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**Exam** : **PL-200**

**Title** : Microsoft Power Platform  
Functional Consultant

**Vendor** : Microsoft

**Version** : DEMO

**NO.1** Case Study 1 - Alpine SKi House

## Background

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

## General

Booking at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guest. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSoure. The chatbot uses the resort's existing FAQs Communication

\* Communication between staff members is primarily conducted through email and SMS text messages.

\* Conversations between staff members and guest often lost.

\* Conference calls are used for all group meeting Event Registration

\* Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

\* Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting Check-in process

\* Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

\* For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

## Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

## Resort policies and event inquiries

\* A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;

\* Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

## General

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All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

\* a centrally managed communication solution

\* a customer service solution

\* a resort portal

\* a chat solution

\* a check-in solution

Communication

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- \* Communication between team members must be centrally managed and unified in Microsoft Teams.

- \* When the company confirms an event they, must provide a list of guest's names and email addresses.

- \* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

- \* Guests must receive a separate email to verify proof of ownership for their registration.

#### Event attendance

- \* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event

- \* Prior to the event, guests must be able to identify any personal dietary restrictions.

#### Check-in processes

- \* Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.

- \* The check-in solution must continue to function if there are internet issues. If the self- service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

- \* The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions.

- \* Guests must physically interact with each answer before proceeding to the next screen. Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.

- \* Data must be entered in each screen before users move on to the next screen.

#### Marketing

- \* To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.

- \* The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

#### Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

#### Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- \* Snow reports

- \* Weather conditions

- \* Start time

- \* End time

- \* Event date

- \* Outdoor activities

- \* Indoor activities

- \* Most popular

The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff member's attention, the solution must determine which staff member is best to assist the customer with the question. The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If

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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

Guest1 inquires about snow conditions several times each day of their stay.

You need to add controls to the check-in solution for the health and wellness questions.

Which form control should you use?

**A.** Drop down

**B.** Check box

**C.** Text input

**Answer:** A

Explanation:

The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions. Guests must physically interact with each answer before proceeding to the next screen.

Checkboxes do not guarantee interaction with a user.

## **NO.2** Case Study 1 - Alpine SKi House

Background

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Marketing

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Resort policies and event inquiries

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Communication

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- \* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

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Check-in processes

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Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- \* Snow reports
- \* Weather conditions
- \* Start time
- \* End time
- \* Event date
- \* Outdoor activities
- \* Indoor activities
- \* Most popular

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Issue

Guest1 inquires about snow conditions several times each day of their stay.

You need to design the resort portal to meet the business requirements. Which data source should you use?

- A.** Microsoft Excel
- B.** Azure SQL Database
- C.** SQL Server
- D.** Microsoft Dataverse

**Answer:** D

Explanation:

There is no way you can create any portal with an Excel database. It has to be Dataverse.

Formula columns use the Power Fx syntax that's similar to Office Excel. As you enter the formula, Intellisense helps you with recommendations for formula, syntax, and errors.

### **NO.3** Case Study 1 - Alpine SKi House

Background

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- \* Conference calls are used for all group meeting Event Registration
- \* Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.
- \* Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting Check-in process
- \* Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- \* For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

#### Marketing

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#### Resort policies and event inquiries

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- \* a customer service solution
- \* a resort portal
- \* a chat solution
- \* a check-in solution

#### Communication

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- \* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.
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#### Event attendance

- \* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event

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#### Check-in processes

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#### Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

- \* Snow reports

- \* Weather conditions

- \* Start time

- \* End time

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- \* Outdoor activities

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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

#### Issue

Guest1 inquires about snow conditions several times each day of their stay.

You need to create the FAQ solution content

What should you do first?

- A. AI Builder
- B. Suggest topics
- C. Automate
- D. Trigger phrases

**Answer:** B

Explanation:

You need to make sure there are three main steps need to do while doing import FAQ and add the topic to your bot application.

