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QUESTION 1

DRAG DROP

A company plans to implement solutions that use Common Data Service as a data storage.

You need to recommend features to meet the company\\'s needs.

Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Select and Place:

Features		Answer Area	
business rules		**Requirement**	**Feature**
business process flows		Validate data across multiple fields and entities regardless of the app used to create data.	Feature
Common Data Model		Create visual guides to ensure that users enter data and perform tasks in a consistent manner.	Feature
		Accelerate development by using a standard set of entities for the most common scenarios.	Feature

Correct Answer:

Features		Answer Area	
		Requirement	**Feature**
		Validate data across multiple fields and entities regardless of the app used to create data.	business rules
		Create visual guides to ensure that users enter data and perform tasks in a consistent manner.	business process flows
		Accelerate development by using a standard set of entities for the most common scenarios.	Common Data Model

Box 1: business rules

You can create business rules and recommendations to apply logic and validations without writing code or creating plug-ins. Business rules provide a simple interface to implement and maintain fast-changing and commonly used rules.

Box 2: business process flows

Flows Power Automate includes several types of processes, each designed for a different purpose:

1.

Automated flows. Create a flow that performs one or more tasks automatically after it\\'s triggered by an event.

2.

Button flows. Perform repetitive tasks simply by tapping a button on your mobile device.

3.

Scheduled flows. Create a flow that performs one or more tasks on a schedule such as once a day, on a specific date, or after a certain time.

4.

Business process flows. Ensure that people enter data consistently and follow the same steps every time they work in an app by creating a business process flow.

5.

Workflows and actions. Dynamics 365 customizers may be familiar with the classic Common Data Service processes, which are workflows and actions.

Box 3: Common Data Model Model-driven app design is a component-focused approach to app development. Model-driven app design doesn\\'t require code and the apps you make can be simple or very complex. Unlike canvas app development where the designer has complete control over app layout, with model-driven apps much of the layout is determined for you and largely designated by the components you add to the app.

Reference: https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/guide-staff-through-common-tasks-processes https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/model-driven-app-overview

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QUESTION 2

DRAG DROP

You manage the support team at a rapidly growing company.

Customers and support technicians need a better experience when logging and responding to support requests. You need more visibility into what the support technicians are doing every week.

You need to recommend tools to help the company\\'s needs.

Which tools should you recommend? To answer, drag the appropriate tools to the correct requirements. Each tool 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.

Select and Place:

Tools

Power Apps portal
Power Automate
Power BI
Common Data Service

Answer Area

Requirement	Tool
Customers must be able to submit support requests by using a website.	
Support requests must be created and stored.	
Support technicians must be notified when a new support request is entered.	
Support technicians must be able to enter a status report for work completed during the previous week by using a mobile app.	

Correct Answer:

Tools

Answer Area

Requirement	Tool
Customers must be able to submit support requests by using a website.	Power BI
Support requests must be created and stored.	Common Data Service
Support technicians must be notified when a new support request is entered.	Power Automate
Support technicians must be able to enter a status report for work completed during the previous week by using a mobile app.	Power Apps portal

QUESTION 3

HOTSPOT

You are creating a canvas app that will be used in several countries/regions.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Canvas app authoring environment will adapt to the language setting of the author.	○	○
When running a canvas app on a mobile device, the app adopts the app author's language.	○	○
Numbers and dates in Power Apps app automatically conform to the regional and language settings for a user's device.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Canvas app authoring environment will adapt to the language setting of the author.	●	○
When running a canvas app on a mobile device, the app adopts the app author's language.	○	●
Numbers and dates in Power Apps app automatically conform to the regional and language settings for a user's device.	●	○

Reference: https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/global-apps

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QUESTION 4

A company has a website. The website includes a form that allows the company to collect information about leads.

You need to set up an automated workflow to create leads in Dynamics 365 Sales when leads are created on the company\'s custom website.

What should you create?

A. Task Flow

B. Power Automate flow

C. Dynamics 365 workflow

D. Business Process Flow

Correct Answer: B

Reference: https://trellispoint.com/create-crm-leads-using-microsoft-flow/

QUESTION 5

You need to use Microsoft Flow to perform data-management tasks when users interact with the sales opportunities in Dynamics 365.

