flows/manage-variables>

QUESTION 191

You want to monitor the desktop flow runs. To see a list of desktop runs, you need to meet at least one of three prerequisites.

What are the three prerequisites that will allow you to see the list of desktop runs?

- A. You have run the desktop flow in the current environment
- B. The desktop flow must be launched by instant flow in the current environment
- C. The desktop flow must be shared with you in the current environment
- D. You upload the desktop flow script to Power Automate
- E. You have permission to see all the data in the current environment

F. The desktop flow must run at least 30 seconds to be captured and monitored

Answer: ACE

Explanation:

You can monitor the desktop flow runs on the Desktop flow runs screen (Number 4) when you access from Power Automate portal (Number 1) the Monitor section (Number 2), and the Desktop flow runs subsection (Number 3).

The screen provides information about the flows and their status (Number 5).

Requested ↓	Desktop flow ↓	Status ↓	Run start ↓	Run mode ↓	Machine ↓
Jan 22, 05:21 PM (21 sec ago)	WLDesktopFlow	Failed	Jan 22, 05:20 PM (1 min ago)	Attended	—
Jan 22, 05:20 PM (1 min ago)	CBInvoicing	Succeeded	Jan 22, 05:20 PM (1 min ago)	Attended	—
Jan 22, 05:19 PM (2 min ago)	CBInvoicing	Succeeded	Jan 22, 05:18 PM (3 min ago)	Attended	—

To see information on this screen, you need to meet at least one of the three prerequisites:

You have run the desktop flow in the current environment - you will see the flows that you run
The desktop flow must be shared with you in the current environment - you will see the flow that was shared with you

You have permission to see all the data in the current environment - you need to have at least System Administrator or Environment Admin roles for the environment.

Options B, D, and F are incorrect.

Reference:

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

QUESTION 192

You create, publish and add a bot to Microsoft Teams for personal use. After verifying that the bot complies with the company standards, you decide to share the bot with your organization.

What are two options you can use to achieve your goal?

- A. Import bot to Teams
- B. Download a manifest file
- C. Select your bot from the Teams app store
- D. Submit for admin approval

Answer: BD

Explanation:

After you publish your bot and connect it to the Microsoft Teams channel, you can share the link

to your bot with people in your organization. But if you want anybody in your organization to find your bot and install it for their use, you need to share the bot with your organization. After you share your bot with your organization, the bot will be placed in the Teams Apps Store under the "Built for your org" section.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/publication-add-bot-to-microsoft-teams#show-to-the-organization>

QUESTION 193

You need to control who can chat with the chatbot in your organization using bot sharing. You select the Manual authentication option and require users to sign in. What are two authentication providers you should implement to achieve your goal?

- A. OpenID Connect
- B. Azure Active Directory
- C. Generic OAuth2
- D. Azure Active Directory v.2
- E. WS-Federation

Answer: BD

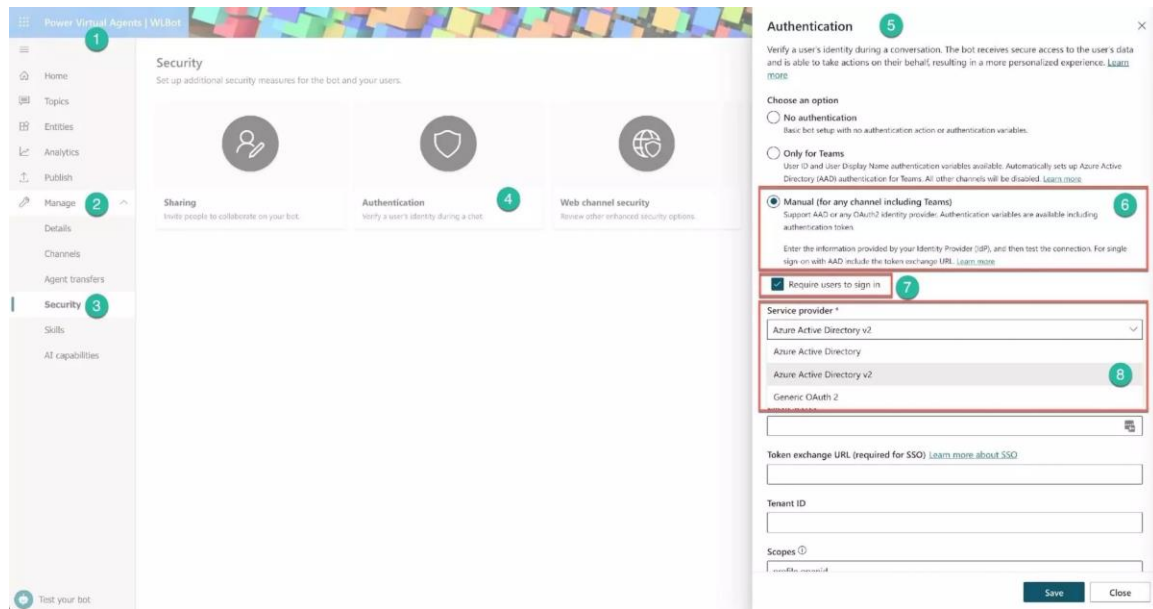
Explanation:

Microsoft Power Virtual Agents security provides three options for end-users authentication:

- No authentication
- Only for Teams
- Manual (for any channel including Teams)

You can set these options from the Power Virtual Agents portal (Number 1) by selecting the Security subsection (Number 3) under that Manage item (Number 2). Then you can choose Authentication (Number 4). The portal opens the right-side Authentication panel (Number 5). On this panel, you can select the options for end-user authentication.

If you need to control how users can access the bot in your organization, you need to select a Manual option (Number 6) and enable the "Require users to sign in" (Number 7). There are three Service providers that you can select from (Number 8). To control access to the bot, you need to set up a bot sharing. Only Azure Active Directory and Azure Active Directory v2 service providers can help you achieve end-users bot access control by using bot sharing.



Options A and E are incorrect because these are service providers for Power Apps portal authentication but not for Power Virtual Agents bots.
Option C is incorrect because selecting the Generic OAuth2 provider for the Manual Power Virtual Agents end-users authentication with the requirement for users to sign in will give access to the bot to any authenticated user and will not be able to limit specific user access by using bot sharing.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/implement-power-virtual-agents/6-administer>

<https://docs.microsoft.com/en-us/power-virtual-agents/configuration-end-user-authentication>

<https://docs.microsoft.com/en-us/power-virtual-agents/configuration-end-user-authentication#control-who-can-chat-with-bot-in-the-organization>

QUESTION 194

You create a Power Platform Email template.

What are two types of permission levels you can assign to the template?

- A. Global
- B. Personal
- C. Individual
- D. Group
- E. Organization

Answer: CE

Explanation:

Power Platform provides functionality to create email templates. Users can prefill information in the template and reuse it from various applications, like Power Apps or Power Automate. Email template is attached to the email activity. You can create an email activity from the record, cloud flow, classic flow, etc.

