



# Microsoft

## Exam Questions PL-900

Microsoft Power Platform Fundamentals

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NEW QUESTION 1

- (Exam Topic 1)

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.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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.	Microsoft Flow
Support technicians must be able to enter a status report for work completed during the previous week by using a mobile app.	Power Apps

NEW QUESTION 2

- (Exam Topic 1)

A company plans to use Power Platform to build apps which address specific business challenges. You need to recommend the appropriate types of Power Apps to use.

What should you recommend? To answer, select the appropriate option in the answer area. NOTE: Each correct selection is worth one point.

Scenario	Tool
Field technicians need a mobile app to capture the location and the image of defective prodcuts.	<div>▼</div> <div>Canvas app</div> <div>Power Apps portal</div> <div>Common Data Service</div>
Sales representatives need to see different views and dashboards in the sales app.	<div>▼</div> <div>Canvas app</div> <div>Model-driven app</div> <div>Power Apps portal</div>
External customers need to view the progress of their service cases.	<div>▼</div> <div>Model-driven app</div> <div>Power Apps portal</div> <div>Common Data Service</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/getting-started> <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/model-driven-app-overview> <https://docs.microsoft.com/en-us/powerapps/maker/portals/overview>

### NEW QUESTION 3

- (Exam Topic 1)

A rapidly growing company wants to empower users to build apps, automate business processes, and analyze data without requiring I expertise or development skills and without increasing IT expenses and dependencies.

You need to recommend tools so that users can accomplish specific tasks.

Which tools should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Scenario	Application
Build automatic workflows that access multiple data sources.	<div><div></div><div>AI Builder</div><div>Power Apps</div><div>Microsoft Flow</div><div>Azure Functions</div><div>Power BI</div></div>
Create custom apps that address specific business needs.	<div><div></div><div>AI Builder</div><div>Power Apps</div><div>Microsoft Flow</div><div>Azure Functions</div><div>Power BI</div></div>
Design insightful data visualizations.	<div><div></div><div>AI Builder</div><div>Power Apps</div><div>Microsoft Flow</div><div>Azure Functions</div><div>Power BI</div></div>

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Box 1: Microsoft Flow

Microsoft Flow, now called Power Automate, is cloud-based software that allows employees to create and automate workflows and tasks across multiple applications and services without help from developers.

Box 2: Power Apps

PowerApps is a suite of apps, services, connectors and data platform that provides a rapid application development environment to build custom apps for your business needs.

Box 3: Power BI

Power BI is a business analytics solution that lets youvisualizemyour data and share insights across your organization, or embed them in your app or website. Connect to hundreds of data sources and bring your data to life with live dashboards and reports.

Reference:

<https://docs.microsoft.com/en-us/powerapps/powerapps-overview>

### NEW QUESTION 4

- (Exam Topic 1)

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

**Answer:** C

#### Explanation:

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>

### NEW QUESTION 5

- (Exam Topic 1)

A company uses Power Apps.

You need to perform administrative tasks for the company.

Which admin centers should you use? To answer, drag the appropriate admin centers to the correct requirements. Each admin center 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.

Admin centers	Answer Area	
	Requirement	Admin center
Azure Active Directory	Create user accounts for Power Apps.	Admin center
Dynamics 365 Admin center		
Power Apps Admin center	Assign the Environment Maker role to a user.	Admin center
Power BI Admin portal		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Azure Active Directory  
Create the company users in the Azure Active Directory. Box 2: Power Apps admin center  
In the Power Apps Admin center, manage environments that you've created and those for which you have been added to the Environment Admin or System Administrator role. From the admin center, you can perform these administrative actions:  
Create environments. Rename environments.  
Add or remove a user or group from either the Environment Admin or Environment Maker role. Etc.  
Reference:  
<https://docs.microsoft.com/en-us/power-platform/admin/environments-administration> <https://docs.microsoft.com/en-us/dynamics365/marketing/dynamics-365-admin-center> <https://powerapps.microsoft.com/sv-se/blog/introducing-admin-center-for-powerapps/>

NEW QUESTION 6

- (Exam Topic 1)  
A company plans to implement Power Platform apps. The company does not plan to use any development tools or plug-ins. Which actions can you perform?  
For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You can synchronize account names with a third-party proprietary database.	<input type="radio"/>	<input type="radio"/>
You can create invoices from orders and then send the invoices to the customer.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

The Power Platform uses PowerApps, Power BI, and Power Automate (previously named Flow) to customize, extend, and build all the apps you need for your business and unlock the potential of Office 365 and Dynamics 365.  
Reference:  
<https://docs.microsoft.com/en-us/learn/powerplatform/>

NEW QUESTION 7

- (Exam Topic 1)  
This question requires that you evaluate the BOLD text to determine if it is correct.  
You have a Power Apps app. You create a new version of the app and then publish the new version. A customer goes through the process of restoring the previous version of the app. In the Version tab for the app, you will see two versions of the app.  
Review the underlined text. If it makes the statement correct, select "No change is needed." If the statement is incorrect, select the answer choice that makes the statement correct.

- A. No change is needed.
- B. one
- C. three
- D. four

Answer: C

Explanation:

Restore a canvas app to a previous version in PowerApps.  
\* 1. Open powerapps.com, and then click or tap Apps in the left navigation bar.  
\* 2. Near the right edge, click or tap the info icon for the app that you want to restore.  
\* 3. Click or tap the Versions tab, and then click or tap Restore for the version that you want to restore.



Details • Share • Versions • Settings • Analytics (preview)

PowerApps keeps a version history of your apps.

VERSION	MODIFIED	MODIFIED BY	POWERAPPS RELEASE <sup>?</sup>	PUBLISHED	COMMENT
2	8/20/2018 2:24:29 PM	Firstname Lastname	3.18081.19	Live	
1	7/9/2018 10:55:48 AM	Firstname LastName	3.18071.36		<div><div>Restore</div><div>Delete</div></div>

\* 4. In the confirmation dialog box, click or tap Restore. A new version is added to your list.

Details • Share • Versions • Settings • Analytics (preview)

PowerApps keeps a version history of your apps.

VERSION	MODIFIED	MODIFIED BY	POWERAPPS RELEASE <sup>?</sup>	PUBLISHED	COMMENT
3	8/20/2018 2:41:30 PM	Firstname Lastname	3.18071.36		<div><div>Publish this version</div></div>
2	8/20/2018 2:24:29 PM	Firstname Lastname	3.18081.19	Live	<div><div>Restore</div><div>Delete</div></div>
1	7/9/2018 10:55:48 AM	Firstname Lastname	3.18071.36		<div><div>Restore</div><div>Delete</div></div>

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/restore-an-app>

### NEW QUESTION 8

- (Exam Topic 2)

A manufacturing company is evaluating AI Builder.

You need to select AI Builder models to address specified requirements.

Which model types should you use? To answer, drag the appropriate model types to the correct requirements. Each model type 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.