Which three types of triggers can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. record requested

B. record deletion

C. record creation

D. record updated

E. record selected

Correct Answer: BCD

Triggers like When a record is created, When a record is updated, and When a record is deleted initiate your flow within a few minutes of the event occurring. In rare cases, your flow can take up to 2 hours to trigger.

Reference:

https://docs.microsoft.com/en-us/power-automate/connection-dynamics365

QUESTION 6

DRAG DROP

You need to build a Power Virtual Agents chatbot for a company.

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.
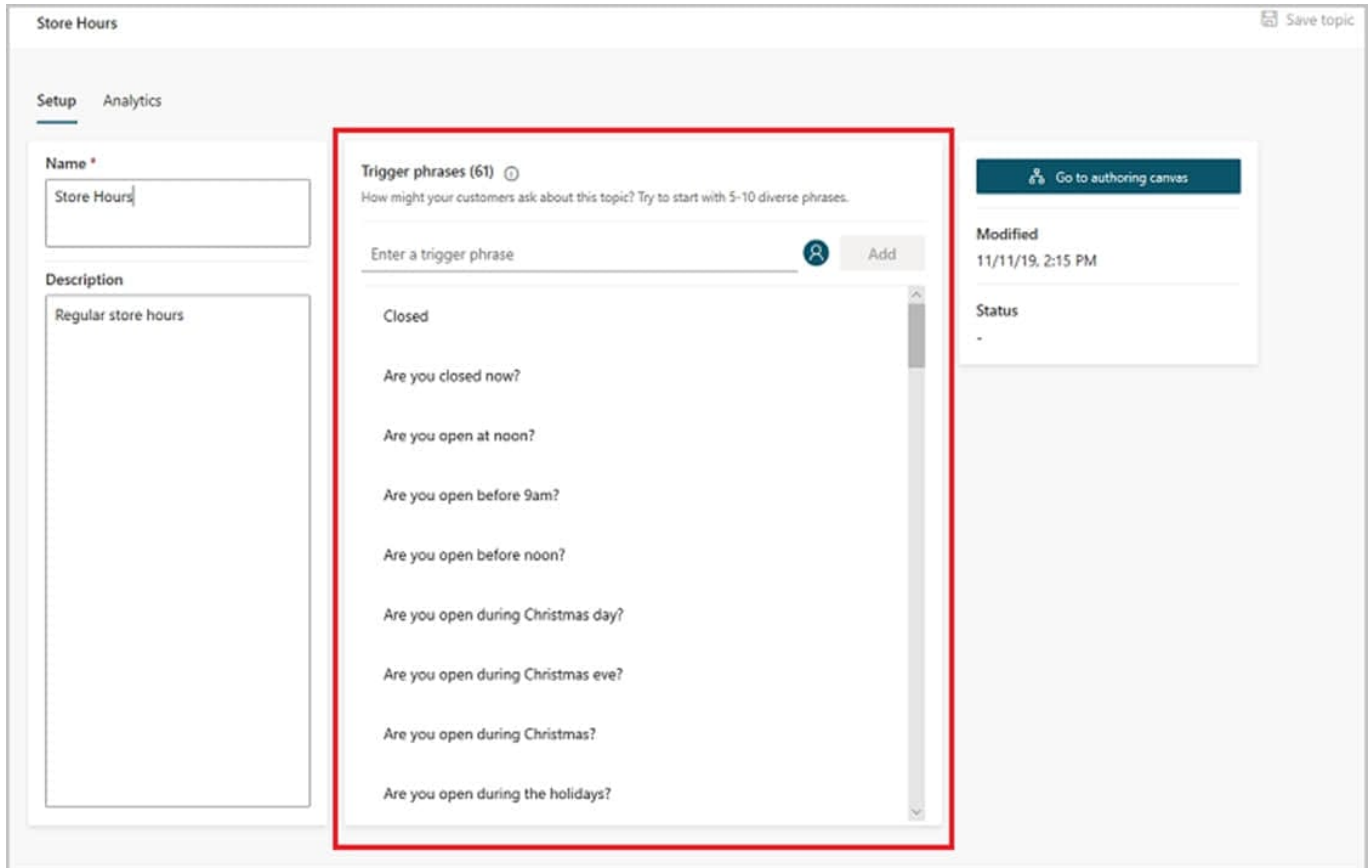
Select and Place:

	Identify keywords or questions and relate them to issues.
Entity	
Variable	Store a response that a user enters for later use.
Trigger Phrase	
	Identify a specific type of information from a user response.

