PL-200 Q&As

Microsoft Power Platform Functional Consultant

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QUESTION 1

A company creates a bot by using Power Virtual Agents.

The company requires the bot to transfer callers to an agent if the bot is unable to recognize a customers request.

You need to configure the bot for the unrecognized information from the customer.

Which feature should you use?

A. Fallback workstream

B. Fallback topic

C. Fallback skill

D. Fallback queue

E. Fallback entity

Correct Answer: B

A Fallback topic is a type of topic in Power Virtual Agents that is used when the bot is unable to understand the customer\\'s request. When a Fallback topic is triggered, it takes over the conversation and presents the customer with a set of options or a message that allows them to get the help they need. This can include options such as requesting to speak with an agent, providing feedback, or getting more information about the bot\\'s capabilities. Fallback topic can be configured to automatically transfer the customer to an agent. References: https://docs.microsoft.com/en-us/power-virtual-agents/create-bot/fallback https://docs.microsoft.com/en-us/ power-virtual-agents/create-bot/bot-topics

QUESTION 2

You create a Power Apps app for Microsoft Teams using Microsoft Dataverse for Teams. Users report that they are unable to view the app in Teams. You need to ensure that users can access the app. What should you do?

A. Share the app with a security group by using the Maker portal.

B. Share the app with a security group in Teams.

C. Request that a tenant administrator pin the app to the app bar in Teams.

D. Publish the app by using the Maker portal.

E. Share the app with individual users by using the Maker portal.

Correct Answer: C

When you create a Power Apps app for Microsoft Teams using Microsoft Dataverse for Teams, the app needs to be added to the app bar in Teams before it can be accessed by users. This can only be done by a tenant administrator. To ensure that users can access the app, you would need to request that the tenant administrator pin the app to the app bar in Teams. Sharing the app with a security group by using the Maker portal (A) or in Teams (B) would allow users in that group to access the app, but they would still need to be able to find and open the app. Here are some references from Microsoft that may be helpful in understanding how to make Power Apps app available in Teams: Microsoft docs: Add a Power Apps app to a Microsoft Teams channel Microsoft docs: Pin a Power Apps app to the app bar in Microsoft

Teams Microsoft docs: Distribute Power Apps for Microsoft Teams

QUESTION 3

DRAG DROP

A company is creating a canvas app and a model-driven app to manage their customer accounts.

The canvas app requires a business rule to set the Business Type column to large if the customer size is greater than a specific currency value.

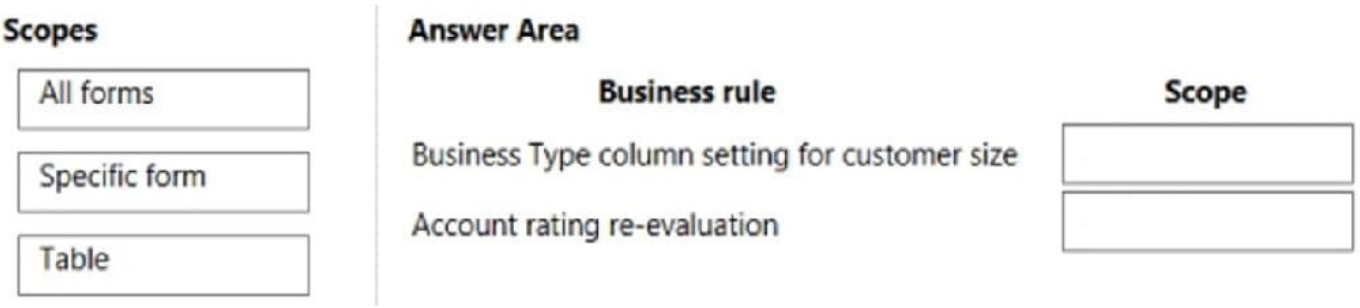
The model-driven app requires a business rule to recommend the account rating be re- evaluated when the account goes on credit hold for this app only.

You need to configure the scope for the business rules.