**Model types**

prediction

form processing

object detection

**Answer Area**

**Requirement**

Identify products without labels or serial numbers.

Identify customers who might not pay their invoices on time.

**Model type**

model type

model type

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/ai-builder/object-detection-model-in-flow> <https://docs.microsoft.com/en-us/ai-builder/prediction-overview>

### NEW QUESTION 9

- (Exam Topic 2)

A company uses Microsoft 365 and Dynamics 365 Sales. The company does not have any developers on its staff.

You need to explain to the executives the benefits of using Power Platform apps. What are two benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Users can send emails from Dynamics 365 Sales to their personal email addresses.  
B. Users can create Power Apps to create apps for different departments.  
C. Users can use Power Automate to share information between Microsoft 365 and Dynamics 365 Sales.  
D. The company must unify all the mobile devices to one vendor.

**Answer:** BC

### NEW QUESTION 10

- (Exam Topic 2)

You are creating a model-driven Power Apps app. You want to ensure that the app can be used by individuals who have vision impairments.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Power Apps apps can be built with hot key support and designed so they do not require a touch screen or mouse.	<input type="radio"/>	<input type="radio"/>
Only model-driven Power Apps have support for using a screen reader without the need for a connector.	<input type="radio"/>	<input type="radio"/>
The accessibility checker can be run for your Power Apps app to provide notifications of accessibility violations as well as tips for making it even more user friendly.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: Yes

You can use keyboard shortcuts in PowerApps. Keyboard shortcuts give you an alternate way to do common tasks instead of using your mouse or tapping with your finger. They help in seamless navigation of the interface.

Box 2: No

The following software combinations are the supported recommendations for consuming PowerApps with a screen reader:

Windows: Microsoft Edge / Narrator macOS: Safari / VoiceOver Android: PowerApps app / Talkback iOS: PowerApps app / VoiceOver

Box 3: Yes  
Users who have vision, hearing, or other impairments can use your canvas app more easily and successfully if you consider accessibility as you design how the app looks and behaves. If you're not sure how to make your app more accessible, you can run the Accessibility checker in PowerApps Studio. This tool not only finds potential accessibility issues but also explains why each might be a potential problem for users who have a specific disability and offers suggestions on how to resolve each issue. The Accessibility checker detects screen-reader and keyboard issues for you, and you can find information about how to fix color-contrast issues by using accessible colors.

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/keyboard-shortcuts> <https://docs.microsoft.com/en-us/powerapps/user/screen-reader>

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/accessibility-checker>

NEW QUESTION 10

- (Exam Topic 2)

A company is evaluating Power Platform and has questions about the role that Common Data Service plays in using Power Apps and Power Automate.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Model-driven apps require a Common Data Service database.	<input type="radio"/>	<input type="radio"/>
A flow instance can only access one Common Data Service database.	<input type="radio"/>	<input type="radio"/>
Canvas apps require a Common Data Service database.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
Model-driven apps require a Common Data Service database.	<input checked="" type="radio"/>	<input type="radio"/>
A flow instance can only access one Common Data Service database.	<input checked="" type="radio"/>	<input type="radio"/>
Canvas apps require a Common Data Service database.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 14

- (Exam Topic 2)  
A bank uses Power Platform apps and flows to support business processes.  
The company would like to use historical client data to predict whether a client's loan application is likely to be approved or rejected.  
You need to use AI Builder to implement the 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

Publish the model.

Export data into AI Builder.

Train the model.

Import data into Common Data Service.

Use the model in PowerApps or Microsoft Flow.

Answer area

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**  
Step 1: Import data into Common Data Service.  
AI Builder requires the use of Common Data Service, which is the data platform for PowerApps and allows you to store and manage business data. Common Data Service is the platform on which Dynamics 365 apps are built so if you're a Dynamics 365 customer, your data is already in Common Data Service.  
Step 2: Train the model Step 3: Publish the model  
The last step is to publish your model.  
Step 4: Use the model in PowerApps or Microsoft Flow. Reference:  
<https://docs.microsoft.com/en-us/ai-builder/build-model>

NEW QUESTION 15

- (Exam Topic 2)  
A coworker is creating an app in Power Apps and needs to automatically synchronize data from an external source. The coworker is unable to locate a suitable Microsoft approved connector template in AppSource.  
You need to recommend a solution for the coworker. What should you recommend?

- A. Create a custom connector.
- B. Ask the outside source to send you the data once a week.
- C. Use Microsoft Flow to connect to the database.
- D. Open a ticket with Microsoft and request a new connector.
- E. Use Microsoft Azure Service Bus.

Answer: A

**Explanation:**  
There are 250 + predefined connectors that you can use in your PowerApps and in your Microsoft Flows. If you do not find any that suits your needs you have the possibility to create a Custom Connector.  
Note: A Custom Connector is a wrapper around a REST API (Logic Apps also supports SOAP APIs) that allows Logic Apps, Microsoft Flow, or PowerApps to communicate with that REST or SOAP API.  
Reference:  
<https://carinaclaesson.com/2019/09/06/setting-up-a-custom-connector-from-an-openapi-file-and-utilizing-it-in-p>

NEW QUESTION 18

- (Exam Topic 2)  
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.

Features

business rules

business process flows

Common Data Model

Answer Area

Requirement

Feature

Validate data across multiple fields and entities regardless of the app used to create data.

Create visual guides to ensure that users enter data and perform tasks in a consistent manner.

Accelerate development by using a standard set of entities for the most common scenarios.

Feature

Feature

Feature

- A. Mastered
- B. Not Mastered

Answer: A



#### Explanation:

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:

- Automated flows. Create a flow that performs one or more tasks automatically after it's triggered by an event.
- Button flows. Perform repetitive tasks simply by tapping a button on your mobile device.
- 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.
- 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.
- 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-proce> <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/model-driven-app-overview>

#### NEW QUESTION 22

- (Exam Topic 3)

A company plans to display support call metrics on a screen that is visible to all call center staff. You need to recommend solutions to meet the company's requirements.

What should you recommend? 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		Answer Area	
		Requirement	Component
Tile	Theme		
Template App	Alert	Display a chart with incoming calls versus wait time and pin the chart to a dashboard.	Component
Treemap	DirectQuery	Send a specific user a notification when the number of customer support calls waiting is over 20.	Component
Page	Workspace	Display metrics from different datasets that have related data.	Component

- A. Mastered
- B. Not Mastered

**Answer: A**

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/power-bi/create-reports/service-dashboard-tiles> <https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts>  
<https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-treemaps>

#### NEW QUESTION 26

- (Exam Topic 3)

You are a district manager for a large retail organization. You train each store manager to use Power BI to track sales and daily sales targets.

A store manager remembers learning about the Analyze in Excel option but cannot find the option in their Power BI dashboard.

You need to help the user resolve the issue. How should you advise the user?

- A. Install the Power BI Desktop app.
- B. Navigate to the report used by the dashboard.
- C. Select the Spotlight button on the dashboard tile.
- D. Subscribe to the dashboard and follow the email link.

