



Free Questions for PL-200 by certsdeals

Shared by Burnett on 05-09-2022

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Question 1

Question Type: DragDrop

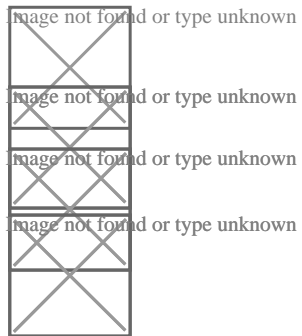
You are examining several processes to determine if you can automate the processes by using Power Automate.

The processes must run without human intervention when possible.

You need to determine which flow type should be used for each process.

Which flow type should you use? To answer, drag the appropriate processes to the correct flow types. Each process 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.



References:

Answer:

Question 2

Question Type: DragDrop

A company uses Common Data Service to store sales data.

Which three 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

Answer area

Train the AI model by using data exported to Microsoft Excel.

Export data from Common Data Service into Microsoft Excel.

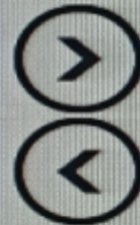
Train the prediction AI model by using Common Data Service data.

Import the AI model analysis into Common Data Service.

Publish the AI model.

Train the category classification AI model by using Common Data Service data.

Use the model with Power Apps.



Question 3

Question Type: Hotspot

You are a Dynamics 365 Customer Engagement administrator. You create workflows to automate business processes. You need to configure a workflow to meet the following requirements:

- * Be triggered when a condition is met.
- * Run immediately.
- * Perform an action when a condition is met.

How should you configure the workflow? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area	Workflow Requirement	Configuration Option
	Be triggered when a condition is met.	<input type="checkbox"/> Publish workflow. <input type="checkbox"/> Subject contains data. <input type="checkbox"/> Trigger when a Microsoft Flow button is pressed.
	Run immediately.	<input type="checkbox"/> Approve the workflow. <input type="checkbox"/> Configure the workflow to run now. <input type="checkbox"/> Configure child workflow to run now.
	Perform an action when a condition is met.	<input type="checkbox"/> Send an email. <input type="checkbox"/> View chart. <input type="checkbox"/> Update a security role.

- 1) Be triggered when a condition is met - Subject contains data
- 2) Run Immediately - Configure the workflow to run now
- 3) Perform an action when a condition is met - send an email

Answer:

Question 4

Question Type: Hotspot

You are a Dynamics 365 help desk administrator

You need to create a dashboard that displays information on help desk cases that are handled each week. Which dashboard components should you use? To answer, select the appropriate options in the answer area.

a. NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Component type

Add a tag chart by using opened cases.

System chart
Personal chart
Area chart

Add a stacked column chart shared with your team.

System chart
Personal chart
Area chart

Add a Microsoft Power BI visualization.

System chart
Personal chart
Area chart

Add a chart from a view that a user creates.

System chart
Personal chart
Area chart

Add a doughnut chart that shows cases by owner.

System chart
Personal chart
Area chart

System

Personal

Personal

Personal

System

Answer:

Question 5

Question Type: Hotspot

You need to embedded 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 install prior to embedding the check-in solution?

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

- Visual Studio
- App Studio
- AI Builder
- Common Data Service

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

Question 6

Question Type: Hotspot

You set up a new instance of Dynamics 365 for Customer Service.

Users report a variety of issues working with cases on mobile devices.

You need to configure the mobile app to be able to view cases.

NOTE: Each correct selection is worth one point.

Scenario	Action needed
Users cannot see case records on mobile devices.	
	Configure mobile settings set on the case entity level.
	Configure mobile settings at the field level within the case form.
	Configure a security role in the mobile permission set for appropriate users.
Users can open cases but cannot see the subject of the case.	
	Configure mobile settings set at the case entity level.
	Configure mobile settings at the field level within the case form.
	Configure a security role in the mobile permission set for appropriate users.
Users report that they cannot access the system from the Dynamics 365 mobile app.	
	Configure mobile settings set at the case entity level.
	Configure mobile settings at the field level within the case form.
	Configure a security role in the mobile permission set for appropriate users.

1. User is able to login but can't see Case Records --> "Configure Mobile Settings on Case Entity Level"
2. Users can open cases but cannot see the subject of the case - configure mobile settings at the field level within the case form
3. User reports that they cannot access the system from Dynamics 365 mobile app --> Configure a security role in the mobile permission set of the appropriate user

Answer:

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