An email template has several types: email type, like record type (Account, Contact, Lead, etc.), system job, or global. You cannot use the Account type template for the Opportunity. You need to create a separate record type email template for the Opportunity. On the contrary, the Global type

template is available for any record type.

When you create an email template (Number 1), you can define the template's permission level. There are two levels: Individual for personal use and Organization for the benefit of everyone in your organization (Number 2).

The screenshot shows the 'New Email Template' form in the Power Apps interface. The form is titled 'New Email Template - Unsaved' and is categorized as 'Email Template - Template'. The 'Details' section includes fields for 'Name' (New Email Template), 'Permission level' (Individual), 'Category' (Individual), 'Language' (English (United States)), and 'Description' (New email platform). The 'Template editor' section includes a 'Subject' field (Hi from Power Platform) and a rich text editor with the text 'Hi John, How are you?'. The 'Permission level' dropdown is highlighted with a red box, showing 'Individual' selected and 'Organization' as an option. The 'Category' dropdown is also highlighted, showing 'Individual' selected.

If you need to change the permission level, you can edit the template.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/create-templates-email>

<https://docs.microsoft.com/en-us/powerapps/user/email-template-create>

QUESTION 195

You change a solution publisher to a new name, new prefix cbpub, and choice value prefix 31694. Then you add a new Choice table and an existing Choice table to the solution.

- A. Both tables will have the prefix cbpub in their names
- B. Only the existing table will have the prefix 31694 in its name
- C. Only the new table will have the prefix cbpub in its name
- D. Only the new table will have the prefix 31694 in its name
- E. Only the existing table will have the prefix cbpub in its name
- F. Both tables will have the prefix 3194 in their names

Answer: C

Explanation:

The solution is a file (container) that can include various components, like tables, fields, apps, site

maps, flows, etc.

These components are extensions or/and modifications of the Dataverse database.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-solution#solution-publisher>

<https://docs.microsoft.com/en-us/power-platform/alm/solution-concepts-alm#solution-publisher>

QUESTION 196

You plan to use solution-aware components in your solution.

- A. The manually triggered instant flow in the solution can be only solution-aware
- B. You can add an outside instant flow to the solution's canvas app
- C. You cannot run a solution-aware flow from Power Automate mobile app
- D. You can add an outside custom connector to the solution

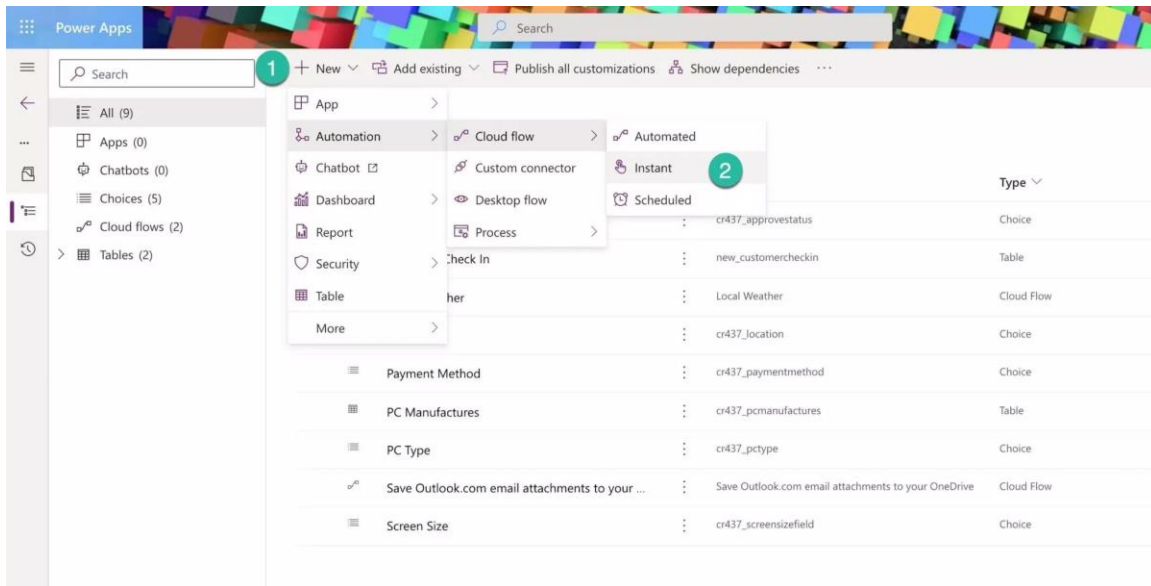
Answer: AC

Explanation:

The solution is a file (container) that can include various components, like tables, fields, apps, site maps, flows, etc.

These components are extensions or/and modifications of the Dataverse database.

There are two types of Power Automate existing cloud flows you can add to the solution: the flow is already in the Dataverse and an outside Dataverse flow. You can also create new components inside of the solution. Here, the component will be solution-aware.



Option A is correct because if you want to add an outside Dataverse manually triggered instant cloud flow, the portal will not allow you to do it, and you will not see it on the flow list. But you can create a new instant flow from the solution using the New menu button (Number 1) and selecting an Instant flow menu item (Number 2). Your new flow will be solution-aware.

Option C is correct because Power Automate mobile app cannot run a solution-aware flow at this time.

Option B is incorrect because you cannot add an outside instant flow to the solution's canvas

app. You need to create a new solution-aware flow that the canvas app in your solution will use. Option D is incorrect because using a custom connector in your solution requires creating it within the solution instead of bringing it from outside, which Power Platform will not allow.

Reference:

<https://docs.microsoft.com/en-us/power-automate/overview-solution-flows>

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/add-app-solution>

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/solutions-overview#known-limitations>

QUESTION 197

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 Dataverse Search to search for the word run.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

Dataverse Search = Relevance Search.

Relevance Search brings the following benefits:

- 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."
- Includes the ability to search documents found in Notes and Attachments on Emails and Appointments

Reference:

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

QUESTION 198

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 199

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	Desktop flow type
	1	Attended
	2	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 200

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.

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.

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

Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.

Change the service request status to Completed. Currently, service requests do not indicate when all Qualification records are addressed.

Microsoft Power platform environment

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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:

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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.

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

QUESTION 201

Case Study 2 - ADatum Corp

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Question

Hotspot Question

You need to address the executive's concerns regarding unnecessary data access.

Which security changes should you make? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Concern – Unnecessary user access to client data during verification

Security Measure –

Assign records to the user doing the verification and change table security to basic.
Assign records to a service account and share the record with the team member doing the verification.
Assign records to a service account and add the team member doing the verification by using an access team.

Concern – Unnecessary user access to client data after the request is completed

Security Measure –

Assign records to the QV team when the service request is completed.
Assign records to a service account when the service request is completed.
Assign records to the team member doing the verification when the service request is completed.

Answer:

Answer Area

Concern – Unnecessary user access to client data during verification

Security Measure –

Assign records to the user doing the verification and change table security to basic.
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Concern – Unnecessary user access to client data after the request is completed

Security Measure –

Assign records to the QV team when the service request is completed.
Assign records to a service account when the service request is completed.
Assign records to the team member doing the verification when the service request is completed.