1. Import Suggested Topics from FAQ webpage.
2. Add a topic.
3. Enable the topics

Reference:

<https://social.technet.microsoft.com/wiki/contents/articles/53820.power-virtual-agents-faq-chatbot.aspx>

#### **NO.4** Case Study 1 - Alpine SKi House

Background

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\* Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

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Marketing

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Resort policies and event inquiries

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- \* a resort portal
- \* a chat solution
- \* a check-in solution

#### Communication

\* Communication between team members must be centrally managed and unified in Microsoft Teams.

\* When the company confirms an event they, must provide a list of guest's names and email addresses.

\* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

\* Guests must receive a separate email to verify proof of ownership for their registration.

#### Event attendance

\* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event

\* Prior to the event, guests must be able to identify any personal dietary restrictions.

#### Check-in processes

\* Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.

\* The check-in solution must continue to function if there are internet issues. If the self- service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

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#### Hotel policies and event inquiries

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reports, and current weather condition at the resort.

Chat solution

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Issue

Guest1 inquires about snow conditions several times each day of their stay.

Hotspot Question

You need to embed the check-in solution into the communication solution. To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area**

What must you use to embed the check-in solution?

▼
Visual Studio
Power Apps Web Studio
AI Builder
Common Data Service

Where must the check-in solution be available within the communication solution?

▼
chat section of the solution
Microsoft 365 Apps selection grid
in an embedded webpage
in a tab

**Answer:**

## Answer Area

What must you use to embed the check-in solution?

Visual Studio	▼
<b>Power Apps Web Studio</b>	
AI Builder	
Common Data Service	

Where must the check-in solution be available within the communication solution?

chat section of the solution	▼
Microsoft 365 Apps selection grid	
in an embedded webpage	
<b>in a tab</b>	

Explanation:

Box 1: Power Apps Web Studio

Scenario: The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

PowerApps Studio is a browser application used to edit your apps. PowerApps Studio includes a drag-and-drop canvas in the center of the screen and a screen or object list pane on the left.

Properties, Rules, and Advanced Properties for selected screens or controls are displayed in the right pane.

Box 2: in a tab

You can customize the Teams experience by adding Power Apps canvas apps to your channels in Teams using the PowerApps tab.

### NO.5 Case Study 1 - Alpine SKi House

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#### Issue

Guest1 inquires about snow conditions several times each day of their stay.

#### Hotspot Question

You need to design the resort portal's email registration process.

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

NOTE: Each correct selection is worth one point.

Requirement	Solution
Implement the invitation code redemption process.	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Auto-populate the invitation code field on the sign-in screen from the email link.</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Embed the invitation code in the email link URL.</div> <div style="padding: 2px;">Send the customer their username and temporary password in the email link.</div> </div>
Validate the user's email.	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Two-factor authentication</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Azure Active Directory authentication</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Social provider sign-in</div> <div style="padding: 2px;">Invitation code sign-up</div> </div>

**Answer:**

Requirement	Solution
Implement the invitation code redemption process.	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Auto-populate the invitation code field on the sign-in screen from the email link.</div> <div style="background-color: #e0ffe0; border-bottom: 1px solid #ccc; padding: 2px;">Embed the invitation code in the email link URL.</div> <div style="padding: 2px;">Send the customer their username and temporary password in the email link.</div> </div>
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**NO.6 Case Study 1 - Alpine SKi House**

**Background**

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

**General**

Booking at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guest. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSoure. The chatbot uses the resort's existing FAQs Communication

- \* Communication between staff members is primarily conducted through email and SMS text messages.
- \* Conversations between staff members and guest often lost.
- \* Conference calls are used for all group meeting Event Registration
- \* Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.
- \* Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting Check-in process
- \* Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary

restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.

\* For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

#### Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

#### Resort policies and event inquiries

\* A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;

\* Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

#### General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

\* a centrally managed communication solution

\* a customer service solution

\* a resort portal

\* a chat solution

\* a check-in solution

#### Communication

\* Communication between team members must be centrally managed and unified in Microsoft Teams.

