

## PL-200<sup>Q&As</sup>

Microsoft Power Platform Functional Consultant

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**QUESTION 1**

**HOTSPOT**

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.

Hot Area:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	<ul style="list-style-type: none"><li>Import an existing app.</li><li>Create a new app.</li><li>Import a new page.</li><li>Import bot.</li></ul>
Configure the FAQ solution in Microsoft Teams.	<ul style="list-style-type: none"><li>Configure the FAQbot.</li><li>Import a chatbot.</li><li>Create a new chatbot.</li></ul>

Correct Answer:

Requirement	Action
Add the new FAQ solution to the communication solution for the first time.	<ul style="list-style-type: none"><li>Import an existing app.</li><li>Create a new app.</li><li>Import a new page.</li><li>Import bot.</li></ul>
Configure the FAQ solution in Microsoft Teams.	<ul style="list-style-type: none"><li>Configure the FAQbot.</li><li>Import a chatbot.</li><li>Create a new chatbot.</li></ul>

## QUESTION 2

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.

Correct Answer: BC

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-virtualagents/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.

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## QUESTION 3

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. 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

Correct Answer: BCD

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## QUESTION 4

### HOTSPOT

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.

Hot Area:

### 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	

Correct Answer:

### 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	

## QUESTION 5

### HOTSPOT

You have a business process flow (BPF) that interacts with the Account entity.

You configure a new version for 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.

Hot Area:

<b>What happens to existing account</b>
Existing accounts show the old BPF
Existing accounts show the new BPF
Existing accounts only show the new stage

  

<b>What happens to new account</b>
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

Correct Answer:

What happens to existing account
Existing accounts show the old BPF
Existing accounts show the new BPF
Existing accounts only show the new stage

  

What happens to new account
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

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:

1.  
If the ProcessId field is set to Guid.Empty. The system will skip defaulting the BPF on that instance.
2.  
If the ProcessId field is set to specific BPF entity reference. The system will default to the specified BPF.
3.  
If the ProcessId field on the record is not set. The system will default the BPF.

Box 2: No BPF is linked to a new account.

Note: A business process flow definition is represented as a custom entity and an instance of a process is stored as a record within that entity. Each record is associated with a data record (such as an Account, Contact, Lead, or Opportunity)

and in case of cross-entity processes, with a data record for each participating entity.

Reference:

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