**Answer: B**

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-analyze-in-excel>

#### NEW QUESTION 29

- (Exam Topic 3)

A user is starting to learn about Power Apps.

Which objects should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

A Power Apps app can call a

connector

flow

gateway

solution

Actions and triggers are properties of a

connector

flow

gateway

solution

A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/powerapps/powerapps-overview> <https://docs.microsoft.com/en-us/power-automate/getting-started>

NEW QUESTION 34

- (Exam Topic 3)

A company needs to create a series of mobile applications to empower their field engineers to accomplish several tasks with varying degrees of complexity.

Match each option to its answer.

Instructions: To answer, drag the appropriate app type from the column on the left to its definition on the right. Each app type may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

App types	Answer Area
	Definition
model-driven	
dashboard	Quickly create apps for very complex business processes with very little or no code.
dataset	
canvas	Create simple apps with a highly customizable user interface layouts.

App type

App type

A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: canvas

Both model-driven and canvas apps allow you to easily build business apps. They both share access to the Common Data Service providing standard and custom entities. Canvas apps start with your user experience, crafting a highly tailored interface with the power of a blank canvas and connecting it to 200 data sources. Canvas apps can be built for web, mobile, and tablet applications. Model-driven apps start with your data model – building up from the shape of your core business data and processes in the Common Data Service to model forms, views, and other components. Model-driven apps automatically generate great UI that is responsive across devices.

Box 2: model-driven Reference:

<https://powerapps.microsoft.com/sv-se/blog/introducing-model-driven-apps/>

NEW QUESTION 36

- (Exam Topic 3)

You create reports within Power BI to report on the status of a project. A manager asks you to share the reports with other team members. You decide to create a published app and set permissions to allow other team members to view the reports.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
The Power BI published app is stored within the Team site so that others can install it.	<input type="radio"/>	<input type="radio"/>
One of the other project managers installs and modifies a dashboard within the Power BI published app. The changes are automatically made into the original published app.	<input type="radio"/>	<input type="radio"/>

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-create-distribute-apps>

NEW QUESTION 40

- (Exam Topic 3)  
A company uses Microsoft Excel workbooks to store consolidated sales data. Workbooks are stored on OneDrive for Business. Match each Power BI feature to its requirement. To answer, drag the appropriate features from the column on the left to its requirement on the right. Each option may be used once, more than once, or not at all.  
NOTE: Each correct match is worth one point.

Features

Q&A

Mobile apps

Export to Excel

Get data from files

Answer Area

Requirement

Enable user-friendly reporting on phones.

Use natural language to query and aggregate data.

Feature

Feature

Feature

A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/power-bi/consumer/mobile/mobile-reports-in-the-mobile-apps> [https://docs.microsoft.com/en-us/power-bi/create-reports/power-bi-tutorial-q-and-a#:~:text=Sometimes%20the%](https://docs.microsoft.com/en-us/power-bi/create-reports/power-bi-tutorial-q-and-a#:~:text=Sometimes%20the%20)

NEW QUESTION 44

- (Exam Topic 3)  
You have a Power BI report. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You can export data from a visualization in a Power BI report.	<input type="radio"/>	<input type="radio"/>
You can show the data behind a visual report on your screen without exporting the data.	<input type="radio"/>	<input type="radio"/>
You must export data to view supporting data for a KPI.	<input type="radio"/>	<input type="radio"/>

A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: Yes  
If you'd like to see the data that Power BI uses to create a visualization, you can display that data in Power BI. You can also export that data to Excel as an .xlsx or .csv file. The option to export the data requires a Pro or Premium license and edit permissions to the dataset and report.  
Note: Export data from a Power BI dashboard  
> Choose the Export data icon.  
> Power BI exports the data to a .csv file. If you've filtered the visualization, then the app will filter the downloaded data.  
> Your browser will prompt you to save the file. Once saved, open the .csv file in Excel. Box 2: No  
Underlying data: Select this option if you want to see the data in the visual and additional data from the model (see chart below for details). If your visualization has an aggregate, selecting Underlying data removes the aggregate. When you select Export, Power BI exports the data to an .xlsx file and your browser prompts you to save the file. Once saved, open the file in Excel.  
Box 3: Yes  
A KPI dataset needs to contain goal values for a KPI. If your dataset doesn't contain goal values, you can create them by adding an Excel sheet with goals to your data model or PBIX file.  
Note: A Key Performance Indicator (KPI) is a visual cue that communicates the amount of progress made toward a measurable goal.  
Reference:  
<https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-export-data>  
<https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-kpi>

#### NEW QUESTION 45

- (Exam Topic 3)

A company runs a call center to handle customer support inquiries.

The company tracks metrics including the number of incoming calls, call resolution rates, and escalations. The company wants to display the metrics on a shared screen that is visible to all call center staff.

You need to recommend a solution for the company. Which Power Platform feature should you recommend?

- A. AI Builder
- B. Power Automate
- C. Power Apps
- D. Power BI

**Answer:** D

#### NEW QUESTION 50

- (Exam Topic 3)

A company plans to implement Power BI to analyze retail operations data. You need to recommend solutions for the company.

Which Power BI components should the company use? To answer, drag the appropriate Power BI components

to the correct requirements. Each Power BI 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.

Power BI components	Answer Area	
	Requirement	Power BI component
reports		
workspaces	Allow users to set and receive alerts when data changes beyond specified limits.	
dashboards		
dataset	View and filter data and export data to Microsoft Excel for further manipulation and analysis.	

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Requirement	Power BI component
Allow users to set and receive alerts when data changes beyond specified limits.	workspaces
View and filter data and export data to Microsoft Excel for further manipulation and analysis.	dataset

#### NEW QUESTION 54

- (Exam Topic 3)

A company manages a chain of retail stores. The company stores a list of retail store names and numbers in one Power BI table. The company stores sales transaction data including a transaction ID in another table.

The transaction ID includes the store number.

You need to show the store name for all retail transactions in all Power BI reports. Which tool should you use?

- A. Query Editor
- B. Power BI Service
- C. Microsoft Excel
- D. Data Connector

**Answer:** A

**Explanation:**

Power BI Desktop comes with Query Editor, where you can connect to one or many data sources, shape and transform the data to meet your needs, then load that model into Power BI Desktop.

Reference:

<https://docs.microsoft.com/en-us/power-bi/desktop-query-overview>

#### NEW QUESTION 58

- (Exam Topic 4)

A company is considering implementing PowerApps to help manage business processes. Users are trying to understand the purposes and benefits of PowerApps components.

Match each benefit to its tool. To answer, drag the appropriate benefit from the column on the left to its tool on the right. Each benefit may be used once, more than once, or not at all.

NOTE: Each correct selection is worth one point.