\* When the company confirms an event they, must provide a list of guest's names and email addresses.

\* You must send guests a welcome email that includes a unique registration number for authentication with the resort's portal.

\* Guests must receive a separate email to verify proof of ownership for their registration.

#### Event attendance

\* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event

\* Prior to the event, guests must be able to identify any personal dietary restrictions.

#### Check-in processes

\* Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.

\* The check-in solution must continue to function if there are internet issues. If the self-service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.

\* The check-in solution must have a screen where the guest will select either yes or no to health and wellness questions.

\* Guests must physically interact with each answer before proceeding to the next screen. Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new

ones at this time.

\* Data must be entered in each screen before users move on to the next screen.

#### Marketing

\* To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.

\* The solution must not require any effort or manual entry from the guest to prevent any mistyped information and to make it more appealing to the guest to participate.

#### Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

#### Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

\* Snow reports

\* Weather conditions

\* Start time

\* End time

\* Event date

\* Outdoor activities

\* Indoor activities

\* Most popular

The chat solution must be available always and not require staff to answer all of the questions. If a question does require a staff member's attention, the solution must determine which staff member is best to assist the customer with the question. The information in the FAQ on the legacy website must be used in the chat solution but retyping all the data from the website should not be required. If guests ask about topics that are not listed in the FAQ, the chat solution must identify the issue and escalate to a staff member.

Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

#### Issue

Guest1 inquires about snow conditions several times each day of their stay.

#### Hotspot Question

You need to design and create the solution for gathering contact information from guests for marketing purposes.

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

NOTE: Each correct selection is worth one point.

**Action**

**Solution**

Extract business card data.

AI Builder
Common Data Service
Power Virtual Agents
Power Automate

Implement the contact gathering solution.

Create a new entity extraction component.
Integrate the solution with Azure Cognitive Services.
Use a prebuilt AI model.

**Answer:**

**Action**

**Solution**

Extract business card data.

AI Builder
Common Data Service
Power Virtual Agents
Power Automate

Implement the contact gathering solution.

Create a new entity extraction component.
Integrate the solution with Azure Cognitive Services.
Use a prebuilt AI model.

**NO.7 Case Study 1 - Alpine SKi House**

**Background**

Alpine SKi House is a boutique mountain resort that offers year-round spa and outdoor activities such as snow sports, hiking, mountain biking, and more. The resort has been family owned and operated for more than 50 years. The company has been able to remain profitable while not needing to adopt new technologies.

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Booking at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guest. The company also plans to target corporate meetings and events.

The company recently purchased a chatbot named FAQbot from AppSoure. The chatbot uses the resort's existing FAQs Communication

\* Communication between staff members is primarily conducted through email and SMS text messages.

\* Conversations between staff members and guest often lost.

\* Conference calls are used for all group meeting Event Registration

\* Corporate customers can reserve a meeting room at the resort to host meetings. The meetings will include lunch and choice of either an inside-spa experience or a seasonally appropriate outdoor activity.

- \* Event registration is conducted three weeks prior to start of the event. It is assumed that all event attendees will attend the meeting Check-in process
- \* Guests wait in lines to check in and obtain name badges. At this time, guests can specify any dietary restrictions and select their activity preference. This can result in long wait times and crowding at the front desk.
- \* For health and compliance reasons, guests must answer a series of questions with a yes or no answer during check-in. The front desk will ask and record these answers for the resort's records.

#### Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

#### Resort policies and event inquiries

- \* A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;
- \* Guests can also go to the website to view the extensive list of frequently asked questions (FAQ) compiled over the years. Many of the answers to the FAQ's are out of date.

#### General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

All solutions must be simple to use, easy to maintain, and represent the brand of the resort.