Correct Answer:

	Identify keywords or questions and relate them to issues.
	Trigger Phrase
	Store a response that a user enters for later use.
	Variable
	Identify a specific type of information from a user response.
	Entity

Box 1: Trigger Phrase A trigger phrase is a phrase that a customer enters in the chat window to start a conversation

with the bot. Once the conversation is started, the conversation follows the path you define. You can specify more than one trigger phrase for a

topic.

Box 2: Variable

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

Box 3: Entity

An entity can be viewed as an information unit that represents a certain type of a real-world subject, like a phone number, zip code, city, or even a person\'s name.

Reference:

https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics

https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables

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

QUESTION 7

A company is evaluating ways that they can implement AI Builder.

For which two scenarios can you use AI Builder? Each correct selection presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Send emails to all al users who subscribe to a service.

B. Synchronize data from an external database.

C. Collect data from several data sources and display a dashboard that shows trending data.

D. Interpret images and perform an action on the image.

E. Detect patterns in data and predict outcomes

Correct Answer: DE

Reference: https://powerapps.microsoft.com/en-us/blog/introducing-ai-builder-for-powerplatform/

QUESTION 8

HOTSPOT

A tutoring company has developed and deployed a model-driven app for the administration staff and a canvas app for teachers.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Statements	Yes	No
Teachers can access the canvas app by using desktops and mobile devices.	○	○
Only assignments of security roles are required for canvas app access.	○	○
Administration staff can create personal views and dashboards in the model-driven app.	○	○

Correct Answer:

Statements	Yes	No
Teachers can access the canvas app by using desktops and mobile devices.	◉	○
Only assignments of security roles are required for canvas app access.	○	◉
Administration staff can create personal views and dashboards in the model-driven app.	◉	○

Box 1: Yes

€andquot; a mobile app or web browser.Accessing the Canvas website on a desktop or laptop with a compatible browser will give you the best overall experience.

?

Canvas offers two ways to access your courses

Box 2: No

After you build a canvas app that addresses a business need, specify which users in your organization can run the app and who can modify and even re-share it.

Specify each user by name, or specify a security group in Azure Active Directory (Azure AD). If everyone would benefit from your app, specify that your entire organization can run it.

Note: If your app connects to data for which users need access permissions, specify security roles as appropriate.

Box 3: Yes

Users may want to view data in relation to a table in a range of ways. A drop-down list of views is frequently displayed in the application so these can be selected.

Personal views are included above the list of system or public views that are available in the app. This makes it easier for users to find the data that is important to them.

Note: Personal view - Personal views are owned by individuals and only visible to that person unless they share their personal views with others.

Any user can create dashboards visible only to them in their work area, such as sales, service, or marketing. An administrator or customizer creates or customises system dashboards that, when published, are visible to everyone in the

organization. A user can choose to set their user dashboard as their default dashboard and override the system dashboard.

Reference:

https://docs.microsoft.com/en-us/power-apps/maker/canvas-apps/share-app

https://www.futurelearn.com/info/courses/cloudswyft-msft-dynamics-365-using-power-platform-ap/0/steps/208105

QUESTION 9

HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Statements	Yes	No
Sharing a model-driven app with a user is the only security required for users to access the app.	○	○
You can change the order of the columns in a view once you have created and published a view.	○	○
System views must be shared for everyone to view them.	○	○

Correct Answer:

Statements	Yes	No
Sharing a model-driven app with a user is the only security required for users to access the app.	●	○
You can change the order of the columns in a view once you have created and published a view.	○	●
System views must be shared for everyone to view them.	○	●

QUESTION 10

HOTSPOT

A company plans to use Power BI to visualize data from business systems.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can display data aggregates and raw data in a Power BI report.	O	O
You can display related data from Dynamics 365 Customer Engagement and Excel in the same Power BI report.	O	O
You create a Power App to supply data for a Power BI report. You can modify the data directly in the report.	O	O

Correct Answer:

Answer Area

Statement	Yes	No
You can display data aggregates and raw data in a Power BI report.	●	O
You can display related data from Dynamics 365 Customer Engagement and Excel in the same Power BI report.	O	●
You create a Power App to supply data for a Power BI report. You can modify the data directly in the report.	●	O

Box 1: Yes

The following list provides advantages to using aggregations:

Query performance over big data - as users interact with visuals on Power BI reports, DAX queries are submitted to the dataset. Boost query speeds by caching data at the aggregated level, using a fraction of the resources required at the

detail level. Unlock big data in a way that would otherwise be impossible.

