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NEW QUESTION: 1

You are designing a canvas app that connects to Common Data Service.
You need to configure the app to meet the requirements and ensure that the canvas app is available offline.
What should you implement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement

Pass values from the current screen when moving to another screen.

Display data to a user when the app is offline.

Function

▼

Navigate

Back

MovePrevious

▼

LoadData

LoadDateOffline

ShowData

Answer:

Requirement

Function

Pass values from the current screen when moving to another screen.

Navigate

Back

MovePrevious

Display data to a user when the app is offline.

LoadData

LoadDateOffline

ShowData

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

NEW QUESTION: 2

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.	

Answer:

Components

Actions

Conditions

Recommendation

Answer Area

Requirement

Lock a form field.

Trigger business logic based on a field value.

Leverage existing business information to enhance data entry.

Component

Actions

Conditions

Recommendation

- * Action
- * Condition
- * Recommendation

NEW QUESTION: 3

You are a Dynamics 365 Customer Service developer.
A salesperson creates a chart.
You need to ensure that the chart is available to all users on the team.
What should you do?

A. Share the chart with the team.
B. Assign the chart to each person on the team.
C. Export the user chart for import as a user chart.
D. Export the user chart to Power BI. Import the chart as a Power BE visualization.

Answer: (SHOW ANSWER)

NEW QUESTION: 4

You ate 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

Be triggered when a condition is met.

Run immediately.

Perform an action when a condition is met.

Configuration Option

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

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

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

Answer:
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.

Topic 1, Alpine SKi House Case Study

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 quests 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.

NEW QUESTION: 5

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.

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?

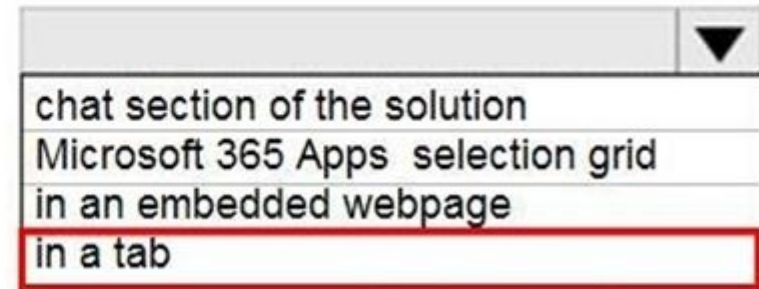
chat section of the solution
Microsoft 365 Apps selection grid in an embedded webpage
in a tab

Answer:

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



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



NEW QUESTION: 6

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

You are a Dynamics 365 Customer Service developer.
A salesperson creates a chart.
You need to ensure that the chart is available to all users on the team.
Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users. Each action 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.

Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step	Action
1	Action
2	Action


Microsoft

Answer:

Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step	Action
1	Export the user chart for import as a user chart.
2	Share the chart with the team.


Microsoft

NEW QUESTION: 8

A company has a canvas app that includes the following screens: Screen1 and Screen2.

The OnVisible property for Screen1 contains the following expression.

Set(AgeGroups, ["1-25", "26-54", "55+"])

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

NOTE: Each correct selection is worth one point.

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	☐	☐
AgeGroups is a collection.	☐	☐
You can use the Update function to change values in AgeGroups.	☐	☐

Answer:

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	☐	☒
AgeGroups is a collection.	☐	☒
You can use the Update function to change values in AgeGroups.	☒	☐

NEW QUESTION: 9

You implement an editable grid for the Account entity.

The business team provides the following list of features that they would like you to implement:

- * Group by or sort columns in the current view.
- * Configure a business rule to show an error message.
- * Edit values in calculated fields.
- * Edit the Address composite field.
- * Use the editable grid on mobile phones.

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

NOTE: Each correct selection is worth one point.