You must implement the following solutions:

- \* a centrally managed communication solution
- \* a customer service solution
- \* a resort portal
- \* a chat solution
- \* a check-in solution

#### Communication

- \* Communication between team members must be centrally managed and unified in Microsoft Teams.
- \* When the company confirms an event they, must provide a list of guest's names and email addresses.
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#### Event attendance

- \* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
- \* Prior to the event, guests must be able to identify any personal dietary restrictions.

#### Check-in processes

- \* Check-in processes must be self-service. Each screen must ask for specific data from the guest. The check-in solution will use some data that is stored in Microsoft Excel.
- \* The check-in solution must continue to function if there are internet issues. If the self- service kiosks are not available, staff must be able to use the check-in solution from within their communication solution.
- \* The check-in solution must have a screen where the guest will select either yes or no to health and

wellness questions.

\* Guests must physically interact with each answer before proceeding to the next screen. Guests must be able to confirm any dietary restrictions they may have entered from the portal or add new ones at this time.

\* Data must be entered in each screen before users move on to the next screen.

Marketing

\* To eliminate the handling of business cards, the check-in solution must be able to translate the contents of the business cards into Alpine Ski House's marketing system.

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Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

\* Snow reports

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\* Start time

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\* Indoor activities

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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

Guest1 inquires about snow conditions several times each day of their stay.

Hotspot Question

You need to design the guest check-in solution.

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

NOTE: Each correct selection is worth one point.

**Answer Area**

**Requirement**

**Technology**

Develop the base check-in solution.  
Access the check-in solution on the check-in devices.

▼
Xamarin app
Power APPs portal
Model-driven app
Canvas app

Access the check-in solution on the check-in devices.

▼
Traditional desktop application
Web browser
Power APPS mobile app
Dynamics 365 for phones and tablets

**Answer:**  
**Answer Area**

**Requirement**

**Technology**

Develop the base check-in solution.  
Access the check-in solution on the check-in devices.

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**NO.8 Case Study 1 - Alpine SKI House**

**Background**

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Booking at the resort have decreased. The company has decided to focus on creating a tailored, first-class experience for guest. The company also plans to target corporate meetings and events.

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#### Marketing

At the check-in counter, the guests can drop their business cards into a bowl for a chance to win an all-inclusive weekend stay at the resort. The resort uses the business card information to send announcements about promotions and upcoming events.

#### Resort policies and event inquiries

- \* A guest can call or send an email to the event coordinator at the resort to get information about hotel policies, snow conditions, or to pre-select their after-meeting event;
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#### General

Alpine Ski House does not employ technical staff and does not have the budget to hire an external firm to develop solutions. There are two team members who are proficient at Microsoft Excel formulas. Any solution created must use the capabilities of current team members.

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- \* a customer service solution
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- \* a chat solution
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#### Communication

- \* Communication between team members must be centrally managed and unified in Microsoft Teams.
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#### Event attendance

- \* Guests must create an account and sign into a resort portal to confirm their attendance to an event and pre-select an after-meeting event
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#### Check-in processes

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#### Marketing

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#### Hotel policies and event inquiries

The portal must allow the guest to ask questions about hotel policies, event information, weather reports, and current weather condition at the resort.

#### Chat solution

The chat solution must specifically address the following key words. No additional key words will be added until a later implementation phase:

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#### Issue

Guest1 inquires about snow conditions several times each day of their stay.

#### Hotspot Question

You need to embed the FAQbot into the communication solution.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Requirement**

**Action**

Add the new FAQ solution to the communication solution for the first time.

	▼
Import an existing app.	
Create a new app.	
Import a new page.	
Import bot.	

Configure the FAQ solution in Microsoft Teams.

	▼
Configure the FAQbot.	
Import a chatbot.	
Create a new chatbot.	

**Answer:**

**Requirement**

**Action**

Add the new FAQ solution to the communication solution for the first time.

	▼
Import an existing app.	
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Configure the FAQ solution in Microsoft Teams.

	▼
Configure the FAQbot.	
Import a chatbot.	
Create a new chatbot.	

