



PL-900^{Q&As}

Microsoft Power Platform Fundamentals

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QUESTION 1

A company is considering using Power Pages for its website.

You need to determine whether the use cases for Power pages meet the company's requirements.

What is a use case Power Pages?

- A. Performing repetitive tasks
- B. Sharing data with customers
- C. Building mobile apps for iOS
- D. Creating visualizations of data

Correct Answer: B

QUESTION 2

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

You must perform step-by-step testing for all 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

Correct Answer: B

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>

QUESTION 3

HOTSPOT



A company plans to implement Microsoft 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.

Hot Area:

Statement	Yes	No
You can synchronize account information from Dynamics 365 Sales with a third-party database.	<input type="radio"/>	<input type="radio"/>
You can create invoices from orders and then send the invoices to the customer by using a Power Automate flow.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statement	Yes	No
You can synchronize account information from Dynamics 365 Sales with a third-party database.	<input checked="" type="radio"/>	<input type="radio"/>
You can create invoices from orders and then send the invoices to the customer by using a Power Automate flow.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 4

HOTSPOT

You are creating Power BI visualizations.

You need to display the visuals where a user can perform each function.

Which solution should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Requirement

Solution

Make decisions by analyzing high-level KPIs.

▼

Power BI service
Power BI Desktop
Power BI dashboards

Drill down into the details of a visual.

▼

Power BI reports
Power BI Desktop
Power BI dashboards

Correct Answer:

Answer Area

Requirement

Solution

Make decisions by analyzing high-level KPIs.

▼

Power BI service
Power BI Desktop
Power BI dashboards

Drill down into the details of a visual.

▼

Power BI reports
Power BI Desktop
Power BI dashboards

Reference: <https://docs.microsoft.com/en-us/power-bi/visuals/power-bi-visualization-kpi> <https://docs.microsoft.com/en-us/power-bi/consumer/end-user-drill>

QUESTION 5

HOTSPOT



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

Hot Area:

Statements	Yes	No
Stages are added under each step of a business process flow design.	<input type="radio"/>	<input type="radio"/>
Power Automate desktop flows can be used to copy a file to a folder on your local machine.	<input type="radio"/>	<input type="radio"/>
Power Automate flows can be copied to a separate solution for export to another environment.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Statements	Yes	No
Stages are added under each step of a business process flow design.	<input checked="" type="radio"/>	<input type="radio"/>
Power Automate desktop flows can be used to copy a file to a folder on your local machine.	<input checked="" type="radio"/>	<input type="radio"/>
Power Automate flows can be copied to a separate solution for export to another environment.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 6

HOTSPOT

A company uses a model-driven app to manage its sales process.

You are creating a Power Automate cloud flow that will send you a message in Microsoft Teams when a new order is recorded in Microsoft Dataverse.

How should you configure the flow? Select the answer that correctly completes the sentence.

Hot Area:



Answer Area

To determine when the flow will start, you must select

	▼
an action	
a formula	
a trigger	

Correct Answer:

Answer Area

To determine when the flow will start, you must select

	▼
an action	
a formula	
a trigger	

QUESTION 7

DRAG DROP

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.

Select and Place:



Actions

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.

Answer Area

Correct Answer:

Actions

Answer Area

Add a trigger.

Add a new step to the flow.

Select a connector and action to send text notifications.

Set the actions properties.

Save the flow.

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

QUESTION 8

HOTSPOT

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.

Hot Area:

Answer Area

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 can export data to view supporting data for a KPI.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

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

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

1.

Select the ellipsis in the upper-right corner of the visualization.

2.

Choose the Export data icon.

3.

Power BI exports the data to a .csv file. If you've filtered the visualization, then the app will filter the downloaded data.



4.

Your browser will prompt you to save the file. Once saved, open the .csv file in Excel.

Box 2: Yes

You can show the data behind a visual report on your screen without exporting the data

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>

QUESTION 9

HOTSPOT

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.

Hot Area:

	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"/>

Correct Answer:



When escalating to a live person from a chatbot, the customer must restate their issue and other information collected.

Yes No

☐☒

You can customize the greeting topic for every chatbot that you author.

☒☐

Box 1: No

With Power Virtual Agents, you can hand off conversations to live agents seamlessly and contextually.

