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## Microsoft Power Platform Functional Consultant Sample Questions (Q134-Q139):

### NEW QUESTION # 134

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

**Answer:**

Explanation:

Actions	Answer Area
Sign in to the Business platform <b>admin</b> center and create a new project and connection set.	
Create a trigger to search for the new posts with the hashtag.	
Create an action to send a mobile notification.	
Sign in to Power Automate and create a new blank flow.	
Create a trigger to send a mobile notification.	
Select the social media connector, generate an authentication key from the service, and enter the key for the connection.	
Create an action to search for the new posts with the hashtag.	
Select the social media connector and enter the user credentials for the connection.	

Explanation:

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

Select the social media connector and enter the user credentials for the connection.

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

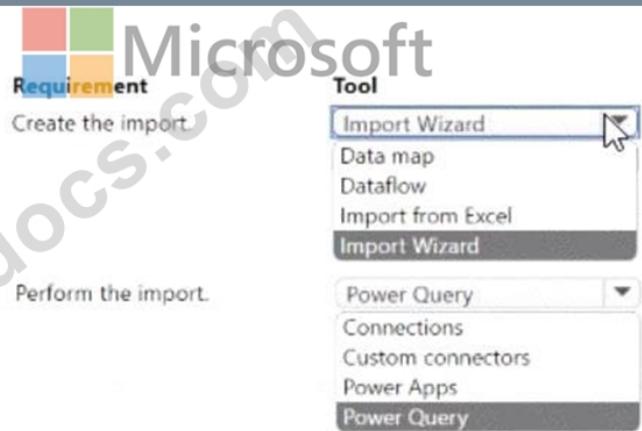
Create a trigger to send a mobile notification.

#### NEW QUESTION # 135

A company uses Dataverse to store the names of contacts. The company uses a shared Microsoft Excel file to collect the data. The company requires that the contacts be added to Dataverse automatically every day. You need to identify which tools are required to create and perform the import. What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

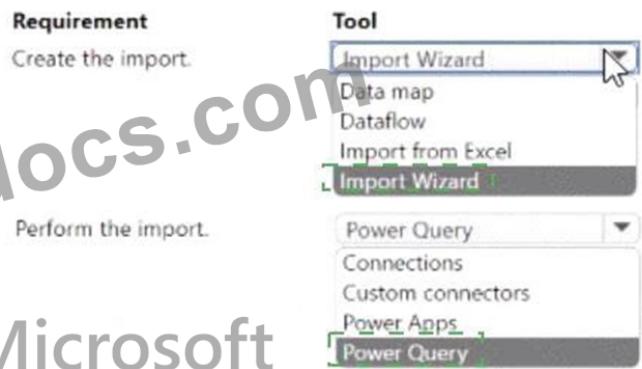
Answer Area



Answer:

Explanation:

Answer Area



Explanation:

**Answer Area****Requirement**

Create the import.  
Perform the import.

**Tool**

Import Wizard  
Power Query

**NEW QUESTION # 136**

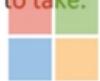
You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365.

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:**

Explanation:

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.

**NEW QUESTION # 137**

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.

**Scenario**

Identify and reference the company event a guest mentions.

**Action**

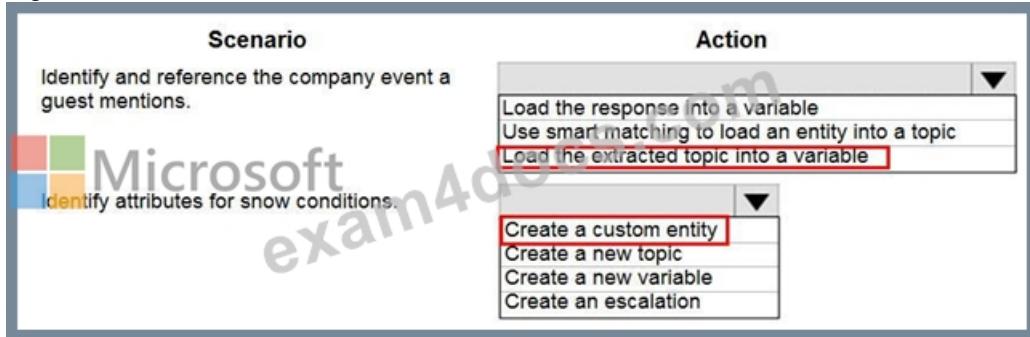
- Load the response into a variable
- Use smart matching to load an entity into a topic
- Load the extracted topic into a variable

Identify attributes for snow conditions.

- Create a custom entity
- Create a new topic
- Create a new variable
- Create an escalation

**Answer:**

Explanation:



The screenshot shows the Microsoft Power Virtual Agents interface. On the left, there is a 'Scenario' section with the text: 'Identify and reference the company event a guest mentions.' Below this is a Microsoft logo with the text 'Identify attributes for snow conditions.' On the right, there is an 'Action' section with a list of options. The options are: 'Load the response into a variable', 'Use smart matching to load an entity into a topic', 'Load the extracted topic into a variable' (this option is highlighted with a red box), 'Create a custom entity' (this option is highlighted with a red box), 'Create a new topic', 'Create a new variable', and 'Create an escalation'.

Reference:

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

**NEW QUESTION # 138**

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

What you use?

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

**Answer: A**

Explanation:

Topic 2, ADatum Corp.

Overview

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

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

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

To start the case study

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

Background

ADatum Corporation provides verification and investigation services that are used by insurance companies, law firms, and other organizations in the public sector. Services include verifying an individual's background, qualifications, and specific scenarios that require onsite visit.

The thorough work ADatum Corporation performs results in highly accurate cases with minimal critical information missing. Because of these high-quality results, ADatum Corporation is quickly proving itself as one of the best in the industry. In recent months, business has significantly increased, with most new business coming from high-profile companies and individuals.

Management has decided to create a new qualification verification (QV) role to help ensure that clients get the most accurate results. This role examines completed work to ensure that nothing is missed.

Current environment

Data storage and retention

All information sent by clients for services is stored in Microsoft Dataverse with a model-driven app as the interface.

Clients enter their data in a website, which then uses a service account to create the records in the Dataverse database.

Team members currently have full access to all Service Request records.

Service requests

The Service Request table includes header information about the individual or organization that is the subject of verification. New Service Request records are assigned to a queue. All potential users who will be performing the verifications have access to these records.

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

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

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

#### Qualification verification

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

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

Record status is pending verification until the initial team member finishes, at which point the member changes the status to Complete. When all qualification records related to a service request are verified either by manual or automated processes, the results are made available to ADatum Corporation's client.

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

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

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

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.

## NEW QUESTION # 139

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