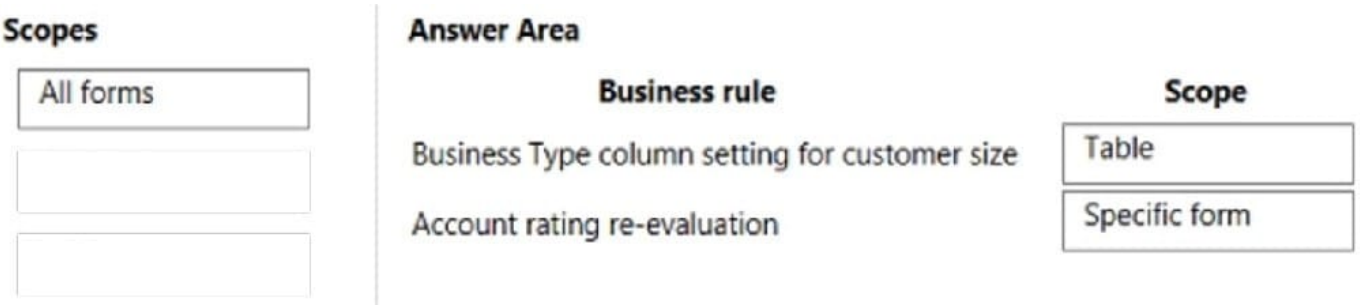
Which scope should you use? To answer, drag the appropriate scopes to the correct business rules. Each scope may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Box 1: Table

The canvas app requires a business rule to set the Business Type column to large if the customer size is greater than a specific currency value.

Scope the business rule to Entity (Table).

Box 2: Specific form

The model-driven app requires a business rule to recommend the account rating be re- evaluated when the account goes on credit hold for this app only.

For Model

The scope of the business rule determines which forms the business rule will be applied.

You set the scope, according to the following:

If you select this item...

The scope is set to...

Entity- The table and all forms for the table

All Forms- All forms for the table

Specific form (account Main Form, for example) - Just that form

QUESTION 4

You plan to create a dataflow by using Power Query to transform the data. You observe \\'hat some cells display an error instead of the expected data. You need to obtain more details about the errors. What should you do?

A. Select the row that includes the cell with the error.

B. Use the Flow Checker.

C. Select the cell with the error.

D. Use the App Checker.

E. Use the Advanced Editor.

Correct Answer: C

QUESTION 5

HOTSPOT

A company uses Power Apps and Power Automate.

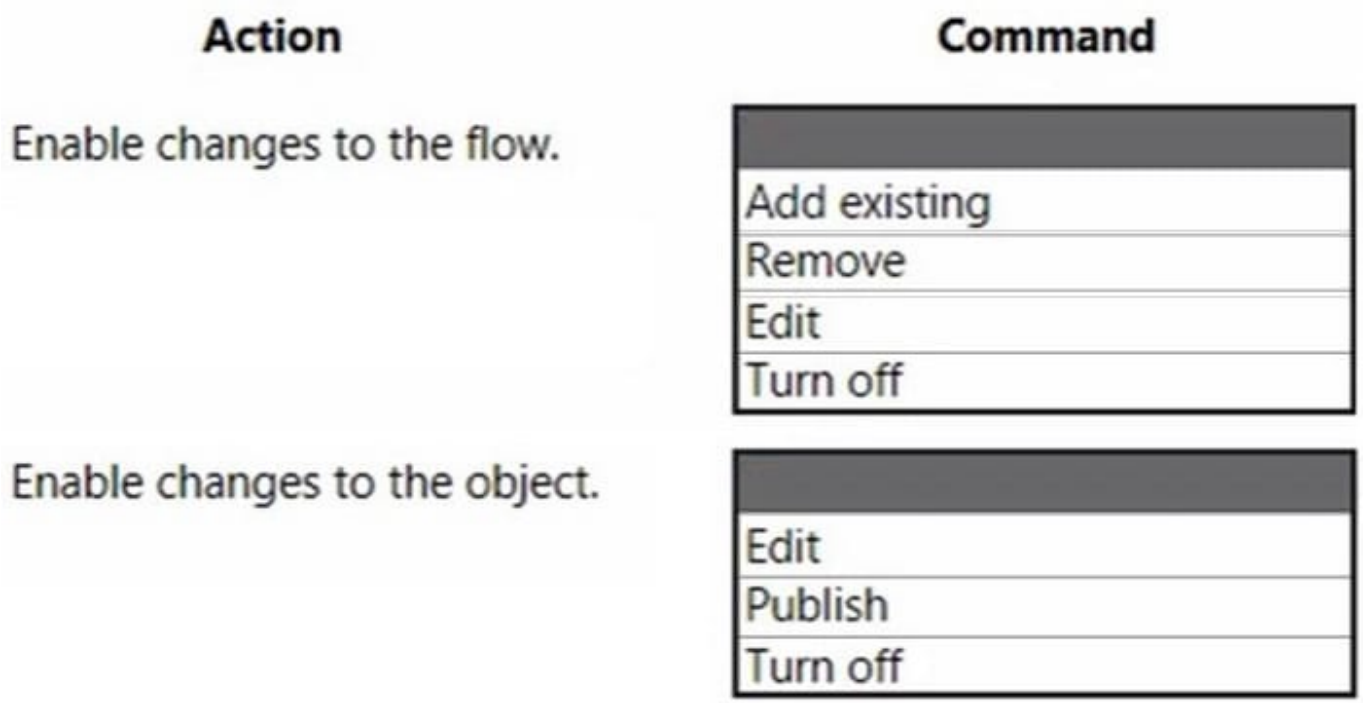
There is an issue with the existing flow in the test environment. Development changes are allowed in the test environment.