Box 2: No

You can connect to model-driven apps in Dynamics 365 with Power BI Desktop to create custom reports and dashboards for use with the Power BI service.

You can use similar steps to connect to model-driven apps in Dynamics 365 using Office Excel Power Query by selecting From Other Sources on the Power Query tab in Excel.

Box 3: Yes

Using the PowerApps custom visual, you will be able to pass context aware data to a PowerApps app which updates in real time as you make changes to your report.

Reference:

https://docs.microsoft.com/en-us/power-bi/desktop-aggregations

https://docs.microsoft.com/en-us/power-platform/admin/use-power-bi

https://powerapps.microsoft.com/sv-se/blog/powerbi-powerapps-visual/

QUESTION 11

HOTSPOT

A company is evaluating AI Builder.

Instructions: For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

	Yes	No
Prebuilt AI Builder models are pretrained and are ready to interpret business data immediately.	○	○
Prebuilt AI Builder models exist for both Power Automate and Power Apps.	○	○

Correct Answer:

	Yes	No
Prebuilt AI Builder models are pretrained and are ready to interpret business data immediately.	○	○
Prebuilt AI Builder models exist for both Power Automate and Power Apps.	○	○

Reference: https://docs.microsoft.com/en-us/ai-builder/prebuilt-overview

QUESTION 12

You are using Dynamics 365 Sales.

You need to pull data into a Power BI report for your team. The City and State columns must be combined to form one column on the report.

Which function would you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Use Power Query to merge columns.

B. Import the data.

C. Export data to Microsoft Excel.

D. Create a view.

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/power-bi/desktop-shape-and-combine-data

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QUESTION 13

HOTSPOT

You plan to send an email notification to a user when a new file is placed in a specific folder in OneDrive for Business.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Statement	Yes	No
You can create a flow without writing a single line of code and deploy the flow to a production environment.	○	○
You cannot add additional actions to the built-in Power Automate templates.	○	○
You can view the code that implements workflow actions and triggers without installing additional software.	○	○

Correct Answer:

Statement	Yes	No
You can create a flow without writing a single line of code and deploy the flow to a production environment.	⦿	○
You cannot add additional actions to the built-in Power Automate templates.	⦿	○
You can view the code that implements workflow actions and triggers without installing additional software.	⦿	○

Reference: https://docs.microsoft.com/en-us/power-automate/getting-started https://docs.microsoft.com/en-us/power-automate/multi-step-logic-flow

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QUESTION 14

A large retail company implements Power Apps, Microsoft Flow, and the Common Data Service.

The board of directors is asking whether users are finding value in the technology. The company would like to measure and report usage of the software.

You need to recommend a tool to determine software usage.

What should you recommend?

A. Microsoft Intune

B. Azure Stream Analytics

C. Power Platform Analytics

D. Dynamics 365 Product Insights

Correct Answer: C

The Power Platform Analytics Usage report is the default reports seen by the logged in environment admin. It provides total app launches and daily active users across all apps in the environment. Admins can filter the view with attributes like device platform, player version, country, state, and city.

Reference: https://docs.microsoft.com/en-us/power-platform/admin/analytics-powerapps

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QUESTION 15

HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statements	Yes	No
Power Virtual Agents chatbots can be created directly in Microsoft Teams.	○	○
Power Virtual Agent chatbots can use the bot testing feature directly within Microsoft Teams.	○	○

Correct Answer:

Answer Area

Statements	Yes	No
Power Virtual Agents chatbots can be created directly in Microsoft Teams.	○	○
Power Virtual Agent chatbots can use the bot testing feature directly within Microsoft Teams.	○	○

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