Explanation:

Box 1: Assign records to a service account and add the team member doing the verification by using an access team.

When to use access teams

- * The teams are dynamically formed and dissolved. This typically happens if the clear criteria for defining the teams, such as established territory, product, or volume aren't provided.
- * The team members require different access rights on the records. You can share a record with several access teams, each team providing different access rights on the record. For example, one team is granted the Read access right on the account and another team, the Read, Write and Share access rights on the same account.
- * A unique set of users requires access to a single record without having an ownership of the record.

Box 2: Assign records to the QV team when the service request is completed.

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

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.

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.

Reference:

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

QUESTION 202

Case Study 2 - ADatum Corp

Background

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Governance and security

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

Question

Hotspot Question

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 Area

Aspect	Configuration
Relationship	Service Request 1:N Qualification Service Request N:N Qualification Service Request N:1 Qualification
Cascading rule	Restrict Cascade All Cascade None

Answer:

Answer Area

Aspect	Configuration
Relationship	Service Request 1:N Qualification Service Request N:N Qualification Service Request N:1 Qualification
Cascading rule	Restrict Cascade All Cascade None

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.

Reference:

<https://docs.microsoft.com/en-us/power-apps/developer/data-platform/configure-entity-relationship-cascading-behavior>

QUESTION 203

Case Study 2 - ADatum Corp

Background

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

Question

You need to be able to move a Power Automate desktop flow used in the verification process to the testing environment.

What should you do?

- A. Share a copy of the desktop flow with a member of internal IT.
- B. Use the Export option in the flow to get the flow identifier and provide it to internal IT.
- C. Send a copy of the desktop flow to a member of internal IT.
- D. Create the desktop flow in a solution and provide it to internal IT.**

Answer: D

Explanation:

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

Flows with PowerApps steps

Flows that were created via Power Automate in the PowerApps menu or flows that have PowerApps steps added have a different issue than other Power Automate flows. As of the writing of this blog these flows are not able to be imported into another environment. This means that if you create flows with Power Apps steps within them you will need to recreate them in your destination environment.

Reference:

<https://www.spyglassmtg.com/blog/power-platform-solution-export-and-import-issues>

QUESTION 204

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Governance and security

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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.

Question

Hotspot Question

You create a desktop flow to interact with a certification authority's website.

You need to get data in and out of the desktop flow.

How should you set up the input and output parameters? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Parameter direction	Configuration
Inbound	▼ Copy and paste qualification data into the desktop flow. Run a cloud flow from the Dataverse qualification record to send data to the desktop flow. Connect by using the Dataverse connector from the desktop flow and retrieve the qualification data.
Outbound	▼ Copy and paste the verification data into the qualification record. Send data from the desktop flow to a cloud flow to update the qualification record. Connect by using the Dataverse connector from the desktop flow and the qualification record

Answer:

Answer Area

Parameter direction	Configuration
Inbound	▼ Copy and paste qualification data into the desktop flow. Run a cloud flow from the Dataverse qualification record to send data to the desktop flow. Connect by using the Dataverse connector from the desktop flow and retrieve the qualification data.
Outbound	▼ Copy and paste the verification data into the qualification record. Send data from the desktop flow to a cloud flow to update the qualification record. Connect by using the Dataverse connector from the desktop flow and the qualification record

Explanation:

Box 1: Connect by using the Dataverse connector from the desktop flow and retrieve the qualification data.

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

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.

Box 2: Send data from the desktop flow to a cloud flow to update the qualification record.

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

- Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.
- Change the service request status to Completed. Currently, service requests do not indicate when all Qualification records are addressed.

QUESTION 205

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.

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.

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

Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.

Change the service request status to Completed. Currently, service requests do not indicate when all Qualification records are addressed.

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

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

Question

Hotspot Question

You need to configure a Power Automate flow to send the email with the results to the client.

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

Answer Area

Requirement

Control

Process qualification records for a service request.

▼
Switch
Condition
Apply to Each

Evaluate a qualification.

▼
Do until
Condition
Apply to Each

Answer:

Answer Area

Requirement

Control

Process qualification records for a service request.

▼
Switch
Condition
Apply to Each

Evaluate a qualification.

▼
Do until
Condition
Apply to Each

Explanation:

Box 1: **Apply to each**

You can use the Apply to each action to process a list of items periodically.

Note:

- Service request results will not be released to clients until all related Qualification records are set to a Complete status.
- To complete a service request, users perform the following actions:
- Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.

Box 2: **Do until**

The Do Until control in Power Automate is a loop that repeatedly forces an action until a certain

condition becomes true.

Reference:

<https://docs.microsoft.com/en-us/power-automate/apply-to-each> <https://blog.enterprisedna.co/do-until-loop-control-in-power-automate/>

QUESTION 206

Case Study 2 - ADatum Corp

Background

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

Question

You need to capture the Date Completed value from the website using a desktop flow.

Which method should you use?

- A. Use optical character recognition (OCR) on the screen to locate and extract the value.
- B. Display an input dialog and prompt the user to enter the value.
- C. Extract the value from the window the browser is using.
- D. Retrieve the value from the HTML element in the webpage.

Answer: C

Explanation:

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

Reference:

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/actions-reference/datetime#getcurrentdatetime>

QUESTION 207

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.

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Current environment

Data storage and retention

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The Service Request table includes header information about the individual or organization that is

the subject of verification.

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

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Microsoft Power platform environment

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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.
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Qualification verification

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

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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.

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

Question

You need to assign 10 percent of the Qualification records to the QV queue through table configuration by using a Power Automate flow.

What should you do?

- A. Create an autonumber column on the Qualification table and assign its qualification records if the number cleanly divides by 10.
- B. Create a calculated column on the Service Request table that sums the number of qualification records, generates a random number between zero and the number from the new field, and assigns each qualification record if the number generated is 10 percent or less of the value of the new field.
- C. Create a roll-up column on the Service Request table that is the count of qualification records, generates a random number between zero and the number from the new field, and assigns each qualification record if the number generated is 10 percent or less of the value of the new field.
- D. Create an autonumber column on the Service Request table and assign its qualification records if the number cleanly divides by 10.

Answer: A

Explanation:

Keep the counting on the Qualification records. Every 10th Qualification record will then be reassigned.

QUESTION 208**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.

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Current environment**Data storage and retention**

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

Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.

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Microsoft Power platform environment

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

production.

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Requirements

Process automation

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Question

Hotspot Question

You need to configure a Power Automate flow to send the email with the results to the client.

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

NOTE: Each correct selection is worth one point.

Answer Area

Trigger settings

	▼
Set Table name to Qualification and Column filter to statecode.	
Set Table name to Qualification and Column filter to statuscode.	
Set Table name to Service Requests and Column filter to statuscode.	

Logic to complete service requests

	▼
Complete if current record is in Complete status.	
Complete if current record is in Pending Verification status.	
Loop through related qualification records and complete if all are in Complete status.	

Answer:

Answer Area

Trigger settings

	▼
Set Table name to Qualification and Column filter to statecode.	
Set Table name to Qualification and Column filter to statuscode.	
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Logic to complete service requests

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Complete if current record is in Complete status.	
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Loop through related qualification records and complete if all are in Complete status.	

