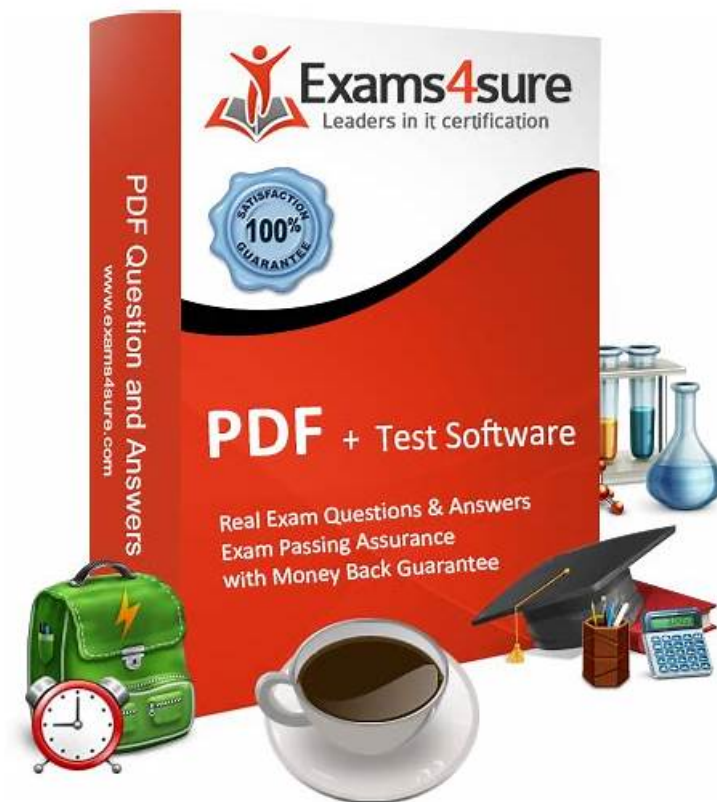


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Microsoft PL-200 Certification Exam is a valuable credential for professionals who work with the Microsoft Power Platform. It validates the candidate's knowledge and skills in creating solutions that drive business outcomes. With the right preparation and resources, candidates can successfully pass the exam and demonstrate their expertise in the Power Platform.

Microsoft PL-200 Certification Exam focuses on the Power Platform, a suite of tools that enables users to build custom business applications. PL-200 exam is designed for individuals who want to demonstrate their knowledge and skills in implementing and configuring Microsoft Power Platform solutions. Microsoft Power Platform Functional Consultant certification validates a functional consultant's ability to work with customers to gather requirements and implement solutions that meet business needs.

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Microsoft Power Platform Functional Consultant Sample Questions (Q210-Q215):

NEW QUESTION # 210

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.

Answer:

Explanation:

- * Action
- * Condition
- * Recommendation

NEW QUESTION # 211

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:

Explanation:

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

Action
Condition
Recommendation

NEW QUESTION # 212

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.	<div> Dynamics 365 workflow Microsoft Flow Business Process Flow </div>
Text when the Opportunity is created.	<div> Dynamics 365 workflow Microsoft Flow Business Process Flow </div>
Create a Wunderlist task.	<div> Dynamics 365 workflow Microsoft Flow Business Process Flow </div>



Answer:

Explanation:

Explanation:

NEW QUESTION # 213

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. Synonyms
- B. Variables
- C. Smart match
- D. Escalations
- E. Topics

Answer: A,B,C

Explanation:

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

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

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

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>

Topic 1, Alpine SKi House Case Study

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

- * 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.

NEW QUESTION # 214

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.	<div><div></div><div>System Settings</div><div>Personal Settings</div><div>Customize the System</div><div>Microsoft 365 Compliance</div></div>
View the user audit logs.	<div><div></div><div>Advanced Find</div><div>Individual record</div><div>User Summary report</div><div>Microsoft 365 Compliance</div></div>

Answer:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/audit-data-user-activity>

NEW QUESTION # 215

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