



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

Microsoft Power Platform Functional Consultant

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**QUESTION 1**

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You administer the Microsoft 365 and Power Platform environments for Contoso, Ltd. The company has a model-driven app that is used to track customer interactions with employees. The app uses standard table types for customers. A user

named Elisabeth Rice signs in to the app by using the following sign in name: Elisabeth.Rice@contoso.com.

After marriage, Elisabeth changes her legal name to Elisabeth Mueller.

You need to update the sign in name for the user without losing any application history.

Solution: Change Elisabeth's username in the user record for the app.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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**QUESTION 2**

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 customer's request.

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

Which feature should you use?

A. Fallback skill

B. Fallback topic

C. Fallback workstream

D. Fallback entity

E. Fallback queue

Correct Answer: B

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You can capture unrecognized user inputs in Power Virtual Agents by setting up a fallback topic.

Reference: <https://rishonapowerplatform.com/2022/04/22/capture-unrecognized-user-inputs-in-power-virtual-agents-by-setting-up-a-fallback-topic/>

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### QUESTION 3

The sales manager receives a list of leads from a partner company monthly. The field names that are provided do not match the fields in Dynamics 365. A data map does not exist.

You need to import the leads without changing the data from the partner company.

What should you do?

- A. Create a data map on the first import by using the Import Data wizard.
- B. Add a template for Import Data.
- C. Use Import File Translations.
- D. Create a data map in Data Management.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/import-accounts-leads-other-data>

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### QUESTION 4

#### HOTSPOT

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

You configure a new version for the BPF and add a new stage at the beginning.

You need to identify the impact of the new version on the existing account records.

What is the outcome in each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



**What happens to existing account** ▼

Existing accounts show the old BPF

Existing accounts show the new BPF

Existing accounts only show the new stage

**What happens to new account** ▼

No BPF is linked to a new account

The new BPF shows only the new stage for a new account

The new BPF is showing in a new account

Correct Answer:

**What happens to existing account** ▼

Existing accounts show the old BPF

Existing accounts show the new BPF

Existing accounts only show the new stage

**What happens to new account** ▼

No BPF is linked to a new account

The new BPF shows only the new stage for a new account

The new BPF is showing in a new account

Box 1: Existing accounts show the new BPF.

When an entity record is being created and if there are multiple BPFs defined on that entity. The system would do the following:

1.

If the ProcessId field is set to Guid.Empty. The system will skip defaulting the BPF on that instance.



2.

If the ProcessId field is set to specific BPF entity reference. The system will default to the specified BPF.

3.

If the ProcessId field on the record is not set. The system will default the BPF.

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

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

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

Reference:

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

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## QUESTION 5

### HOTSPOT

You create workflows to automate business processes.

You need to create a workflow that automatically sends emails based on a mail merge template. The workflow must contain the following configurations:

1.

Run immediately.

2.

Validate when a condition is met.

3.

Perform an action when a condition is met.

To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



### Workflow Requirement

### Configuration Option

Run immediately.

- Approve the workflow.
- Configure the workflow to run now.
- Configure child workflow to run now.

Validate when a condition is met.

- Publish workflow.
- Subject contains data.
- Trigger when a Power Automate button is pressed.

Perform an action when a condition is met.

- Send an email.
- View chart.
- Update a security role.

Correct Answer:

### Workflow Requirement

### Configuration Option

Run immediately.

- Approve the workflow.
- Configure the workflow to run now.
- Configure child workflow to run now.

Validate when a condition is met.

- Publish workflow.
- Subject contains data.
- Trigger when a Power Automate button is pressed.

Perform an action when a condition is met.

- Send an email.
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