You need to troubleshoot the issue with the flow.

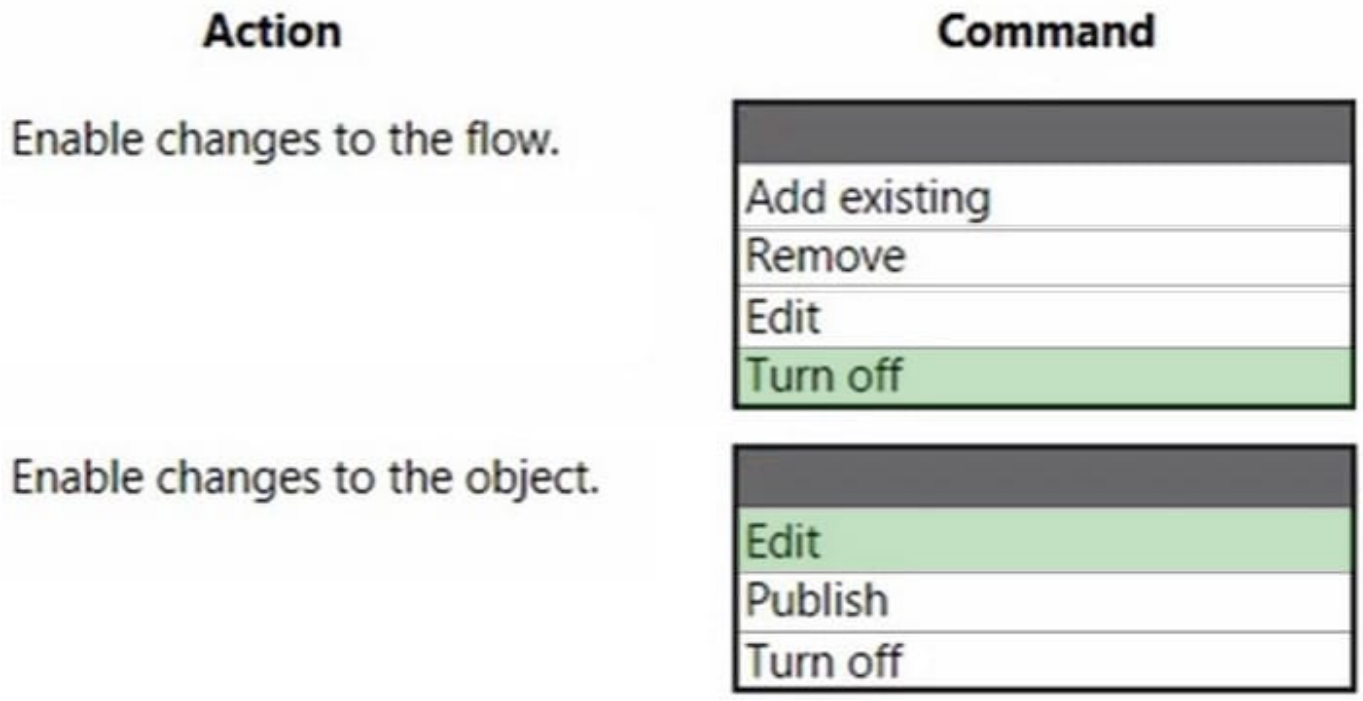
Which command should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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