Tools

connectors

canvas apps

AI Builder

Power Automate

portals

Answer Area

Benefit	Tool
Easy data integration	
Low code / no code across applications	
Easy to customize front end	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/power-platform/admin/data-integrator> <https://powerapps.microsoft.com/en-us/blog/create-business-apps-using-powerapps-and-azure-functions/>  
<https://www.forbes.com/sites/adrianbridgwater/2019/06/17/microsoft-offers-premade-no-code-artificial-intellige>

NEW QUESTION 62

- (Exam Topic 4)

A company publishes e-books for independent authors.  
The company wants to implement a Power Apps portal solution to make announcements about upcoming books to the general public.  
You need to recommend features for the company.  
Which features should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement

Ensure that book authors can securely access their data.

Ensure consistent page design across the website.

Ensure that the public can access announcements about upcoming

Authenticate external users.

Access data in Common Data Service.

Use page templates.

Browse content anonymously.

Authenticate external users.

Access data in Common Data Service.

Use page templates.

Browse content anonymously.

Authenticate external users.

Use page templates.

Browse content anonymously.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://www.onactuate.com/upgrades/what-is-the-new-powerapps-portal/> <https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/page-templates>

NEW QUESTION 65

- (Exam Topic 4)

You create a Power App portal.  
When a user signs into the portal the following error displays: user not found You confirm that the user's sign in information is correct.  
You need to determine the cause of the error. What should you do?

- A. Disable custom error messages.
- B. Create a custom error message.
- C. Enable diagnostic tools in Lifecycle Services.
- D. Enable Maintenance mode.

Answer: C

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/monitoring-diagnostics> <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/user-logins>

NEW QUESTION 70

- (Exam Topic 4)

A company is creating a canvas app to display data from a legacy system that is located on the company's internal network.  
You need to connect to the data. What should you use?

- A. custom connector
- B. content pack
- C. data gateway
- D. Power Automate



Answer: C

Explanation:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/gateway-management>

NEW QUESTION 75

- (Exam Topic 4)

You are creating a model-driven app to track requests for quotes. The app must use the following navigation structure:

- Sales
- > Sales Log
  - > Request for Quotes
  - > Projects
  - > Settings
  - > Customers
  - > Product Lines
  - > Sales Territories

- Administration
- > User Admin
  - > Users
  - > Roles

You need to create the app navigation.

Which sitemap component types should you use? To answer, drag the appropriate component types to the correct navigation elements. Each component type 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.

Component types

Area

Group

Subarea

Answer Area

Navigation element	Component type
Administration	<div>Component type</div>
Sales log	<div>Component type</div>
Customers	<div>Component type</div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/customize-dev/chan>

NEW QUESTION 80

- (Exam Topic 4)

A user is trying to understand the differences between the various ways apps can be built by using Power Apps.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You can embed canvas apps in model-driven apps.	<div></div>	<div></div>
A Power Apps portal can use only one data source.	<div></div>	<div></div>
You must use Power BI to create reports in model-driven apps.	<div></div>	<div></div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: Yes

You can create a canvas app and then embed that within a model driven app. Box 2: No

With the capability to build a portal in PowerApps, you can create a website for external and internal users enabling them to interact with data stored in Common Data Service.

Note: Common Data Service lets you securely store and manage data that's used by business applications. Data within Common Data Service is stored within a set of entities. An entity is a set of records used to store data, similar to how a table stores data within a database. Common Data Service includes a base set of standard entities that cover typical scenarios, but you can also create custom entities specific to your organization and populate them with data using Power Query. App makers can then use PowerApps to build rich applications using this data.

Box 3: Yes

To get started building a report you'll need the latest version of Power BI Desktop and a PowerApps environment with the latest version of the Common Data Service.

Reference:

<https://carldesouza.com/how-to-embed-a-canvas-app-in-a-model-driven-app-in-powerapps/> <https://docs.microsoft.com/en-us/powerapps/maker/portals/create-portal> <https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-intro>

**NEW QUESTION 82**

- (Exam Topic 4)

A company plans to implement Power Apps in a Power Platform environment. You need to implement other required components.

Match each option to its function. To answer, drag the appropriate option from the column on the left to its function on the right. Each option may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Products

Microsoft Azure

custom connector

Microsoft Flow

model-driven app

canvas app

Answer Area

Function

Implement user authentication.

Send data to a Microsoft OneNote notebook in the same tenant.

Product

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Reference:

<https://powerapps.microsoft.com/en-us/blog/implementing-role-based-permission/> <https://www.encorebusiness.com/blog/powerapps-flow-can/>

**NEW QUESTION 87**

- (Exam Topic 4)

A company is building a model-driven app.

You need to create and configure the objects needed for the app.

Which component categories should you use? To answer, drag the appropriate component categories to the correct objects. Each component category 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.

Component categories

UI

Data

Logic

Visulaization

Answer Area

Object

Relationship

Form

Business rule

View

Component category

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/model-driven-app-components>

**NEW QUESTION 89**

- (Exam Topic 4)

A company is building a Power Apps portal.

You need to select out-of-the-box portal types to meet the company's requirements.

Which portal types should you use? To answer, drag the appropriate portal types to the correct requirements. Each portal type 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.

Portal types	Answer Area	
	Requirement	Portal type
partner portal	Collaboratively onboard new suppliers and distributors.	Portal type
community portal		
portal from blank	Publish a blog post announcing new suppliers.	Portal type
customer self-service portal		

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Partner portal

A partner portal allows every organization with resellers, distributors, suppliers, or partners to have real-time access to every stage of shared activities.

Box 2: Community portal

A community portal leverages peer-to-peer interactions between customers and experts to organically grow the catalog of available knowledge from knowledge base articles, forums, and blogs as well as providing feedback through comments and ratings.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates>

**NEW QUESTION 90**

- (Exam Topic 4)

A company's customer-facing applications must comply with Global Data Protection Regulations (GDPR) regulations.

You need to recommend actions to help ensure GDPR compliance.

Which two features should the company use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Prompt a user for consent to use their personal data and record the date consented.  
B. Automatically deactivate a user who has not used the portal in six months.  
C. Force a user to update security questions after a specific amount of time.  
D. Block users who are identified as minors.

**Answer:** AD

**Explanation:**

Reference: [https://en.wikipedia.org/wiki/General\\_Data\\_Protection\\_Regulation](https://en.wikipedia.org/wiki/General_Data_Protection_Regulation)

**NEW QUESTION 94**

- (Exam Topic 4)

A company uses Microsoft 365, Power Platform, and Dynamics 365. You do not assign permissions to any licensed users.

Users are able to create and edit Power Apps canvas apps.

In which environment are users creating and editing the apps?

- A. Production  
B. Default  
C. Sandbox

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/working-with-environments>

**NEW QUESTION 95**

- (Exam Topic 4)

A company is building a Power Apps Portals. You need to select page components.