Action	Can be performed?
Group by or sort columns in the current view.	☐ Yes ☐ No
Configure a business rule to show an error message.	☐ Yes ☒ No
Edit values in calculated fields.	☐ Yes ☐ No
Edit the Address composite field.	☐ Yes ☐ No
Use the editable grid on mobile phones.	☐ Yes ☐ No

Answer:

Explanation

Action	Can be performed?
Group by or sort columns in the current view.	Yes No
Configure a business rule to show an error message.	Yes No
Edit values in calculated fields.	Yes No
Edit the Address composite field.	Yes No
Use the editable grid on mobile phones.	Yes No

NEW QUESTION: 10

You are designing a desktop user interface (UI) flow.
The UI flow automates legacy software.
You need to prepare data for transfer to a Microsoft SharePoint list.
Which four 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

Select information to pass to the SharePoint list.

Copy and paste the text in the output definition window.

On the Outputs menu of the UI flow, choose **Select text on screen**.

Enter a name and description for the output.

Start recording the UI flow.

Stop the recording and save the flow.

Answer:

Explanation

Start recording the UI flow.

On the Outputs menu of the UI flow, choose **Select text on screen**.

Select information to pass to the SharePoint list.

Enter a name and description for the output.

Reference:

<https://docs.microsoft.com/en-us/power-automate/ui-flows/inputs-outputs-desktop#use-outputs-to-extract-inform>

NEW QUESTION: 11

A company has a canvas app that includes the following screens: Screen1 and Screen2.

The OnVisible property for Screen1 contains the following expression.

Set(AgeGroups, ["1-25", "26-54", "55+"])

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

NOTE: Each correct selection is worth one point.

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	☐	☐
AgeGroups is a collection.	☐	☐
You can use the Update function to change values in AgeGroups.	☐	☐

Answer:

Statements	Yes	No
AgeGroups can be accessed from Screen1 and Screen2.	☐	☒
AgeGroups is a collection.	☐	☒
You can use the Update function to change values in AgeGroups.	☒	☐

NEW QUESTION: 12

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: A ([LEAVE A REPLY](#))

NEW QUESTION: 13

You create a new Power Virtual Agents chatbot for an organization. Testing and production deployment of the chatbot are not complete. You need to ensure that appropriate users can access the chatbot. Which methods should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Method
Test the chatbot with unlicensed internal users	▼ Use the demo website Share the chatbot to each user individually Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	▼ Share the chatbot to each user individually Share the chatbot to a security group containing all users Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	▼ Embed the chatbot code in an IFrame on your company's public website Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

Answer:

Actions

- Share the chart with the team.
- Assign the chart to each person on the team.
- Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.
- Export the user chart for import as a user chart.
- Export the user chart for import as a system chart.

Answer Area

Step



Action

1

Export the user chart for import as a user chart.

2

Share the chart with the team.

Explanation

Graphical user interface, application Description automatically generated

Requirement	Method
Test the chatbot with unlicensed internal users	▼ Use the demo website Share the chatbot to each user individually Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	▼ Share the chatbot to each user individually Share the chatbot to a security group containing all users Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	▼ Embed the chatbot code in an IFrame on your company's public website Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

Box 1: Use the demo website

When publishing the bot to the web, you can publish to a prebuilt demo website (which you can use to share the bot with your teammates and stakeholders) and to your own live website.

Box 2: Share the chatbot to a security group containing all users.

A license for each user, also known as a "per user license" (or "Power Virtual Agent User License" as referred to on the Microsoft 365 admin center), should be assigned to individual users who need access to create and manage chatbots.

To simplify user license management, you can assign licenses to an Azure Active Directory (Azure AD) security group.

Box 3: Embed the chatbot code in an IFrame on your company's public website You can add your bot to a live website as an IFrame. Your live website can be a customer-facing external website or an internal site, like a SharePoint or Yammer site.

Reference:

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

<https://docs.microsoft.com/en-us/power-virtual-agents/requirements-licensing>

NEW QUESTION: 14

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.