Explanation:

Box 1: Set Table table to Qualification and Column filter to statuscode.

Box 2: Loop through related qualification records and complete if all are in Complete status.

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.

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QUESTION 209**Case Study 2 - ADatum Corp****Background**

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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.

Question

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: AC

Explanation:

A connection reference is a solution component that contains information about a connector. Both canvas app and operations within a Power Automate flow bind to a connection reference. You can import your connection reference into a target environment with no further configuration needed after the import completes.

Reference:

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

QUESTION 210

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.

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:

Send a templated email by using Microsoft Outlook to the client after all qualifications for a service request are checked.

Change the service request status to Completed. Currently, service requests do not indicate when all Qualification records are addressed.

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.
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to a Complete status.

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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.

Question

You need to add the missing components to the Verification Process Automation solution.

Which two components should you add? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Service Request statuscode field
- B. Dataverse connection reference
- C. Qualification statuscode field**
- D. On-premises data gateway reference
- E. Outlook connection reference**

Answer: CE

Explanation:

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

E: 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.

QUESTION 211

Case Study 2 - ADatum Corp

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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.

Question

Hotspot Question

You need to coordinate updates and deployment for managed solutions containing completed work without disrupting the system.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Deployment option for changes to an unrelated table

☐	Deploy a patch with the changes made from the current solution.
☐	Deploy a full copy of the new solution with the changes using the upgrade option.
☐	Deploy a full copy of the current solution with the changes using the upgrade option.

Deployment option for automation enhancements

☐	Deploy the new solution and then deploy a full copy of the original solution. Use the upgrade option for both deployments.
☐	Deploy a full copy of the original solution and then deploy the new solution. Use the upgrade option for both deployments.
☐	Deploy a full copy of the original solution using the upgrade option. Then, deploy the new solution by using the update option.

Answer:

Deployment option for changes to an unrelated table

☐	Deploy a patch with the changes made from the current solution.
☐	Deploy a full copy of the new solution with the changes using the upgrade option.
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Deployment option for automation enhancements

☐	Deploy the new solution and then deploy a full copy of the original solution. Use the upgrade option for both deployments.
☐	Deploy a full copy of the original solution and then deploy the new solution. Use the upgrade option for both deployments.
☐	Deploy a full copy of the original solution using the upgrade option. Then, deploy the new solution by using the update option.

Explanation:

Box 1: Deploy a patch with the changes made from the current solution.

Scenario:

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.

Box 2: Deploy a full copy of the original solution using the upgrade option. Then, deploy the new solution by using the update option.

Scenario: 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.

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.

Note:

Upgrade This is the default option and upgrades your solution to the latest version and rolls up all previous patches in one step. Any components associated to the previous solution version that

are not in the newer solution version will be deleted. This is the recommended option as it will ensure that your resulting configuration state is consistent with the importing solution including removal of components that are no longer part of the solution.
Update This option replaces your solution with this version. Components that are not in the newer solution won't be deleted and will remain in the system. This option is not recommended as your destination environment will differ in configuration from your source environment and could cause issues that are difficult to reproduce and diagnose.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/data-platform/update-solutions>

QUESTION 212

You create a Power Virtual Agents bot.
You observe that the bot is not able to recognize input from some users.
You need to configure the bot response for unrecognized input from users.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Transfer to an agent.
- B. Use a fallback topic.
- C. Display a system-defined error message.
- D. Connect to a different channel.

Answer: BC

QUESTION 213

A company creates a model-driven app.
Users require access to a Power BI report that is embedded in the app.
You need to configure the app.
Where should you add the report?

- A. XML report
- B. Dashboard
- C. Business rule
- D. Power Automate cloud flow

Answer: B

QUESTION 214

You plan to create a dataflow by using Power Query to transform the data.
You observe that some cells display an error instead of the expected data.
You need to obtain more details about the errors. What should you do?

- A. Select the row that includes the cell with the error.
- B. Use the Flow Checker.
- C. Select the cell with the error.
- D. Use the App Checker.
- E. Use the Advanced Editor.

Answer: C

QUESTION 215

You have a canvas app.

The canvas app must store data in a variable that is available only to the current screen.

You need to create the variable.

Which two functions should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Navigate
- B. UpdateContext
- C. Set
- D. Collect
- E. SaveData

Answer: AB

QUESTION 216

You create a Power Apps app.

The app must be able to display a list of records that are sorted by category.

The app must also expand or hide the list by subtopics.

You need to configure the app.

Which tool should you use?

- A. card
- B. expression
- C. Power BI dashboard
- D. gallery

Answer: C

QUESTION 217

A veterinary office plans to use Microsoft Power Platform to streamline customer experiences.

The customer creates a canvas apps to manage appointments. On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, a text field must appear so that staff members can add details about the pet.

You need to create a dynamically visible field.

What should you configure?

- A. business rule
- B. business process flow
- C. workflow

Answer: A

QUESTION 218

A company uses Power Apps with Microsoft Dataverse.

The company enables auditing on the Dataverse database.

The company tenant reaches the maximum storage capacity.

You need to delete some auditing data.

Which three deletion options should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. by table
- B. by record
- C. between two specified dates
- D. by column
- E. older than a specified date

Answer: ABE

Explanation:

By a record, by table, all logs up to and including the selected date, missing option "access logs, by people and system".

<https://learn.microsoft.com/en-us/power-platform/admin/manage-dataverse-auditing>

QUESTION 219

A company is planning to create a Power Virtual Agents bot.
The bot has the following requirements:

- The bot must provide address information for the company.
- The bot must be available from Microsoft Teams and from the internet website of the company.

You need to configure the bot. Which component should you use?

- A. Skill
- B. Composer
- C. Template
- D. Channel

Answer: D

Explanation:

Channels allow bots to be available from different platforms such as Microsoft Teams, websites, and more.

QUESTION 220

Drag and Drop Question

A company is building a Power Virtual Agents chatbot. Users in the accounting department require access to collaborate with the building of the bot. Users in the sales department require access to only chat with the bot.

You need to configure the bot.

Which sharing options should you use? To answer, drag the appropriate sharing options to the correct requirements. Each sharing option 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.

Sharing options	Answer Area	Requirement	Sharing option
Users		Users in the accounting department	
Active Directory security groups		Users in the sales department	
Everyone in the organization			

Answer:

Sharing options	Answer Area	Requirement	Sharing option
Everyone in the organization		Users in the accounting department	Active Directory security groups
		Users in the sales department	Users

QUESTION 221

Drag and Drop Question

A company uses Power Apps.

You create a custom table and configure a child table relationship with the contact table.

You need to configure the cascading rules for each action.

Which behavior should you use? To answer, drag the appropriate behaviors to the correct actions. Each behavior 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.

Behaviors	Answer Area	Behavior
Restrict	Action	
Cascade All	Custom table record is deleted.	
Cascade None	Custom table record is shared.	

Answer:

Behaviors	Answer Area	Behavior
Cascade None	Action	Restrict
	Custom table record is deleted.	Cascade All
	Custom table record is shared.	