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	Answer Area	
	Requirement	Component
list	Display a single record from Common Data Service.	Component
form		
Iframe	Display a list of records from a Microsoft SharePoint list.	Component
connector	Display a list of records from Common Data Service.	Component

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/portals/compose-page>  
<https://docs.microsoft.com/en-us/powerapps/maker/portals/compose-page#add-iframe>

NEW QUESTION 98

- (Exam Topic 4)  
A company plans to create canvas apps.  
What is the minimum number of connectors required? To answer, drag the appropriate number of connectors to the correct drop scenarios. Each number of connectors 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.

Number of connectors	Answer Area	
<input type="text" value="0"/>		
<input type="text" value="1"/>	Synchronize data with three data sources that use different proprietary database formats.	<input type="text"/>
<input type="text" value="2"/>	Create three Power Apps apps that each display data from a Microsoft SharePoint list.	<input type="text"/>
<input type="text" value="3"/>	Create three Flows that each copy data to Microsoft Azure Data Lake on different schedules.	<input type="text"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections-list> <https://docs.microsoft.com/en-us/connectors/connectors>

NEW QUESTION 101

- (Exam Topic 4)  
You have a Microsoft Excel workbook that contains a list of tasks for a project. You store the file in OneDrive for Business. You need to create a canvas app that allows team members to update the status of their tasks. What should you use?

- A. the Generate an app from data feature
- B. a custom action in Common Data Service
- C. Power Apps Checker
- D. the Open entity data in Excel feature

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/add-data-connection>

NEW QUESTION 105

- (Exam Topic 4)  
You create a canvas app by using the Generate from data feature. The app connects to a Microsoft SharePoint list. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
A screen is generated that contains a browsable list of SharePoint list items.	<input type="radio"/>	<input type="radio"/>
A screen is generated that allows users to update SharePoint list items.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/app-from-sharepoint>



#### NEW QUESTION 106

- (Exam Topic 5)

A software company plans to use Power Automate.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
You must certify custom connectors before users in other departments within your organization can use the connectors.	<input type="radio"/>	<input type="radio"/>
You must use Microsoft Azure API apps to create a public custom connector.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/connectors/custom-connectors/share>

#### NEW QUESTION 111

- (Exam Topic 5)

You are new to working with Microsoft Flow. You create a flow that extracts birth dates for users and then sends a birthday greeting email to users on their birthday.

The flow does not properly extract birth dates. Where should you make changes?

- A. Connectors
- B. Expression
- C. Templates

**Answer:** A

#### Explanation:

Select the new Date Time connector. There you will see all of the actions, which help you to convert time zones to format them for local time in an email, add or subtract times, or just get the current time.

Reference:

<https://flow.microsoft.com/en-us/blog/nested-apply-to-each/>

#### NEW QUESTION 113

- (Exam Topic 5)

You are building a Power Automate flow to manage sales.

The sales team saves quotes as PDF files to a Microsoft OneDrive folder. You create a Microsoft SharePoint list to help the sales team manage follow ups to quotes. You need to copy the customer name, phone number, and the amount of the potential sale from the sales quote and insert the data into the SharePoint list. Which AI Builder model should you use?

- A. key phrase extraction
- B. sentiment analysis OC.
- C. text recognition
- D. language detection

**Answer:** C

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-text-recognition>

#### NEW QUESTION 118

- (Exam Topic 5)

A company provides on-site architectural consulting services to residential and business customers. The company wants to implement a simple alert system where a consultant can press a button on their mobile device to send the user's location to the company as a text notification.

You need to build a button flow that sends the notification.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.



Actions	Answer Area
Add a new step to the flow.	
Add a trigger.	
Select a connector and action to send text notifications.	
Set the actions properties.	
Save the flow.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/power-automate/button-flow-with-user-input-tokens#main>

NEW QUESTION 122

- (Exam Topic 5)

A company plans to use Power Apps to connect to a series of custom services. There are no connectors available for the custom services. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statement	Yes	No
Custom connectors for customer-specific services do not require review and certification by Microsoft.	<input type="radio"/>	<input type="radio"/>
You can build a custom connector once and reuse the connector for Power Apps and Microsoft Flow.	<input type="radio"/>	<input type="radio"/>
You can make custom connectors publicly available for all Power Platform users without having Microsoft certify the connector.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Yes  
Only if you would like to share your connector with all users of Logic Apps, Microsoft Flow, and PowerApps, you can submit your connector for Microsoft certification. Microsoft will review your connector.  
Box 2: Yes  
Connectors created in Microsoft Flow are available in PowerApps. Likewise, connectors created in PowerApps are available in Microsoft Flow.  
Box 3: No  
If you would like to share your connector with all users of Logic Apps, Microsoft Flow, and PowerApps, you can submit your connector for Microsoft certification. Microsoft will review your connector.  
Reference:  
<https://docs.microsoft.com/en-us/connectors/custom-connectors/>

NEW QUESTION 126

- (Exam Topic 5)

You are creating a canvas app that uses one connector. Which two objects are provided to Power Apps by the connector? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. tables
- B. customizations
- C. triggers
- D. actions

Answer: AD

NEW QUESTION 127

- (Exam Topic 5)

A company uses a third party application and an approval process via email. At the end of the month, the IT department enters the data into Microsoft Excel to create pivot charts.

The Excel pivot charts must use the same data source as Dynamics 365 Field Service to generate charts and reports. You need to recommend a solution. What should you recommend? To answer, select the appropriate configuration in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Solution
Create an approval workflow.	<div><div></div><div>Dynamics 365 Workflow Notifications Microsoft Outlook Integration AI Builder Microsoft Flow</div></div>
Connect to report data.	<div><div></div><div>Common Data Service and Power BI Third-party from AppSource Custom Code flat file integration Dynamics 365 Field Service</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Dynamics 365 Workflow notifications  
You can configure the system to send email messages to users when workflow-related events occur. Note:  
> Go to Navigation pane > Modules > System administration > Users > Users.  
> In the list, find and select the desired record.  
> On the Action pane, click User options.  
> Click the Workflow tab. Make sure that the Notifications section is expanded. In the Notifications section, you can specify how you want the user to be notified about workflow-related events.

Box 2: Dynamics 365 Field Service  
Supply Chain Management enables synchronization of business processes between Dynamics 365 Supply Chain Management and Dynamics 365 Field Service. The integration scenarios are configured by using extensible Data integrator templates and Common Data Service to enable the synchronization of business processes. Standard templates can be used to create custom integration projects, where additional standard and custom fields and entities can be mapped to adjust the integration and meet specific business needs.

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/fin-ops/organization-administration/tasks/users-rece>

NEW QUESTION 131

- (Exam Topic 5)  
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.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 135

- (Exam Topic 5)  
You build a flow using a template. You want to add support for additional business scenarios. You need to ensure that the new workflow does not break existing functionality. Which flow editing utilities should you use? 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.