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:

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

NEW QUESTION: 15

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 (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

NEW QUESTION: 16

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. 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.

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NEW QUESTION: 17

You create a new Power Virtual Agents chatbot for an organization.
Testing and production deployment of the chatbot are not complete.
You need to ensure that appropriate users can access the chatbot.
Which methods should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Method
Test the chatbot with unlicensed internal users	Use the demo website Share the chatbot to each user individually Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	Share the chatbot to each user individually Share the chatbot to a security group containing all users Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	Embed the chatbot code in an IFrame on your company's public website Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

Answer:

Requirement	Method
Test the chatbot with unlicensed internal users	Use the demo website Share the chatbot to each user individually Share the chatbot to a security group containing all users
Allow other licensed internal users to edit the chatbot	Share the chatbot to each user individually Share the chatbot to a security group containing all users Deploy the chatbot to Microsoft Teams in your tenant
Deploy the chatbot to production for public consumption	Embed the chatbot code in an IFrame on your company's public website Deploy the chatbot to Microsoft Teams in your tenant Deploy the chatbot to AppSource

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

NEW QUESTION: 18

The owner of a company needs to know who signs into the system.
You need to ensure that the owner can view the user audit logs.
Where does each action need to be performed? To answer, select the appropriate options in the answer area.
NOTE Each correct selection is worth one point.

Action	Location
Activate user auditing.	System Settings Personal Settings Customize the System Microsoft 365 Compliance
View the user audit logs.	Advanced Find Individual record User Summary report Microsoft 365 Compliance



Answer:

Action	Location
Activate user auditing.	System Settings Personal Settings Customize the System Microsoft 365 Compliance
View the user audit logs.	Advanced Find Individual record User Summary report Microsoft 365 Compliance



Reference:
<https://docs.microsoft.com/en-us/power-platform/admin/audit-data-user-activity>

NEW QUESTION: 19

You have a canvas app that contains the following text input fields: Id, FirstName, LastName. The app also has a button named Button1. The OnSelect property for Button1 contains the following expression:
Collect(People, {Id:Id.Text, FirstName:FirstName.Text, LastName:LastName.Text}) For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.

Statement	Yes	No
The People collection is automatically created if it does not already exist.	☐	☐
When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated.	☐	☐
If you update the record in the Collection function to include the value from a new field named Age, it will result in an error.	☐	☐

Answer:

Statement	Yes	No
The People collection is automatically created if it does not already exist.	☒	☐
When Button1 is pressed, if a record with the current value of Id.Text already exists in the People collection, the values for FirstName and LastName are updated.	☐	☒
If you update the record in the Collection function to include the value from a new field named Age, it will result in an error.	☐	☒

Reference:
<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/functions/function-clear-collect-clearcollect>

NEW QUESTION: 20

You ate 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.

Answer:

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.

NEW QUESTION: 21

You are designing a chatbot for a sports outlet.

You need to complete the chatbot.

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

Features	Requirement	Feature
Topics	Enable the chatbot to relate to a real-world object or topic in a dialog.	Feature
Entities	Define the path and triggers for a chatbot conversation.	Feature
Variables	Implement conditional logic to dynamically route a conversation across different paths.	Feature
Flows		

Features

	Requirement	Feature
Topics	Enable the chatbot to relate to a real-world object or topic in a dialog.	Entities
Entities	Define the path and triggers for a chatbot conversation.	Topics
Variables	Implement conditional logic to dynamically route a conversation across different paths.	Variables
Flows		

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics>

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

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

NEW QUESTION: 22

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

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.

Answer area

>

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>

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 Microsoft

Answer:

Actions

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.

Answer area

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

Export data from Common Data Service into Microsoft Excel.

Publish the AI model.

NEW QUESTION: 23

You are a Dynamics 365 Customer Service help desk administrator. Cases entered in forms require different types of data to be stored in different types of fields. You need to create forms for each of the following case types:

Case type	Requirement
Case type A	A new case form that includes a timeline
Case type B	A new case form that includes a business process flow
Case type C	A new case form that can display case data on an interactive dashboard
Case type D	A new mobile-friendly case form that requires minimal fields for record creation
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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.