When you hand off a conversation, you share the full history of the conversation (the context) as well as all user-defined variables. Having access to this context means live agents that are using any connected engagement hub can be notified

that a conversation requires a live agent, see the context of the prior conversation, and resume the conversation.

Box 2: Yes

By default, chatbots created with Power Virtual Agents and published to a website will load without a greeting, and will passively wait for the user to start the conversation.

However, you can use custom CSS and JavaScript code to automatically have the bot start the conversation when the bot loads.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off>

<https://docs.microsoft.com/en-us/power-virtual-agents/configure-bot-greeting>

QUESTION 10

This question requires that you evaluate the underlined text to determine if it is correct.

A company requires that service representatives schedule customer visits every six months. Each service representative is required to enter a scheduled task for the next checkup as they are leaving a client site. A service representative wants to automate task entry by creating a business process flow that can be initiated from the service call screen on a phone.

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. a scheduled

C. an instant



D. an action

Correct Answer: C

The underlined text "a scheduled" suggests that the service representative is trying to create a flow for scheduling the customer visits. However, the text that precedes it states that the service representative wants to automate task entry by creating a business process flow that can be initiated from the service call screen on a phone. This suggests that the service representative wants to automate the task entry process, not the scheduling process. Therefore, "an instant" is a more appropriate choice as it implies that the task is being entered immediately rather than scheduled for a future date.

QUESTION 11

DRAG DROP

You are planning to deploy Power Pages websites.

You need to choose the appropriate type of template for each requirement for the websites.

Which types of templates should you use? To answer, drag the appropriate templates to the correct requirements. Each template 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:

Templates

Blank page

Customer self-service

Scenario-based

Site design

Answer Area

Requirement

Provide building blocks for the site.

Create a site that allows users to submit applications online.

Create a site for Microsoft Dynamics 365 customers to access knowledge and support resources.

Create a site with a single home page.

Template



Correct Answer:

Templates

Answer Area

Requirement

Provide building blocks for the site.

Create a site that allows users to submit applications online.

Create a site for Microsoft Dynamics 365 customers to access knowledge and support resources.

Create a site with a single home page.

Template

Site design

Scenario-based

Customer self-service

Blank page

1. Site Design <https://learn.microsoft.com/en-us/training/modules/power-pages-templates/introduction>

2.scenario-based

<https://learn.microsoft.com/en-us/training/modules/power-pages-templates/scenario>

3.Customer self-service

<https://learn.microsoft.com/en-us/training/modules/power-pages-templates/dynamics-365>

4.Blank page template

create a completely custom website using our blank page template. This template includes a home page with a header, footer, and a single section.

<https://learn.microsoft.com/en-us/power-pages/templates/>

QUESTION 12

HOTSPOT

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.

Hot Area:

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

Correct Answer:

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

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>



QUESTION 13

A company uses Microsoft Power Platform to monitor social media.

You create a Power Automate cloud flow to process social message that positively mention the company and its product.

You need to choose a connector to perform sentiment analysis on the social media messages.

Which two connectors can you use in the flow? Each correct answer presents solution.

NOTE: Each correct selection is worth one point.

- A. Azure Communication Services Chat
- B. Language-Question Answering
- C. Azure Cognitive Service for Language
- D. AI Builder
- E. Azure Application Insights

Correct Answer: CD

AI Builder en lugar de "Microsoft Sentiment Analysis connector"

QUESTION 14

HOTSPOT

You receive a copy of a Power Automate cloud flow from a colleague.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Statement	Yes	No
You can create a new flow that is a copy of the original flow.	<input type="checkbox"/>	<input type="checkbox"/>
You can modify the original flow.	<input type="checkbox"/>	<input type="checkbox"/>

Correct Answer:



Statement	Yes	No
You can create a new flow that is a copy of the original flow.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
You can modify the original flow.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

QUESTION 15

Your company has an on-premises Microsoft SQL Server database that contains legacy sales data. You must display information from the database in a new Power Apps app.

You need to establish a secure connection between the database and the app.

What should you use?

- A. Data source
- B. App
- C. Data gateway
- D. Power Automate

Correct Answer: C

For an on-premises database, identify a data gateway that was shared with you (or create one).

Specify Connect using on-premises data gateway, type or paste the server name, the database name, the user name, and the password for the database that you want to use, and specify the authentication type and the gateway.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-azure-sqldatabase>

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