Tools

Test

Flow Checker

Answer Area

Requirement	Tool
Check the new flow for any errors or warnings.	Tool
Run the flow using previously processed data.	Tool
Monitor the flow as it is running.	Tool

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: Flow Checker  
The Flow checker feature will promote higher quality flows by ensuring you follow best practices. By running the checker, you will be able to get answers to questions like: which areas of my flow implementation pose a performance or reliability risk?  
For each issue identified, the Flow checker points to specific occurrences within the flow where improvements may be required. And more importantly, you learn how to implement these improvements by following detailed guidance.  
Box 2: Test  
Box 3: Test Reference:  
<https://flow.microsoft.com/en-us/blog/flow-checker-four-connectors/> <https://docs.microsoft.com/en-us/power-automate/modern-approvals>

NEW QUESTION 136

- (Exam Topic 5)  
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.

Components

Entity

Variable

Trigger Phrase

Answer Area

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

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Components

Entity

Variable

Trigger Phrase

Answer Area

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

NEW QUESTION 139

- (Exam Topic 5)  
A company uses Dynamics 365 Supply Chain Management.  
When a sales order is created for one of the customers that a specific user manages, a Microsoft Outlook task must be created to remind the user to perform any follow up activities that are required.  
You need to implement the functionality to create Outlook tasks.  
Which two features should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. AI Builder  
B. Power Apps  
C. Business Events  
D. Microsoft Flow  
E. Common Data Service

**Answer:** CD

**Explanation:**

Business events in Microsoft Power Automate

Business events can be consumed in Microsoft Power Automate via the application connector. The connector has a trigger that is named when a business event occurs. This trigger can be used to subscribe to any of the business events that are available in the target instance of the application.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/business-events/business-events-flow>

**NEW QUESTION 141**

- (Exam Topic 5)

A company uses Dynamics 365 Supply Chain Management and Dynamics 365 Finance. User account data must be synchronized between the two system.

You need to ensure that the synchronized data is stored in one place. What should you use?

- A. SQLServer
- B. Common Data Service
- C. Azure Active Directory
- D. Azure IoT Central

**Answer:** B

**Explanation:**

Reference:

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

**NEW QUESTION 144**

- (Exam Topic 5)

A company builds and sells residential apartments. The company uses Dynamics 365 Sales to manage sales opportunities.

Management must receive notifications on their mobile devices when sales opportunities are created. You need to select recommend Power Platform components to address the requirements.

Which two components should you recommend? Each correct answer presents part of the solution. NOTE: Each selection is worth one point.

- A. Common Data Service connector
- B. Power BI
- C. Power Automate
- D. AI Builder

**Answer:** CD

**Explanation:**

Reference:

<https://www.powerobjects.com/blog/2019/04/05/flow-approval-process/>

**NEW QUESTION 148**

- (Exam Topic 5)

You have a Power Automate flow that saves attachments from emails into OneDrive for Business. You need to determine why the flow is not working.

What are three possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Navigate to the Power Automate web portal and click view notifications.
- B. Enable Repair Tips for the flow.
- C. Navigate to the Action Items section of the Power Automate portal.
- D. Navigate to the Power Automate admin center and view the projects.
- E. Navigate to the flow and view the run history.

**Answer:** ABE

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/power-automate/fix-flow-failures>

**NEW QUESTION 150**

- (Exam Topic 5)

A company uses Dynamics 365 Customer Service. The company uses a manual process to manage call escalations.

You must use Power Automate to automate the process for routing escalated calls. You need to create the flow.

Which type of connector should you use?

- A. Microsoft Excel
- B. Common Data Service
- C. Office 365 Users

**Answer:** B

**NEW QUESTION 152**

- (Exam Topic 5)

For which scenarios can you use Power Automate?

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.



Statement	Yes	No
Notify team members when a response is recorded in a form in Microsoft Forms.	<input type="radio"/>	<input type="radio"/>
When email is received, save email attachments to OneDrive for Business.	<input type="radio"/>	<input type="radio"/>
Receive notifications when negative comments about the company are posted on Twitter.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://flow.microsoft.com/en-us/galleries/public/templates/b923bbd04bda11e78896d10a96d3fac3/notify-the-tea> <https://flow.microsoft.com/en-us/galleries/public/templates/65ceb79430ef4956a0855fbe09249cdf/save-office-36> <https://flow.microsoft.com/en-us/blog/get-notified-of-negative-posts/>

**NEW QUESTION 153**

- (Exam Topic 5)

A company performs on-site inspections and services for air industrial equipment.

Field technicians must perform a series of maintenance checks every time they visit a customer site. Every technician performs maintenance tasks in a different order. Some technicians miss steps.

You need to ensure that all technicians perform the same steps in the same order. What should you use?

- A. Business process flow
- B. AI Builder
- C. Business rule
- D. Virtual Agent

**Answer:** A

**Explanation:**

You can help ensure that people enter data consistently and follow the same steps every time they work with a customer by creating a business process flow. For example, you might want to create a business process flow to have everyone handle customer service requests the same way, or to require that people get approval for an invoice before submitting an order. Business process flows use the same underlying technology as other processes, but the capabilities that they provide are very different from other features that use processes.

Reference:

<https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview>

**NEW QUESTION 155**

- (Exam Topic 5)

A company uses Microsoft 365, SharePoint Online, and Dynamics 365 Sales.

You need to recommend tools to build a solution that meets the following requirements: Synchronize data from an external Microsoft SQL Server instance.

Send out of the box report automatically to specific company executives.

Ensure that opportunities over a specified amount are approved by a sales manager.

Which two tools or components should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Excel
- B. Microsoft Word
- C. Power Automate
- D. Common Data Service
- E. Microsoft Flow

**Answer:** DE

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/data-integrator> <https://www.powerobjects.com/blog/2019/04/05/flow-approval-process/>

**NEW QUESTION 157**

- (Exam Topic 5)

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

**Answer:** B



**Explanation:**  
Reference:  
<https://trellispoint.com/create-crm-leads-using-microsoft-flow/>

**NEW QUESTION 161**

- (Exam Topic 6)  
You are creating a Power Virtual Agents chatbot for a company.  
Which component types should you use for each scenario? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Component type
The chatbot needs to capture of the user id for authentication.	<div>Topic</div> <div>Entity</div> <div>Action</div>
A customer asks a question that needs to be handed off to a live Customer Support representative.	<div>Topic</div> <div>Entity</div> <div>Action</div>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**  
Reference:  
<https://docs.microsoft.com/en-us/power-virtual-agents/fundamentals-what-is-power-virtual-agents> <https://www.c-sharpcorner.com/article/get-started-with-bot-development-with-microsoft-power-virtual-agent-ste>

**NEW QUESTION 164**

- (Exam Topic 6)  
You need to create a mobile application which will allow sales associates to enter customer sales leads. 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

Save the app.

Add components to the app.

Publish the app.

Add flows to the app.

Go to the Office 365 admin center.

Create a new Power Apps app.

>

<

Answer area

&u2191

&u2193

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**  
Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/build-first-model-driven-app>

**NEW QUESTION 168**

- (Exam Topic 6)  
You are planning to allow members of your team to test your chatbot. You must ensure this is done in a secure way.  
A team member named User1 must test the chatbot. You need to ensure that User1 can complete testing. What should you do?