Explanation:

Box 1: Import an existing app

Not Create New App because Case states "The company recently purchased a chatbot named FAQbot from AppSource." So you are importing the purchased App.

Box 2: Configure the FAQBot

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/platform/bots/how-to/add-power-virtual-agents-bot-to-teams>

**NO.9** Case Study 1 - Alpine SKi House

Background

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- \* Indoor activities

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Team members must be able to ask their own questions through a centrally managed communication solution instead of using the guest portal. Team members must be able to access the same FAQ across multiple solutions.

Issue

Guest1 inquires about snow conditions several times each day of their stay.

Hotspot Question

You need to design the FAQ solution to handle unknown responses.

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

NOTE: Each correct selection is worth one point.

**Requirement**

**Component**

Handle an unknown question from a guest in a conversation.

Escalate
Fallback topic
Failure path

Redirect a quest with an unknown question to a live staff member.

Power Apps
Power Virtual Agents web application
Microsoft Teams
Omnichannel for Dynamics 365 Customer Service

**Answer:**

**Requirement**

**Component**

Handle an unknown question from a guest in a conversation.

Escalate
Fallback topic
Failure path

Redirect a quest with an unknown question to a live staff member.

Power Apps
Power Virtual Agents web application
Microsoft Teams
Omnichannel for Dynamics 365 Customer Service

Explanation:

Box 1: Fallback topic

When you open this topic in the authoring canvas, you'll see that the default fallback topic contains two nodes: a Message node that rephrases the user input and an Escalate node that redirects to a live agent.

Box 2: Omnichannel for Dynamics 365 Customer Service

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-system-fallback-topic>

**NO.10** 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 in Data Management.
- B.** Add a template for Import Data.
- C.** Use Import Field Translations.
- D.** Create a data map on the first import by using the Import Data wizard.

**Answer:** D

Explanation:

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

**NO.11** A company has a custom website.

You need to embed a Power Virtual Agents chatbot into the website.

What should you use?

- A.** Webpage URL
- B.** Form ID
- C.** Bot ID
- D.** IFrame

**Answer:** D

Explanation:

<https://docs.microsoft.com/en-us/power-virtual-agents/publication-connect-bot-to-web-channels>

**NO.12** 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 are creating Power Virtual Agents chatbot that captures demographic information about customers.

The chatbot must determine the group a customer belongs to based on their age. The age groups are:

- 0 - 17
- 18 - 25
- 26 - 35
- 36 - 55
- 55 - 100

You need to configure the chatbot to ask a question that can be used to determine the correct age group.

Solution: Create a custom Age group entity and synonyms for each individual age in the corresponding item. Use Age group for Identify in the question.

Does this meet the goal?

- A.** Yes
- B.** No

**Answer:** A

**NO.13** You are designing a Power Virtual Agents chatbot.

You observe that the environment you plan to use does not appear as an option in the Power Virtual Agents user interface.

You need to ensure that you can create the chatbot in the environment that you want to use.

What should you do?

- A.** Create an environment in a supported region.
- B.** Convert the environment to a sandbox environment.
- C.** Change the region for the environment.

**Answer:** A

Explanation:

The environment doesn't show up in the drop-down menu of Power Virtual Agents Your environment might not show up in the drop-down menu due to one of the following:

The environment doesn't have a database created. To resolve this issue, go to [admin.powerplatform.com](https://admin.powerplatform.com) to create a database in your environment.

The environment is created in an unsupported region.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/environments-first-run-experience>

**NO.14** You are a Dynamics 365 administrator for a veterinarian clinic.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, the veterinarian wants a text field to appear so that additional details can be added.

You need to create a dynamically visible field.

What should you configure?

- A.** field visibility on the form
- B.** business process flow
- C.** workflow
- D.** business rule

**Answer:** D

Explanation:

By combining conditions and actions, you can do any of the following with business rules:

- Set column values
- Clear column values
- Set column requirement levels
- Show or hide columns
- Enable or disable columns
- Validate data and show error messages
- Create business recommendations based on business intelligence.

References:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule>

**NO.15** You have a canvas app that allows users to view, select and purchase products. The app uses a Gallery control to display products and checkboxes that allow users to select products.

When users select items from the product catalog, they move to a different screen to complete a purchase.

Users must be able to clear all product selections when they click the button.

You need to configure the button.

What should you do?

- A.** Use the Reload(Control) formula and pass the gallery control as parameter to the Reload formula.
- B.** Use the Reset(control) formula and pass the checkbox to the formula to clear user selections.
- C.** Set the OnCheck value to populate a collection and the OnUncheck value to remove the item from the collection. Clear the collection when the user selects the button.
- D.** Use the Revert(Products) formula and pass the checkbox to the formula to clear user selections.
- E.** Use the Reset(Control) formula and pass the gallery control as a parameter to the Reset formula.

**Answer:** C

Explanation:

Select the Checkbox control and click on the Action tab in the ribbon, click OnCheck and set value in the formula bar to: Collect (CompareList, ThisItem). Set the OnUncheck value to Remove(CompareList, ThisItem).

This is required to make sure the unchecked items are removed from the collection.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-reset>

**NO.16** You are creating a Power Virtual Agents chatbot that uses multiple topics.

Each user interaction can reference more than one topic.

You need to be able to capture a value in an initial topic and use it in subsequent topics.

Which type of variable should you create?

- A.** Bot
- B.** Topic
- C.** Context

**Answer:** A

Explanation:

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

**NO.17** 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.

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Categorized Search to search for the word run.

Does the solution meet the goal?

- A.** Yes
- B.** No

**Answer:** B

Explanation:

Instead use Relevance Search.

Note: Relevance Search finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed." Reference: <https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search>

**NO.18** You manage the Dynamics 365 Customer Service environment for an organization. Microsoft SharePoint will not be deployed in the environment for a year. You need to integrate Microsoft Office 365 solutions with the Dynamics 365 instance to help the sales team with internal collaboration efforts.

Which three solutions can you currently implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

NOTE: Each correct selection is worth one point.

- A. Microsoft OneDrive for Business
- B. Microsoft Yammer
- C. Microsoft OneNote
- D. Microsoft Skype for Business
- E. Microsoft Exchange Online

**Answer:** BDE

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/add-office-365-online-services>

**NO.19** You are creating a canvas app.

A user will click a button on each screen of a Power Apps app to proceed to the next screen. You need to implement an action that selects the next screen that the user sees.

Which event should you handle?

- A. OnLoad
- B. OnCheck
- C. ScreenTransition
- D. OnSelect

**Answer:** D

Explanation:

Add navigation

1. With the Source screen selected, open the Insert tab, select Icons, and then select Next arrow.
2. With the arrow still selected, select the Action tab, and then select Navigate.
3. The OnSelect property for the arrow is automatically set to a Navigate function.



4. When a user selects the arrow, the Target screen fades in.
5. On the Target screen, add a Back arrow, and set its OnSelect property to this formula:
6. Navigate(Source, ScreenTransition.Fade)
7. While holding down the Alt key, toggle between screens by selecting the arrow on each screen.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/add-screen-context-variables>

**NO.20** You are creating a new business process flow to qualify leads.

You create an action. The action is not available inside the Action Step.

You need to make the action available to the Action Step.

Which two steps must you perform? Each correct answer presents part of the solution.

NOTE Each correct selection is worth one point.

**A.** Activate the action.

**B.** Select Run as an on-demand process

**C.** Add at least one step to the action.

**D.** Ensure that the entity for the action matches the corresponding entity for the business process flow stage.

**Answer:** AD

Explanation:

There is no requirement for the custom action to have any steps to show-up in the BPF designer, but must it be activated.

<https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow>

**NO.21** 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 are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable server-based SharePoint integration.

Does the solution meet the goal?