Explanation:

<https://learn.microsoft.com/en-us/power-apps/developer/data-platform/configure-entity-relationship-cascading-behavior>

QUESTION 222

Drag and Drop Question

A company uses a model-driven app. The app uses a workflow to send email. Emails are sent to new customers that enter an email address for the first time in the app. Customers report that they do not receive an email after entering an email address.

You need to troubleshoot the issue.

In which order should you perform the actions? 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
Edit the workflow.	> <	1
Review the tab with the process sessions.		2
Clear the option to delete the workflow retention jobs.		3
Run the workflow.		4

Answer:

Actions		Answer area
	> <	1 Edit the workflow.
		2 Review the tab with the process sessions.
		3 Clear the option to delete the workflow retention jobs.
		4 Run the workflow.

QUESTION 223

Hotspot Question

A company has a Power Apps app.
The app must meet the following requirements:

- Managers assign lead records to the sales department.
- A new phone call record must be created if a lead record has no activities.
- An email must be sent to the manager if the phone call record created is not completed after one day.
- A classic workflow must run when a lead record is assigned.

You need to configure the check conditions for the workflow.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Condition	Value
Number of activities for new phone call record.	0 ▼ 0 1 Process Activity Count
Duration for email sent to manager.	Lead Created On + 1 Day ▼ 1 Day Lead Created On + 1 Day Lead Modified On + 1 Day

Answer:

Condition	Value
Number of activities for new phone call record.	0 ▼ 0 1 Process Activity Count
Duration for email sent to manager.	Lead Created On + 1 Day ▼ 1 Day Lead Created On + 1 Day Lead Modified On + 1 Day

QUESTION 224

Drag and Drop Question

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		Answer area	
Sign into the Maker portal for Microsoft Power Platform.	> < 1		
Add the app to Teams.		2	
Select the required Power Apps app.		3	
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:

Actions		Answer area
Sign into the Maker portal for Microsoft Power Platform.	> <	1 Sign in to the Microsoft Power Platform Admin Center.
Add the app to Teams.		2 Select and download the Power Apps app.
Select the required Power Apps app.		3 Share the app to the Teams channel email address.
Upload the Power Apps app to the Teams channel Files tab.		

QUESTION 225

Hotspot Question

A company creates a Microsoft Teams app that stores data in two tables in a Microsoft Dataverse for Teams environment.

Users require access to the app and the app data.

You need to configure access.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area	Access	Action
	Access to the data	Share the data and assign permissions. Assign a permission set for each table in the app. Create a security role and assign permissions by table. Share the data and assign permissions.
	Access to the app	Publish the app to a Teams channel. Share with a security group. Share with users. Publish the app to a Teams channel.

Answer:

Answer Area

Access	Action
Access to the data	Share the data and assign permissions. Assign a permission set for each table in the app. Create a security role and assign permissions by table. Share the data and assign permissions.
Access to the app	Publish the app to a Teams channel. Share with a security group. Share with users. Publish the app to a Teams channel.

QUESTION 226
Hotspot Question

You plan to create a dataflow to import data into Microsoft Dataverse by using Power Query. The dataflow has the following requirements:

- A table of aggregated data must be created in dataflow storage.
- A unique identifier must be created for the table.

You need to configure the dataflow.

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

Answer Area

Requirement	Solution
Table of aggregated data	Merge query Fact table Merge query Linked entity Computed entity
Unique identifier	Key column Key column Pivot column Alternate key

Answer:

Answer Area

Requirement	Solution
Table of aggregated data	Merge query Fact table Merge query Linked entity Computed entity
Unique identifier	Key column Key column Pivot column Alternate key

QUESTION 227
Drag and Drop Question

You are modifying a model-driven app. You set up a customer table in Microsoft Power Platform to retrieve user data. You set up a form with the following columns for users to enter their data. The form includes the following columns:

Column	Data type
Country/region	Choices (multi-select)
Passport ownership	Choice (yes /no)
Passport expiration date	Text

The form must do the following:

- The Country/region column must automatically populate with US when English is chosen as a language. If the user selects Other for this column, the column must remain blank so that user can enter a value.
- The Passport expiration date column must appear only if the user selects Yes in the Passport ownership column.

You need to configure the app with the least amount of effort.

What should you configure? To answer, drag the appropriate solution component to the correct requirements. Each solution 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.

Power Automate flow
Business rule
Business process flow
Formula

Requirement

Country/region
Passport expiration date column appears

Solution component

Answer:

Power Automate flow
Business process flow

Requirement

Country/region
Passport expiration date column appears

Solution component

Business rule
Formula

QUESTION 228

Drag and Drop Question

The app needs to store temporary data:

- Each screen must maintain a separate copy of data and pass the data to another screen.
- The app must be able to update separate rows of a table independently.

You need to configure variables for the data.

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

Variable types	Answer Area	Requirement	Variable type
Collection		Screens maintain separate data and pass the data to another screen.	
Global variable		Update separate rows of a table independently.	
Context variable			

Answer:

Variable types	Answer Area	Requirement	Variable type
		Screens maintain separate data and pass the data to another screen.	Global variable
Context variable		Update separate rows of a table independently.	Collection

QUESTION 229

Drag and Drop Question

The components must be transported to a different environment.

- Add data to the new table.
- Delete an unused area from the site map.

You need to determine the method required to transport each component.

Which method should you use? To answer, drag the appropriate methods to the correct components. Each method 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.

Methods	Answer area
	Component Method
Configuration Migration tool	New table Method
Solution	Data for the new table Method
SolutionPackager tool	Site map Method

Answer:

Methods	Answer area	Method
	Component	
Configuration Migration tool	New table	Solution
Solution	Data for the new table	Configuration Migration tool
SolutionPackager tool	Site map	Solution

QUESTION 230

You need to build a Power BI dashboard for sales managers to track opportunities.

When a new sale closes that is greater than \$1 million, a notification must pop up and an email must be sent to the leadership team.

You need to ensure the email is sent without editing the Microsoft Dataverse.

Which two elements should you configure? Each correct answer is part of the solution.

NOTE: Each correct selection is worth one point.

- A. alerts in Power BI
- B. a calculated column in the Dataverse
- C. a custom connector
- D. a paginated report to save to Microsoft OneDrive
- E. a Power Automate flow

Answer: AE

QUESTION 231

A company uses a Power Apps app with Microsoft Dataverse.

The company requires the import of records into Dataverse. Duplicate records in the data must be deleted without user intervention.

You create a duplicate detection rule.

You need to configure the rule for the data import.

Which option should you configure?

- A. Enable the Templates for Data Import option.
- B. Enable the When a record is created or updated option.
- C. Disable the Allow Duplicates option.
- D. Enable the During data import option.

Answer: D

Explanation:

<https://learn.microsoft.com/en-us/power-platform/admin/turn-duplicate-detection-rules-off-whole-organization>

QUESTION 232

A company uses model-driven apps.

Users in the sales department enter the first name, last name, and phone number of customers in the app. The users request a single screen in the app to enter the customer data.

