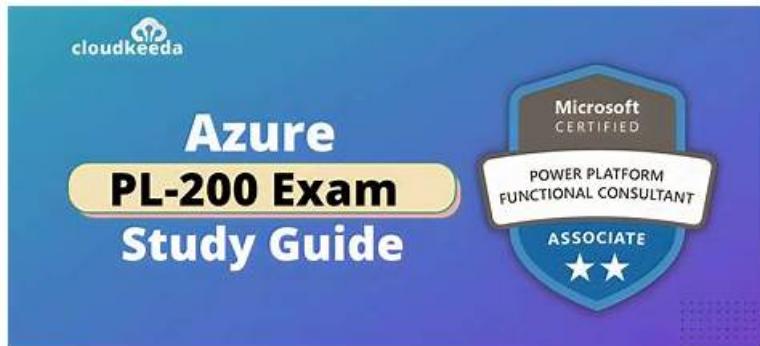


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## Microsoft Power Platform Functional Consultant Sample Questions (Q95-Q100):

### NEW QUESTION # 95

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. Display a system-defined error message.
- B. Transfer to an agent.

- C. Use a fallback topic.
- D. Connect to a different channel.

**Answer: A,C**

Explanation:

Explanation

B: Use a fallback topic: Power Virtual Agents provides the capability to handle unrecognized inputs by using fallback topics. A fallback topic is a topic that is triggered when the bot is unable to recognize the user input.

You can configure fallback topics by going to the Power Virtual Agents portal, and then select the bot you want to configure. Then select the "Topics" tab and create a new topic with a fallback trigger. Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/topics-triggers#fallback-triggers> C: Display a system-defined error message: This is another option to handle unrecognized inputs by displaying a predefined message that inform the user that the bot was unable to understand their input.

## NEW QUESTION # 96

You ate a Dynamics 365 help desk administrator

You need to create a dashboard that displays information on help desk cases that ate 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.

Add a stacked column chart shared with your team.

Add a Microsoft Power BI visualization.

Add a chart from a view that a user creates.

Add a doughnut chart that shows cases by owner.

**Microsoft**

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**Answer:**

Explanation:

**Answer Area**

**Requirement**

**Component type**

Add a tag chart by using opened cases.

Add a stacked column chart shared with your team.

Add a Microsoft Power BI visualization.

Add a chart from a view that a user creates.

Add a doughnut chart that shows cases by owner.

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Explanation

System

Personal

Personal  
Personal  
System

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/add-edit-power-bi-visualizations-da>

### NEW QUESTION # 97

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.

| Requirement   | Solution   |
|---|--|
| Drag and drop opportunities to change the stage.                                    | <ul style="list-style-type: none"><li>Add a Kanban control.</li><li>Add a Timeline control.</li><li>Add an Editable Grid control.</li><li>Add a Calendar control.</li></ul>  |
| Show each salesperson their opportunities in Calendar and Kanban view.              | <ul style="list-style-type: none"><li>Add both controls to a custom view.</li><li>Add both controls to the My Opportunities view.</li><li>Add one control to All Opportunities and a custom view.</li><li>Add one control to My Opportunities and a custom view.</li></ul> |
| Show each salesperson the number of open opportunities by stage in a standard view. | <ul style="list-style-type: none"><li>Use the List view.</li><li>Use the Timeline control.</li><li>Use the Kanban control.</li><li>Use the chart pane on the view.</li></ul>   |

### Answer:

Explanation:

| Requirement   | Solution   |
|---|--|
| Drag and drop opportunities to change the stage.                                    | <ul style="list-style-type: none"><li>Add a Kanban control.</li><li>Add a Timeline control.</li><li>Add an Editable Grid control.</li><li>Add a Calendar control.</li></ul>  |
| Show each salesperson their opportunities in Calendar and Kanban view.              | <ul style="list-style-type: none"><li>Add both controls to a custom view.</li><li>Add both controls to the My Opportunities view.</li><li>Add one control to All Opportunities and a custom view.</li><li>Add one control to My Opportunities and a custom view.</li></ul> |
| Show each salesperson the number of open opportunities by stage in a standard view. | <ul style="list-style-type: none"><li>Use the List view.</li><li>Use the Timeline control.</li><li>Use the Kanban control.</li><li>Use the chart pane on the view.</li></ul>   |

Reference:

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

<https://crntipoftheday.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/>

### NEW QUESTION # 98

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. Change the display order of the business process flows to move BPFA to the bottom of the list.
- D. Use a business rule to prevent users from switching to BPFA.

**Answer: A,B**

### NEW QUESTION # 99

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

#### Requirement

Dataverse table type to create for the referenced customer data.



Microsoft

|   |
|---|
| <p>Create a virtual table.</p> <p>Create an activity table.</p> <p>Create a user-owned table.</p> <p>Create an organization-owned table.</p>  |
| <p>Create an alternate key.</p> <p>Create a secured column.</p> <p>Implement input method editor (IME) mode.</p> <p>Set the value of the visible property of the fields to false.</p> |

**Answer:**

Explanation:

| Requirement  | Microsoft | Action  |
|--|-----------|---|
| Dataverse table type to create for the referenced customer data. |           | <ul style="list-style-type: none"><li>Create a virtual table.</li><li>Create an activity table.</li><li>Create a user-owned table.</li><li>Create an organization-owned table.</li></ul>  |
| Protect sensitive customer data for specific fields.             |           | <ul style="list-style-type: none"><li>Create an alternate key.</li><li>Create a secured column.</li><li>Implement input method editor (IME) mode.</li><li>Set the value of the visible property of the fields to false.</li></ul> |

### Explanation:

| Requirement  | Action                   |
|--|--------------------------|
| Dataverse table type to create for the referenced customer data. | Create a virtual table.  |
| Protect sensitive customer data for specific fields.             | Create a secured column. |

## NEW QUESTION # 100

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