



**Free Questions for PL-200 by dumpssheet**

**Shared by Mills on 07-06-2022**

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## Question 1

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**Question Type:** Hotspot

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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 2

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**Question Type:** DragDrop

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You are a Dynamics 365 for Customer Service administrator.

You must create a form for team members to use. The form must provide the ability to:

Lock a field on a form.

Trigger business logic based on a field value.

Use existing business information to enhance data entry.

You need to implement business rule components to create the form.

Which components should you use? To answer, drag the appropriate components to the correct requirements. Each component 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.

Components	Requirement	Component
Actions	Lock a form field.	
Conditions	Trigger business logic based on a field value.	
Recommendation	Leverage existing business information to enhance data entry.	

Action

Condition

Recommendation

**Answer:**

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## Question 3

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**Question Type: Hotspot**

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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.

Publish workflow.  
Subject contains data.  
Trigger when a Microsoft Flow button is pressed.

Run immediately.

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

Perform an action when a condition is met.

Send an email.  
View chart.  
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:**

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## Question 4

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**Question Type:** Hotspot

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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.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a stacked column chart shared with your team.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a Microsoft Power BI visualization.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a chart from a view that a user creates.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>
	Add a doughnut chart that shows cases by owner.	<div>System chart</div> <div>Personal chart</div> <div>Area chart</div>

System

Personal

Personal

Personal

System

**Answer:**

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## Question 5

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**Question Type: Hotspot**

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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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## Question 6


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**Question Type:** DragDrop

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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 7



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 8

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.	<div>System chart Personal chart Area chart</div>
	Add a stacked column chart shared with your team.	<div>System chart Personal chart Area chart</div>
	Add a Microsoft Power BI visualization.	<div>System chart Personal chart Area chart</div>
	Add a chart from a view that a user creates.	<div>System chart Personal chart Area chart</div>
	Add a doughnut chart that shows cases by owner.	<div>System chart Personal chart Area chart</div>

System

Personal

Personal

Personal

System

**Answer:**

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