You need to configure the app.

What should you do?

- A. Create a canvas app.
- B. Modify the site map.
- C. Create a Power Automate flow.
- D. Use a Power Virtual Agents app.

Answer: A

QUESTION 233

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: BC

QUESTION 234

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: AD

Explanation:

<https://learn.microsoft.com/en-us/power-virtual-agents/configure-sso#supported-channels>

QUESTION 235

A company uses a model-driven app. The app uses a Power Virtual Agents chatbot.

The company has two locations in different countries/regions with separate environments for each location. Each location has a development environment, a testing environment, and a production environment. The company uses the Application Lifecycle Management (ALM) process for the environments.

You need to create the different Power Virtual Agents bot environments.

How many Power Virtual Agents bot environments are required?

- A. 1
- B. 2
- C. 3
- D. 6**

Answer: D

QUESTION 236

A company creates a bot by using Power Virtual Agents.

The company requires the bot to transfer callers to an agent if the bot is unable to recognize a customer's request.

You need to configure the bot for the unrecognized information from the customer.

Which feature should you use?

- A. Fallback workstream
- B. Fallback topic**
- C. Fallback skill
- D. Fallback queue
- E. Fallback entity

Answer: B

Explanation:

<https://learn.microsoft.com/en-us/power-virtual-agents/authoring-system-fallback-topic>

QUESTION 237

You have a canvas app with an embedded Power BI tile.

You share the canvas app. Users report that they are unable to access the Power BI content.

You need to determine why users are unable to access the content

What is the cause of the user's problems?

- A. The Power BI dashboard is not shared.
- B. The Power BI interactions property on the Power BI tiles is set to Off.
- C. The Power BI connection is not shared.
- D. The Power BI Display mode property on the Power BI tiles is set to Disabled

Answer: A

QUESTION 238

You create a Power Apps app for Microsoft Teams using Microsoft Dataverse for Teams. Users report that they are unable to view the app in Teams. You need to ensure that users can access the app.

What should you do?

- A. Share the app with a security group by using the Maker portal.
- B. Share the app with a security group in Teams.
- C. Request that a tenant administrator pin the app to the app bar in Teams.
- D. Publish the app by using the Maker portal.
- E. Share the app with individual users by using the Maker portal.

Answer: B

QUESTION 239

A company creates a Power Automate cloud flow for a Power Apps app.

The cloud flow must send a daily email that contains a list of year-to-date (YTD) totals.

You need to configure the flow.

Which feature should you use?

- A. Parallel branch
- B. Loop
- C. Condition
- D. Wait

Answer: B

QUESTION 240

A company creates a canvas app.

The app requires near real-time data from an accounting system that resides in a customer's data center.

You need to implement a solution for the app.

What should you create?

- A. Azure DevOps pipeline

B. On-premises data gateway

C. Power Pages

D. Data integration project

Answer: B

QUESTION 241

Drag and Drop Question

A company is updating a Power Apps solution that contains two tables named Services and Equipment. The company is creating a new solution to update the current solution for the following requirements:

- The Services table must be updated to include change tracking.
- The Equipment table must be updated to include four new columns.
- The solution must update only the components that need to be added or changed.

You need to create the solution.

Which table option should you use? To answer, drag the appropriate options to the correct tables. Each option 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.

Options	Answer Area	
Include all components	Table	Option
Include entity metadata	Services	Option
Select components	Equipment	Option

Answer:

Options	Answer Area	
Include all components	Table	Option
	Services	Include entity metadata
	Equipment	Select components

QUESTION 242

Drag and Drop Question

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.

Which table option should you use? To answer, drag the appropriate options to the correct tables. Each option 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.

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

Answer:

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

QUESTION 243

Drag and Drop Question

You create a canvas app that uses data from a Microsoft SQL Server database.

You use a dataflow to move some of the data from the database to Microsoft Dataverse. Users will filter the data by using the app.

You need to filter data in the dataflow and in the canvas app.

Which tools should you use? 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.

Tools	Requirement	Tool
Power Fx	Filter data in the dataflow.	Tool
Power Query	Filter data in the canvas app.	Tool
T-SQL		
Kusto		

Answer:

Tools	Requirement	Tool
Power Fx	Filter data in the dataflow.	Power Query
	Filter data in the canvas app.	T-SQL
Kusto		

QUESTION 244

Drag and Drop Question

A company has a model-driven app that uses Microsoft Dataverse.

Users need to add an alternate phone number when entering their account information. The users also require a list that displays the customers that do not have an alternate phone number.

You need to enable the required features.

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

Features	Answer Area	
Table	Requirement	Feature
View	Add alternate phone number.	Feature
Column	List of customers without alternate phone number.	Feature
Relationship		

Answer:

Features	Answer Area	
Table	Requirement	Feature
	Add alternate phone number.	Column
Relationship	List of customers without alternate phone number.	View

QUESTION 245

Hotspot Question

A company plans to implement a voice-enabled Power Virtual Agents bot. The company has the following requirements for the bot:

- Recognize when a caller states Tennis or any variation of the word.
- Provide options when a caller states the name of a sport.

You need to configure the bot.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Recognize when caller states **Tennis**.

Feature

 Entity
 Topic
 Variable

Provide options when caller states name of sport.

 Entity
 Topic
 Variable

Answer:

Answer Area

Requirement

Recognize when caller states **Tennis**.

Feature

 Entity
 Topic
 Variable

Provide options when caller states name of sport.

 Entity
 Topic
 Variable

Explanation:

An Entity to recognize and extract specific information. In this case, to recognize when the caller mentions "Tennis".

A Topic that is triggered when the user says the name of a sport. Then you could use a Bot Response action to provide a list of sports options and a User Input action to capture the user's response and take appropriate actions.

QUESTION 246

Drag and Drop Question

A company uses a model-driven app for customer support. The company has the following requirements for the app:

- Send an email in real-time to customers when they enter their email address.
- Send an email to customers at the same time every day for cases that are open for more than 24 hours.

The solution should require the least amount of customization.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Components	Requirement	Component
Power Apps component framework (PCF) control	Send email to customer when email address entered.	Component
Classic workflow	Send email at the same time every day.	Component
Power Automate flow		
JavaScript		

Answer:

Components	Requirement	Component
Power Apps component framework (PCF) control	Send email to customer when email address entered.	Classic workflow
	Send email at the same time every day.	Power Automate flow
JavaScript		

Explanation:

<https://learn.microsoft.com/en-us/power-automate/replace-workflows-with-flows>

QUESTION 247

Hotspot Question

You use Power Virtual Agents to create a bot that will answer and transfer help desk calls.

You create topics that contain nodes and functions. The company has the following requirements for the bot:

- When a caller states the word **issue**, **help**, or **problem**, the bot must respond with the question. "How can we help you today?"
- When the bot responds with the question, "How can we help you today?", the bot must provide the caller with the choices of hardware, software or other
- When the caller asks a question, the bot must save the response so that it can perform an action on the response.

You need to configure the bot.

Which nodes or functions should you use? To answer, select the appropriate options in the answer area.