**A.** Yes

**B.** No

**Answer:** A

Explanation:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

**NO.22** A company uses Common Data Service to manage prospects. The company has a business process flow named BPFA that is associated with the Prospect entity to streamline the prospect management process.

You add a field named Category to the Prospect entity. You create additional business process flows.

You apply the business process flows to Prospect records based on the selected category.

Users can switch to any other newly configured business process flows but must not use BPFA.

You need to configure the solution.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE Each correct selection is worth one point.

- A. Remove all of the privileges for BPFA.
- B. Deactivate BPFA.
- C. Use a business rule to prevent users from switching to BPFA.
- D. Change the display order of the business process flows to move BPFA to the bottom of the list.

**Answer:** AB

Explanation:

Users can switch to any other newly configured business process flows but must not use BPFA. That alone means the BPFA is not used anymore. Its says USERS, meaning no one will use it.

**NO.23** 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 are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable OneNote integration.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** B

Explanation:

Instead enable server-based SharePoint integration.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

**NO.24** You are a Dynamics 365 Customer Service system administrator. Your organization does not permit the use of custom code for solutions.

You need to create a view that can be viewed by all users in an organization.

Where should you create the view?

- A. Microsoft Excel template
- B. Entities component of a solution
- C. Microsoft Visual Studio
- D. Templates area

**Answer:** B

Explanation:

If you create the view from the List view of the entity then it is a personal view, it will not automatically be available to all users in the organization.

Entities component of a solution - Creating a system view, which is available to all users in the organization.

If you create the view from the maker portal and add it to each Model Driven App users are using.

Before Model Driven apps all system views were automatically available to all users in the organization.

**NO.25** You are creating a business rule to implement new business logic. You must apply the business logic to a canvas app that has a single screen named Screen1. You need to configure the scope for the business rule. Which scope should you use?

- A. All Forms
- B. Entity
- C. Screen1
- D. Global

**Answer:** B

Explanation:

Note: Some terminology has changed. Entity is now Table. If you're building a Canvas app, you must use table (entity) as the scope.

<https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-create-business-rule>

**NO.26** 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.

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Relevance Search to search for the word run.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer:** A

Explanation:

Relevance Search brings the following benefits:

- Finds matches to any word in the search term in any field in the entity. Matches may include inflectional words, like "stream," "streaming," or "streamed."

- Includes the ability to search documents found in Notes and Attachments on Emails and Appointments Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search>

**NO.27** You manage Dynamics 365 for a company. You must prevent users from launching and using Power Automate. You need to hide the Flows button on the user interface. Which configuration setting should you change?

- A. the Customizations section of System Settings
- B. the Site Map
- C. the Buttons tab of Flow
- D. the Entity component of the default solution

**Answer:** A

Explanation:

<https://www.inogic.com/blog/2018/10/show-or-hide-microsoft-flow-button-in-dynamics-365/>

**NO.28** A customer tracks events by using a custom entity.

The custom entity includes a custom field for the venue of the events. The customer must be able to display the events by venue in a calendar.

You need to ensure that all events display by venue in the calendar.

To which component should you add a control?

- A. Form
- B. View
- C. Field
- D. Chart

**Answer:** B

Explanation:

If you use unified interface, you can display any record in a calendar view via the calendar control.

1. Go to Settings->Customization->Customize the System
2. Open the configuration for the entity that you want to use the calendar control (Opportunities in our example)
3. Click the View tab
4. Click "Add Control" and select the calendar control.
5. Click the dot for every interface from which you want the calendar control to be available.

Reference:

<https://crmtipoftheday.com/1206/view-any-dynamics-365-record-on-a-calendar/>

**NO.29** You create a report by using Power BI Desktop and a Power BI dataset that is connected to Azure SQL Database.

Multiple groups of employees will use the report.

You need to ensure that each group of employees can see only data that pertains to their group.

What should you do?

- A. Create and assign file security profiles.
- B. Create and assign Common Data Service security roles.
- C. Create and assign roles by using row-level security.