- A. Sign in to the authoring environment as the chatbot author.
- B. Sign in to Microsoft Azure DevOps as the chatbot author.
- C. Sign in to Microsoft Azure DevOps as User1.
- D. Sign in to the authoring environment as User1.

Answer: A

**NEW QUESTION 169**

- (Exam Topic 6)  
A company is evaluating ways to connect Power Platform apps to external services to perform complex activities. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
You can create a canvas app that scans and parses documents using Azure Cognitive Services and then adds the appropriate information to Dynamics 365 Sales.	<input type="radio"/>	<input type="radio"/>
You can create a canvas app that uses Azure Cognitive Services to read incident records and identify tickets that need to be escalated based on sentiment score.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:  
Yes Yes

NEW QUESTION 171

- (Exam Topic 6)

A company uses Microsoft 365, SharePoint Online, and Dynamics 365 Sales.

You need to recommend tools to build a solution that meets the following requirements:

- Synchronize data daily (rom an external Microsoft SQL Server instance.
- Send a report automatically to specific company executives.
- Ensure that opportunities over a specified amount are approved by a sales manager.

Which two tools of components should you recommend? Each correct answer presents pan of the solution NOTE: Each correct selection is worth one point.

- A. Microsoft Word  
B. Common Data Service  
C. Power Automate  
D. Microsoft Excel  
E. Power BI

Answer: BC

NEW QUESTION 175

- (Exam Topic 6)

A company uses Microsoft 365, Power Platform, and Dynamics 365. You do not assign permissions to any licensed users.

Users are able to create and edit Power Apps canvas apps.

In which environment are users creating and editing the apps?

- A. Production  
B. Test  
C. Sandbox

Answer: B

NEW QUESTION 180

- (Exam Topic 6)

A company plans to build solutions by using Power Platform technologies.

For each of the following statements, select Yes if the statement Is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Power Virtual Agents chat data is saved unless it is deleted by the customer after a chat session.	<input type="radio"/>	<input type="radio"/>
Power Automate flows operate with administrative privileges at all times.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Answer Area

Statement	Yes	No
Power Virtual Agents chat data is saved unless it is deleted by the customer after a chat session.	<input checked="" type="radio"/>	<input type="radio"/>
Power Automate flows operate with administrative privileges at all times.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 184

- (Exam Topic 6)

You create a Power Virtual Agents chatbot for use with Microsoft Teams. You are testing the chatbot. Testers report the following issues:

- > Changes that you make to the chatbot are not seen by testers.
- > When users enter the word refund the chatbot must ask the user the product for which they would like a refund. The chatbot does not ask the user for product information.

You need to determine what needs to be done to fix the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Missing changes

Create a new chatbot.

Publish the chatbot.

Save the topic.

Share the chatbot.

Refund responses are not working as expected.

Change security.

Create a refund topic.

Create a refund chatbot.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 188

- (Exam Topic 6)

You are creating a Power Automate flow.

The flow must read each item in a Microsoft SharePoint list that details sales opportunities and set the value for a field named Status to Overdue if the value of a field named Follow up is less than or equal to the current date.

You need to select the appropriate component to cycle through the entire list. Which component should you use?

- A. Connector
- B. Action
- C. Trigger
- D. Condition

Answer: D

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/power-automate/use-expressions-in-conditions>

NEW QUESTION 192

- (Exam Topic 6)

You are building Power BI visualizations for a team.

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

NOTE: Each correct selection is worth one point.

Statements	Yes	No
Power BI can only retrieve data from up to two different sources for each dashboard.	<input type="radio"/>	<input type="radio"/>
Power BI visualizations can be used in canvas apps and model driven apps.	<input type="radio"/>	<input type="radio"/>
Power BI can display charts and list boxes on dashboards.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-types-for-reports-and-q-and-a>

<https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-slicers>

#### NEW QUESTION 193

- (Exam Topic 6)

A company plans to use Power Platform to build apps that address specific business challenges. You need to recommend the appropriate types of Power Apps to use. What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point

Answer Area

Scenario	Tool
Field technicians need a mobile app to capture the location and the image of defective products.	<input type="checkbox"/> Canvas app <input type="checkbox"/> Power Apps Portals <input type="checkbox"/> Common Data Service
Sales representatives need to see different views and dashboards in the sales app.	<input type="checkbox"/> Canvas app <input type="checkbox"/> Model-driven app <input type="checkbox"/> Power Apps Portals

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Answer Area

Scenario	Tool
Field technicians need a mobile app to capture the location and the image of defective products.	<input checked="" type="checkbox"/> Canvas app <input type="checkbox"/> Power Apps Portals <input type="checkbox"/> Common Data Service
Sales representatives need to see different views and dashboards in the sales app.	<input checked="" type="checkbox"/> Canvas app <input checked="" type="checkbox"/> Model-driven app <input type="checkbox"/> Power Apps Portals

#### NEW QUESTION 198

- (Exam Topic 6)

You are a sales manager for a large retail organization.

You are creating a Power Apps app that will display customer product purchase information from your old point-of-sale (POS) system and need to link those sales to the customer accounts and product sales in Dynamics 365 Commerce.

You need to use the appropriate component. What should you use?

- A. business process flow
- B. business rule
- C. Common Data Service
- D. entity metadata

Answer: C

#### NEW QUESTION 201

- (Exam Topic 6)

You are a retail director for a large clothing company. Each week you use the corporate YouTube channel to create a video that highlights new initiatives, and goals for retail operations.

You need to design a Power Apps app that streams the videos to internal users.

Which objects should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Action	Option
Implement the Power Apps app.	<div><div></div><div>Canvas</div><div>Model-driven</div><div>Portal</div></div>
Use drag and drop to add a video to the app.	<div><div></div><div>View</div><div>Connector</div><div>Control</div></div>
Apply consistent company colors to the app.	<div><div></div><div>Unified Interface</div><div>Control</div><div>Theme</div><div>Template</div></div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://powerapps.microsoft.com/en-us/blog/microsoft-stream-videos-and-channels-in-canvas-apps/> <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-themes-organization-branding> <https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/controls/control-stream-video>

NEW QUESTION 203

- (Exam Topic 6)

A company wants users to start using Power Automate to improve personal productivity. You need to create a flow. Which two elements must you include? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. condition  
B. expression  
C. trigger  
D. action

Answer: CD

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/power-automate/get-started-logic-flow>

NEW QUESTION 204

- (Exam Topic 6)

You are authoring a Power Virtual Agents chatbot for a company. For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

Statements	Yes	No
You must create a custom action to display a knowledge base article that answers a common support question.	<div><input type="radio"/></div>	<div><input type="radio"/></div>
You can use Power Automate to retrieve a customer's contact number in order to verify they are an authorized user and their support plan SLA.	<div><input type="radio"/></div>	<div><input type="radio"/></div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/azure/cognitive-services/qnamaker/tutorials/integrate-with-power-virtual-assist> <https://docs.microsoft.com/en-us/power-virtual-agents/advanced-flow>

NEW QUESTION 208

- (Exam Topic 6)

A medical office has a model -driven app that uses Common Data Service.