Answer Area

Requirement	Node/Function
Caller states issue , help , or problem .	Trigger phrase Question Message Action
Bot provides choices.	Action Question Message Variable
Responses are temporarily saved.	Action Variable Trigger Identifier

Answer:

Answer Area

Requirement

Caller states **issue, help, or problem.**

Bot provides choices.

Responses are temporarily saved.

Node/Function

 Trigger phrase
 Question
 Message
 Action

 Action
 Question
 Message
 Variable

 Action
 Variable
 Trigger
 Identifier

Explanation:

Use the "Trigger phrases" feature to recognize when the caller states the words "issue," "help," or "problem." This will trigger the bot to begin a new conversation.

Use the "Ask a question" feature to ask the caller, "How can we help you today?" and provide the choices of hardware, software, or other as response options.

Use the Save answer feature to save the caller's response to a "variable" so that the bot can perform an action on the response later.

QUESTION 248

Hotspot Question

A company plans to implement chatbots by using Power Virtual Agents.

The company has the following requirements for the bots:

- Users in the accounting department must be able to create a bot for frequently asked questions.
- The support desk users must be able to use the bot.

The users must not be able to change environment parameters in the Microsoft Power Platform environment.

You need to configure the permissions for the bots.

Which actions should you implement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Users can create a bot.

Action

- Assign users to a security role.
- Share the bot with a security group.
- Assign users the Maker permissions.
- Assign users the System Administrator role.

Support desk users can use the bot.

- Assign users to a security role.
- Share the bot with a security group.
- Assign users the Maker permissions.
- Assign users the System Administrator role.

Answer:

Answer Area

Requirement

Users can create a bot.

Action

- Assign users to a security role.
- Share the bot with a security group.
- Assign users the Maker permissions.
- Assign users the System Administrator role.

Support desk users can use the bot.

- Assign users to a security role.
- Share the bot with a security group.
- Assign users the Maker permissions.
- Assign users the System Administrator role.

Explanation:

<https://learn.microsoft.com/en-us/power-virtual-agents/admin-share-bots>

QUESTION 249

Drag and Drop Question

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.

Components	Answer Area	
Variables Skills Topics Entities	Requirement	Component
	Route to location.	
	Route to support bot.	

Answer:

Components	Answer Area
Variables	
Entities	Requirement Route to location. Route to support bot. Component Topics Skills

Explanation:

- 1) "Topics" to prompt for the location of the customer and route the call to the appropriate support agent.
- 2) "Skills" to transfer support calls at each location to a support bot that uses the Bot Framework.

QUESTION 250

Hotspot Question

You plan to create a Power Bi dataflow.

The Power BI dataflow has the following requirements:

- Be able to create a copy of the dataflow to separate Power BI workspaces-
- Schedule the dataflow to update every day at 11:00 AW.

You need to configure the dataflow.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Copy Power BI dataflow.

Action

Export the JSON file.
Change the settings.
Change the properties.
Add Streaming dataset.

Schedule updates.

Refresh the history.
Configure the Power BI service.
Share the dashboards with other users.
Refresh automatically.

Answer:

Answer Area

Requirement

Copy Power BI dataflow.

Action

Export the JSON file.
Change the settings.
Change the properties.
Add Streaming dataset.

Schedule updates.

Refresh the history.
Configure the Power BI service.
Share the dashboards with other users.
Refresh automatically.

QUESTION 251

Hotspot Question

You create a canvas app.

The app requires access to data that is stored in collections. The app must provide the following actions:

- Create a new collection variable.
- Remove table values from a collection.

You need to configure functions for the app.

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

NOTE: Each correct selection is worth one point.

Answer Area

Action

Create a new collection variable.

Remove table values from a collection.

Function

Set
Select
Collect
AddColumns

Clear
Reset
Revert
DropColumns

Answer:

Answer Area

Action

Create a new collection variable.

Remove table values from a collection.

Function

	▼
Set	
Select	
Collect	
AddColumns	

	▼
Clear	
Reset	
Revert	
DropColumns	

QUESTION 252

Hotspot Question

You create a model-driven app for an automobile parts help desk.

A help desk agent uses a form to gather information about customers' automobiles in two custom tables. The names of the tables are Client and Automobile,

The form must prepopulate the following information about the customer from the client table:

- First name
- Last name

The agent must be able to type the following information about the automobile:

- Automobile make
- Automobile model

You need to implement the form.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Prepopulate client information

Configuration

▼

- Dataflow
- Relationship
- Alternate key
- Virtual table

Enter automobile information

▼

- Table
- View
- Connector
- Power Automate flow

Answer:

Answer Area

Requirement

Prepopulate client information

Configuration

▼

- Dataflow
- Relationship
- Alternate key
- Virtual table

Enter automobile information

▼

- Table
- View
- Connector
- Power Automate flow

QUESTION 253

Hotspot Question

A company uses Power Apps. You enable auditing in Microsoft Dataverse. Users report the following issues when viewing the audit logs:

- Unable to view the read access audit logs.
- Unable to view the Account table audit logs.

You need to troubleshoot the issues.

What are the causes of the issues? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Issue	Cause
Unable to view the read access audit logs.	Storage for the tenant is over capacity. Auditing is not enabled at the environment level.
Unable to view the Account table audit logs.	Auditing is disabled at the app level. Auditing is disabled at the table level. Auditing for read access is not enabled.

Answer:

Answer Area

Issue	Cause
Unable to view the read access audit logs.	Storage for the tenant is over capacity. Auditing is not enabled at the environment level.
Unable to view the Account table audit logs.	Auditing is disabled at the app level. Auditing is disabled at the table level. Auditing for read access is not enabled.

QUESTION 254

Drag and Drop Question

A company plans to add another language to a Microsoft Dataverse environment. Several components were added or modified in the environment. You need to ensure that these components get translated.

Which method should you use? To answer, drag the appropriate methods to the correct component types. Each method 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.

Methods	Answer Area	
	Component type Method	
Create a separate version for each language.	View	
Export and re-import translated text.	Email template	
Use embedded labels.	Report	

Answer:

Methods	Answer Area	
	Component type Method	
Create a separate version for each language.	View	Export and re-import translated text.
Export and re-import translated text.	Email template	Create a separate version for each language.
Use embedded labels.	Report	Create a separate version for each language.

Explanation:

<https://learn.microsoft.com/en-us/power-platform/alm/create-solutions-support-multiple-languages>

QUESTION 255

A company uses Power Apps.

Users must be able to view only the address1 columns in the Account table.

You need to ensure other address columns are not visible to users when creating views and filters.

What should you do?

- A. Delete the other address columns from the table.
- B. Disable the Search option for the columns.
- C. Use column-level security to remove read access to all users.**
- D. Create business rules to hide the other address columns.

Answer: C

QUESTION 256

You plan to add a Power Apps app to Microsoft Teams.

A Microsoft Dataverse for Teams environment has not been provisioned.

You need to create a Dataverse for Teams environment.