**Answer:** C

Explanation:

You can use row-level security (RLS) with Power BI Desktop to restrict data access for given users.

Filters restrict data at the row level. You can define filters within roles.

You can now configure RLS for data models imported into Power BI with Power BI Desktop. You can also configure RLS on datasets that are using DirectQuery, such as SQL Server.

Incorrect Answers:

A: You can restrict access to a field by creating a field security profile. After you create the profile,

you assign users and or teams to that profile, and set up specific read, create, or write permissions for the field.

Reference:

<https://docs.microsoft.com/en-us/power-bi/create-reports/desktop-rls>

**NO.30** You create and publish a Power BI report that contains an embedded canvas app. The report will be used by multiple people.

The canvas app has an issue that must be corrected.

You update the canvas app.

You need to ensure that the updated canvas app is available in the published Power BI report.

What should you do?

- A. Publish the Power BI report from Power BI Desktop.
- B. Manually refresh the data source on the published Power BI report.
- C. Publish the Power BI report from Power BI Desktop and reshare to any users.
- D. Publish the canvas app.

**Answer:** D

Explanation:

After you have completed building or making changes to your app, save and publish the app in Power Apps to see your app in the Power BI report.

Reference:

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

**NO.31** A car dealership has a Dynamics 365 Sales environment for its sales company and another environment for its leasing company. Users in one environment must not be able to see the other environment. You need to grant salespeople access to the sales company environment. What should you do?

- A. Add salespeople to a security role.
- B. Set privileges.
- C. Add salespeople to an Office 365 security group.
- D. Set app security

**Answer:** C

Explanation:

<https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

**NO.32** You configure and test a user interface (UI) flow. You plan to run the flow as a scheduled flow.

The UI flow must run on a Windows 10 device. As part of process automation, the UI flow must sign into the Windows 10 device with the credentials for a user account named User1.

You need to ensure that the flow runs during non-peak hours and requires no physical user intervention.

What should you do?

- A. Ensure that all user sessions are signed out except for locked user sessions.
- B. Ensure that the User1 account has an active user session on the device.
- C. Ensure that all user sessions are signed out.
- D. Ensure that there are no active user sessions on the device.

**Answer:** C

Explanation:

To run unattended UI flows, the target machine needs to be available with all users signed out.

Important: Locked Windows user sessions will prevent desktop flows from running.

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/run-pad-flow#unattended-mode>

**NO.33** 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 are a Dynamics 365 Sales administrator for a software company. The sales team wants to attach a large number of supporting documents to customer records, but management does not want to incur the cost of additional storage.

The company does not have any Office 365 application integrations enabled.

You need to recommend a storage solution that keeps storage costs low.

Solution: Enable OneDrive for Business.

Does this meet the goal?

**A.** Yes

**B.** No

**Answer:** B

Explanation:

Instead enable server-based SharePoint integration.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/set-up-dynamics-365-online-to-use-sharepoint-online>

**NO.34** A company is developing several Power Virtual Agents chatbots. The company manufactures more than 1,000 different products.

The chatbots must prompt users to enter or select a product.

You need to store the model information so that it can be reused across all chatbots.

Where should you store the model data?

**A.** Global variables

**B.** Custom entities

**C.** Topics

**D.** Multiple choice options

**Answer:** B

Explanation:

Global Variables or Bot Variables can only work across topics, not across chatbots.

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

**NO.35** 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.

On a Contact record, a user creates a Note record that contains the word running.

One week later, the user reports that they cannot find the Contact record associated with the Note record.

You need to find the Note record.

Solution: Use Quick Find search on the Notes list to search for the word run.

Does the solution meet the goal?

**A.** Yes

**B.** No

**Answer:** B

Explanation:

Instead use Relevance Search.

Note: Relevance Search finds matches to any word in the search term in any field in the entity.

Matches may include inflectional words, like "stream," "streaming," or "streamed." Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization#what-is-relevance-search>