You plan to create a screen that allows users to capture information about doctors. The screen must provide users the ability to enter or select the following information;

- > a place to enter doctor- profile data that is not pan of the account table or the contact table.
- > a place to enter the doctor's specialty in the profile form.
- > a column for insurance with the ability to pick one of 10 different insurance companies. You need to store the captured data in Common Data Service.

What should you use to store the data? 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.

**Options**

Entity

Field

Option set

Record

**Answer Area**

Requirement	Option
Store additional doctor profile data.	Option
Store information about the doctor's specialty.	Option
Select an insurance company.	Option

- A. Mastered  
B. Not Mastered

**Answer: A**

**Explanation:**

**Options**

Entity

Field

Option set

Record

**Answer Area**

Requirement	Option
Store additional doctor profile data.	Record
Store information about the doctor's specialty.	Entity
Select an insurance company.	Option set

#### NEW QUESTION 210

- (Exam Topic 6)

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 ai 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

**Answer: BD**

#### NEW QUESTION 213

- (Exam Topic 6)

You are building Power BI visualizations for a team.

For each of the following statements, select Yes if the statement is true. Otherwise, select No. NOTE: Each correct selection is worth one point.

**Answer Area**

Statement	Yes	No
Power BI can only retrieve data from up to two different sources for each dashboard.	<input type="radio"/>	<input type="radio"/>
Power BI visualizations can be used in canvas apps and model driven apps.	<input type="radio"/>	<input type="radio"/>
Power BI can display charts and list boxes on dashboards.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

**Answer: A**

**Explanation:**

Yes

Yes Yes

#### NEW QUESTION 216

- (Exam Topic 6)

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.

Statement	Yes	No
You can display data aggregates and raw data in a Power BI report.	<input type="radio"/>	<input type="radio"/>
You can display related data from multiple sources in the same Power BI report.	<input type="radio"/>	<input type="radio"/>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
You can display data aggregates and raw data in a Power BI report.	<input checked="" type="radio"/>	<input type="radio"/>
You can display related data from multiple sources in the same Power BI report.	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION 219

- (Exam Topic 6) You create a model-driven app. The app is ready to be shared. You need to complete the process required to set the app up to be shared. How should you complete the process for setting up the app to be shared? To answer, drag the appropriate setting to the correct drop targets. Each source 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.

Processes

Select an app from the Power Apps

Select the app and select a security

Select a user and choose a security

Select Share.

Answer Area

Step

Process

1

Process

2

Process

3

Process

4

Process

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/share-model-driven-app>

NEW QUESTION 220

- (Exam Topic 6)  
A company is building an interactive chatbot to answer questions about products and product warranties You need to create conversation paths re questions about product warranties. Which tool should you use?

- A. Azure Bot Framework  
B. Power Platform admin center  
C. Conversation node  
D. Authoring canvas  
E. Power Virtual Agents portal

Answer: E

NEW QUESTION 221

- (Exam Topic 6)  
You are authoring a Power Virtual Agents chatbot for a company for each of the following statements, select Yes if the statement is true. Otherwise, select No.  
NOTE: Each correct selection is worth one point.

Statement	Yes	No
When escalating to a live person from a chatbot, the customer must restate their issue and other information collected.	<input type="radio"/>	<input type="radio"/>
You can customize the greeting topic for every chatbot that you author.	<input type="radio"/>	<input type="radio"/>

- A. Mastered

B. Not Mastered

Answer: A

Explanation:

Statement	Yes	No
When escalating to a live person from a chatbot, the customer must restate their issue and other information collected.	<input checked="" type="radio"/>	<input type="radio"/>
You can customize the greeting topic for every chatbot that you author.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION 225

- (Exam Topic 6)

A company is building apps to support their business operations. The apps will use connectors to access data from several data sources and respond to a number of events generated by components.

Which two operations can you use for connectors? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Triggers
- B. Plug-ins
- C. Actions
- D. Gateways

Answer: CD

NEW QUESTION 226

- (Exam Topic 6)

Match each tool to its task. To answer, drag the appropriate tool from the column on the left to its task on the right. Each tool may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Tools	Answer Area	Task	Tool
Power BI		Automate workflows.	
Power Automate		Trigger an action from an event.	
Power Apps		Create a custom mobile data entry screen.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Tools	Answer Area	Task	Tool
Power BI		Automate workflows.	Power Automate
Power Automate		Trigger an action from an event.	Power BI
Power Apps		Create a custom mobile data entry screen.	Power Apps

NEW QUESTION 229

- (Exam Topic 6)

A company is creating a chatbot to replace a frequently asked questions (FAQ) site

You must perform step-by-step testing for al scenarios that are part of a complex user interaction that includes multiple topics. Testers must be able to see the workflow while interacting with the chatbot.

You need to test the chatbot. What should you do?

- A. Publish the chatbot and test it in the demo website.
- B. Use the chatbot designer to test the chatbot
- C. View analytics for a chatbot conversation.
- D. Publish the chatbot and test it in any channel

Answer: B

Explanation:

Test and maintain chatbots through an incredibly easy-to-use graphical interface. Recognize and act on dozens of common entities in the user’s conversation such as colors, currencies, ages, dates and times, or create your own, and store user information in variables and use them to branch or create complex conversations.

<https://powervirtualagentsblogcdn.azureedge.net/wp-content/uploads/2019/11/Tracking.png>



Power Virtual Agents

Test chat

Track between topics

Bot

luca@email.com

I see that your smart printer you purchased is the SmartPrinterX on 2018-12-20

Yes

I can contact your SmartPrinterX(serial number 418c4e1e-994b-49b5-aca8-04e3f08c00d3) directly to get more information on your issue.

Would you like me to do so?

Yes, please look up the issue for me

No, I'll describe the issue myself

Enter your response here

SmartPrinter X troubleshooter

Delete Discard changes Undo Redo Topic checker Save

Condition

is: Context(serialNumber) =

Equals

Yes

Question

Ask a question

I can contact your 'SmartPrinter X' serial number '418c4e1e-994b-49b5-aca8-04e3f08c00d3' directly to get more information on your issue. Would you like me to do so?

Identify

Multiple choice

Options for user

Yes, please look up the issue for me

No, I'll describe the issue myself

Save response as

is: PhoneLocation(Sent)

Condition

is: Context(serialNumber) =

Equals

Yes, please look up the issue for me

No, I'll describe the issue myself

Condition

is: Context(serialNumber) =

Equals

Yes

No

Message

Sorry, our records show something's off. Let me connect you to one of our human agents that can assist you further.

One moment please

Transfer to agent

Include a private message to the agent

Message (optional)

NEW QUESTION 233

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## Relate Links

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