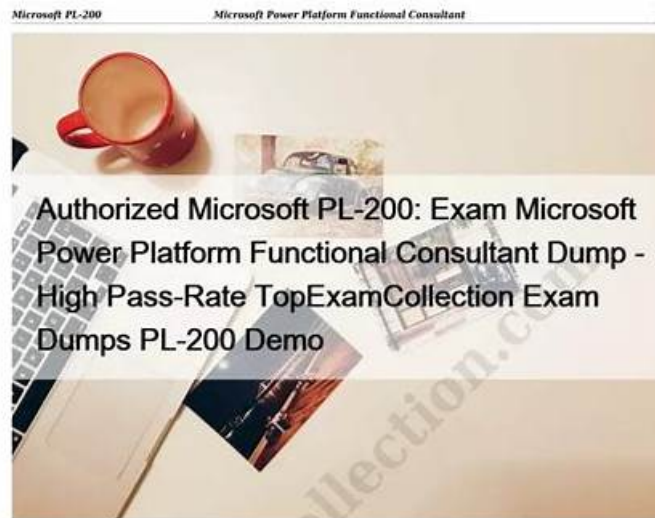


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## Target Audience for Microsoft PL-200 Exam

This certification test is designed for those professionals who are responsible for building apps. The intended candidates for this exam should be able to engage the subject matter stakeholders and experts, perform research, translate requirements, and configure Power Platform solutions as well as apps. These individuals possess the skills needed for creating custom visualizations, application enhancements, system integrations, and custom user experiences and data conversions. In addition, the applicants should be able to perform design created by or in collaboration with the architects and in alliance with the existing standards, branding, and artifacts developed by the user experience designers.

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The PL-200 exam covers four key areas, which include configuring the Power Platform environment, creating and managing Power Apps, analyzing and visualizing data with Power BI, and automating business processes with Power Automate. These areas are essential for functional consultants who work with the Power Platform, as they need to be able to design and implement solutions that meet the needs of their clients. PL-200 Exam Tests the individual's ability to use the platform's features and tools to solve complex business problems.

## Microsoft Power Platform Functional Consultant Sample Questions (Q131-Q136):

### NEW QUESTION # 131

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. Template
- B. Composer
- C. Skill
- D. Channel

**Answer: D**

Explanation:

To make the bot available from Microsoft Teams and from the company's internet website, you need to configure the channels for the bot. Power Virtual Agents uses channels to connect the bot to different communication platforms such as Microsoft Teams, Skype, Facebook, and more. By configuring the appropriate channels for the bot, you can make it available on those platforms and allow users to interact with the bot from those locations.

You can configure channels by going to the Power Virtual Agents portal, and then select the bot you want to configure. Then select the "Channels" tab, where you can add the channels which you want the bot to be available on.

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/channels-overview>

### NEW QUESTION # 132

You plan to create a Power Virtual Agents bot. The bot has the following requirements:

- \* Ensure that user responses are available to any topic.
- \* Recognize a list of words from spoken language of users.

You need to configure the bot.

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
User responses are available to any topic.	<div>Global variable</div> <div>Entity</div> <div>Bot variable</div> <div>Global variable</div>
Recognize a list of words from spoken language.	<div>Entity</div> <div>Topic</div> <div>Entity</div> <div>Variable</div>

**Answer:**

**Explanation:**

**Answer Area**

**Requirement**  
User responses are available to any topic.

**Feature**  
Global variable  
Entity  
Bot variable  
Global variable  
Entity  
Topic  
Entity  
Variable

### NEW QUESTION # 133

You are creating Power Automate automations targeting Dataverse.

The automations must meet the following requirements:

- \* Run a custom API created by a developer. The API performs an action against an existing Account row in the system.
- \* Create three rows in Dataverse. If an error occurs when you create the second row, the first row must be deleted.
- \* Run several create, update, and delete operations as part of a single transaction without writing custom code.
- \* Run several complex operations targeting multiple rows in the system as part of a single transaction.

You need to configure the actions.

Which actions should you configure? To answer, move the appropriate actions to the correct requirements. You may use each action once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

**Actions**

- Add a new row.
- Perform a bound action.
- Perform an unbound action.
- Perform a changeset request.

**Dataverse connector requirements**

Requirement	Action
Perform an action targeting an Account row.	
Create three new rows.	
Execute create, delete, and update operations.	
Execute complex operations.	

**Answer:**

**Explanation:**

**Actions**

- Add a new row.
- Perform a bound action.
- Perform an unbound action.
- Perform a changeset request.

**Dataverse connector requirements**

Requirement	Action
Perform an action targeting an Account row.	Perform a bound action.
Create three new rows.	Perform an unbound action.
Execute create, delete, and update operations.	Perform a changeset request.
Execute complex operations.	Perform an unbound action.

### NEW QUESTION # 134

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.

## Requirement

## Component

Display system posts



	▼
Timeline	
Organization insights	
IFrame	
Relationship Insights	

Display activities

	▼
Lists	
Social Insights	
Organization Insights	
Relationship Insights	

Answer:

Explanation:

### Requirement

### Component

Display system posts


	▼
Timeline	
Organization insights	
IFrame	
Relationship Insights	



Display activities

	▼
Lists	
Social Insights	
Organization Insights	
Relationship Insights	

Explanation:

 Microsoft

## Requirement

Display system posts

## Component

	▼
Timeline	
Organization insights	
IFrame	
Relationship Insights	

	▼
Lists	
Social Insights	
Organization Insights	
Relationship Insights	

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

Reference:

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

### NEW QUESTION # 135

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.	<input type="text"/> <input type="checkbox"/> Add a Kanban control. <input type="checkbox"/> Add a Timeline control. <input type="checkbox"/> Add an Editable Grid control. <input type="checkbox"/> Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	<input type="text"/> <input type="checkbox"/> Add both controls to a custom view. <input type="checkbox"/> Add both controls to the My Opportunities view. <input type="checkbox"/> Add one control to All Opportunities and a custom view. <input type="checkbox"/> Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	<input type="text"/> <input type="checkbox"/> Use the List view. <input type="checkbox"/> Use the Timeline control. <input type="checkbox"/> Use the Kanban control. <input type="checkbox"/> Use the chart pane on the view.

Answer:

Explanation:

Requirement	Solution
Drag and drop opportunities to change the stage.	<input type="text"/> <input checked="" type="checkbox"/> Add a Kanban control. <sup>1</sup> <input type="checkbox"/> Add a Timeline control. <input type="checkbox"/> Add an Editable Grid control. <input type="checkbox"/> Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	<input type="text"/> <input checked="" type="checkbox"/> Add both controls to a custom view. <input checked="" type="checkbox"/> Add both controls to the My Opportunities view. <sup>1</sup> <input type="checkbox"/> Add one control to All Opportunities and a custom view. <input type="checkbox"/> Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	<input type="text"/> <input checked="" type="checkbox"/> Use the List view. <input type="checkbox"/> Use the Timeline control. <input type="checkbox"/> Use the Kanban control. <input type="checkbox"/> Use the chart pane on the view.

Explanation:

Requirement	Solution
Drag and drop opportunities to change the stage.	<div> Add a Kanban control.  Add a Timeline control.  Add an Editable Grid control.  Add a Calendar control. </div>
 Show each salesperson their opportunities in Calendar and Kanban view.	<div> 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. </div>
Show each salesperson the number of open opportunities by stage in a standard view.	<div> Use the List view.  Use the Timeline control.  Use the Kanban control.  Use the chart pane on the view. </div>

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 a List view

opportunities in Dynamics 365 Sales

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/>

## NEW QUESTION # 136

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