Which two actions can you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a new app in Teams.**
- B. Install an existing app in Teams.**
- C. Create a new environment in the Microsoft Power Platform Admin Center.
- D. Create an app permission policy in the Teams admin center.

Answer: AB

Explanation:

Install Power Apps, Create or add existing app.

<https://learn.microsoft.com/en-us/training/modules/get-started-dataverse-teams/2-provision-environment>

QUESTION 257

Drag and Drop Question

A company uses a Microsoft Power Platform environment.

The company plans to implement a Power Apps app. The application must meet the following requirements:

- Audit all user activity and only retain the audit logs for one year.
- Annually remove products that were created over a year ago.

You need to configure the automated processes.

What should you configure? To answer, drag the appropriate configurations to the correct requirements. Each configuration 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.

Configurations		Answer Area	
		Requirement	Configuration
Table auditing	●	Audit log retention	
Bulk deletion job	●	Product removal	
Environment auditing	●		
Filtered view	●		

Answer:

Configurations		Answer Area	
		Requirement	Configuration
Table auditing	●	Audit log retention	Environment auditing
	●	Product removal	Bulk deletion job
Filtered view	●		

QUESTION 258

A company creates a canvas app.

The app requires users to enter their social security number. The app should only display the last four digits when the user tabs to a different column.

You need to configure the app.

Which option should you use?

- A. Business rule
- B. Business process flow
- C. Power BI DAX
- D. Power Fx**

Answer: D

Explanation:

Add a calculated column with power fx to have last four digits ssn.

QUESTION 259

Drag and Drop Question

A company has a model-driven app.

The app must meet the following requirements:

- Prevent users from saving a record if validation from a custom action fails.
- Query and update a list of records.

You need to configure processes for the app without using code.

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

Processes		Answer Area	
		Requirement	Process
Cloud flow	•	Prevent users from saving a record.	
Classic workflow	•	Query and update records.	
Business process flow	•		

Answer:

Processes		Answer Area	
		Requirement	Process
Classic workflow	•	Prevent users from saving a record.	Business process flow
	•	Query and update records.	Cloud flow
	•		

QUESTION 260

You plan to create a canvas app.

The app requires a button on the data entry screen that users can select to send an email.

You need to configure the app.

What should you create?

- A. Classic workflow
- B. Power Automate cloud flow**
- C. Azure Logic App
- D. Business process flow

Answer: B

QUESTION 261

You have a classic workflow. The workflow updates a custom column on a record when an account record is created.

The workflow must update the custom column based on the following conditions:

- Update the custom column value using the Account Number.
- If the Account Number column is blank, update the custom column value using the Ticker Symbol.
- If the Ticker Symbol column is blank, update the custom column value to N/A.

You need to configure the custom column value by using the update record step. What should you do?

- A. Add a formula that evaluates the two column values and uses the first populated value or else the default value.
- B. Add an expression that evaluates the two column values and uses the first populated value or else the default value.
- C. Add the two columns with the default value by using the Forms Assistant.**
- D. Add check conditions to determine if the two columns contain data.

Answer: C

Explanation:

Must be the Form Assistant because its a classical Workflow.

"Setting record values":

<https://learn.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/configure-workflow-steps?view=op-9-1>

QUESTION 262

A company uses a canvas app.

Supervisors must approve transactions when a user from the sales department enters a revenue amount that is over \$1 million.

You need to configure an approval process without using code.

What should you create?

- A. Power Automate cloud flow**
- B. Power Apps component framework (PCF) control
- C. Column Expression
- D. Azure Service Bus service

Answer: A

Explanation:

You could create a Power Automate cloud flow that triggers when a Revenue Amount is updated, checking its value. Then use an approval action to send an approval request to the appropriate supervisors based on the revenue amount. The flow can be easily integrated into the canvas app

without requiring any coding.

<https://learn.microsoft.com/en-us/power-apps/guidance/patterns/approval-pattern>

QUESTION 263

Hotspot Question

You are a system administrator for a company with locations in Mexico, United States, and France. The company has both fulltime employees and contractors in all regions. Fulltime employees use a mobile app. The company has two security groups: fulltime employees and contractors.

The company requests a chatbot in Microsoft Teams to answer employee benefit questions. The chatbot must meet the following requirements:

- It must be in the local language.
- Only fulltime employees may access the chatbot.

You need to configure the chatbot.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Chatbot in local language	▼ Create one chatbot that manages all three languages. Create one chatbot and add it to three Teams channels that are configured for the local language. Create three chatbots, one for each language.
Employee access	▼ Share the chatbot with the fulltime employees. Publish the chatbot to the mobile app channel. Add the chatbot to Appsource. Publish the chatbot in Teams.

Answer:

Requirement	Configuration
Chatbot in local language	▼ Create one chatbot that manages all three languages. Create one chatbot and add it to three Teams channels that are configured for the local language. Create three chatbots, one for each language.
Employee access	▼ Share the chatbot with the fulltime employees. Publish the chatbot to the mobile app channel. Add the chatbot to Appsource. Publish the chatbot in Teams.

Explanation:

This allows for a tailored experience for users and ensures that the language is accurately represented. Having one chatbot that manages all three languages could potentially lead to confusion and may not provide the best experience for users. Adding one chatbot to three Teams channels configured for the local language is not an effective solution, as the chatbot may not be easily discoverable and may result in multiple versions of the chatbot.

This option is a good approach since it allows you to share the chatbot with only the fulltime employees security group, ensuring that only they can access the chatbot.

QUESTION 264

A company sells all types of bicycles, bicycle parts, and accessories. You are creating a chatbot by using Microsoft Power Virtual Agent for the bicycle shop.

When someone types in a bicycle brand name or terms such as helmet or shoes, the chatbot must automatically go to the accessories section of the chatbot.

You need to configure the chatbot functions.

Which two functions should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Entities
- B. Fallback topic
- C. Smart matching
- D. Synonyms
- E. Slot filling

Answer: AE

QUESTION 265

A company uses Power BI dashboards.

A manager wants to understand the raw data in one of the charts.

You need to present the data.

What should you do?

- A. Export the dashboard to Microsoft PowerPoint.
- B. Export the dashboard to Microsoft Excel.
- C. Change to focus mode.
- D. Drill down in the dashboard controls.

Answer: B

QUESTION 266

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

Answer: A

Explanation:

<https://learn.microsoft.com/en-us/power-platform/alm/segmented-solutions-alm>

QUESTION 267

Drag and Drop Question

A company uses a model-driven app with Microsoft Dataverse in a single environment.

The company requires a canvas app that includes the same data as the model-driven app. You need to create the canvas app.

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		Answer area
Select the data source and tables to include in the canvas app and then save the app.		
Sign into the Power Apps Maker portal.	➤	⬆
Select the Dataverse option.	⬅	⬇
Select the Excel option.		
Sign into the Microsoft Power Platform admin portal.		

Answer:

Actions		Answer area
		Sign into the Power Apps Maker portal.
	➤	Select the Dataverse option.
	⬅	Select the data source and tables to include in the canvas app and then save the app.
Select the Excel option.		
Sign into the Microsoft Power Platform admin portal.		