Form types	Answer Area	
	Case type	Form type
quick create	Case type A	Form type
main	Case type B	Form type
quick view	Case type C	Form type
card	Case type D	Form type
	Case type E	Form type

Answer:

Form types	Answer Area	
	Case type	Form type
quick create	Case type A	main
main	Case type B	main
quick view	Case type C	main
card	Case type D	quick create
	Case type E	quick view

Reference:
<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub>

NEW QUESTION: 24

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. NOTE: Each correct selection is worth one point.

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

Answer:

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

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/add-edit-power-bi-visualizations-dashboard>

NEW QUESTION: 25

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 Outlook integration

Does the solution meet the goal?

A. Yes

B. No

Answer: B ([LEAVE A REPLY](#))

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>

NEW QUESTION: 26

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 Outlook integration

Does the solution meet the goal?

A. Yes

B. No

Answer: B ([LEAVE A REPLY](#))

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>

NEW QUESTION: 27

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. No

B. Yes

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 28

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:

Run immediately.

Validate when a condition is met.

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.



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.

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. View chart. Update a security role.

NEW QUESTION: 29

A company uses Common Data Service to store sales data.

For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting. The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction. 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

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.

Answer area

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Answer:

Answer Area

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.

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

Export data from Common Data Service into Microsoft Excel.

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

- 1 - Import the AI model analysis into Common Data Service.
- 2 - Publish the AI model.
- 3 - Train the category classification AI model by using Common Data Service data.
- 4 - Use the model with Power Apps.
- 5 - Train the prediction AI model by using Common Data Service data.

- 6 - Export data from Common Data Service into Microsoft Excel.
- 7 - Train the AI model by using data exported to Microsoft Excel.

NEW QUESTION: 30

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: (SHOW ANSWER)

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

NEW QUESTION: 31

You create a new Power Virtual Agents chatbot for an organization.
Testing and production deployment of the chatbot are not complete.
You need to ensure that appropriate users can access the chatbot. Which methods should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement

Method

Test the chatbot with unlicensed internal users.

Use the demo website.
Share the chatbot to each user individually.
Share the chatbot to a security group containing all users.

Allow other licensed internal users to edit the chatbot.

Share the chatbot to each user individually.
Share the chatbot to a security group containing all users.
Deploy the chatbot to Microsoft Teams in your tenant.

Deploy the chatbot to production for public consumption.

Embed the chatbot code in an iFrame on your company's public website.
Deploy the chatbot to Microsoft Teams in your tenant.
Deploy the chatbot to AppSource.

Answer:

Requirement

Method

Test the chatbot with unlicensed internal users.

Use the demo website.
Share the chatbot to each user individually.
Share the chatbot to a security group containing all users.

Allow other licensed internal users to edit the chatbot.

Share the chatbot to each user individually.
Share the chatbot to a security group containing all users.
Deploy the chatbot to Microsoft Teams in your tenant.

Deploy the chatbot to production for public consumption.

Embed the chatbot code in an iFrame on your company's public website.
Deploy the chatbot to Microsoft Teams in your tenant.
Deploy the chatbot to AppSource.

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NEW QUESTION: 32

The business team provides the following list of features that they would like you to implement:

- * Group by or sort columns in the current view.
- * Configure a business rule to show an error message.
- * Edit values in calculated fields.
- * Edit the Address composite field.
- * Use the editable grid on mobile phones.

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

NOTE: Each correct selection is worth one point.

Group by or sort columns in the current view.	Yes No
Configure a business rule to show an error meessage.	Yes No
Edit values in calculated fields	Yes No
Edit the Address composite field.	Yes No
use the editable grid on mobile phones.	Yes No

Answer:

Group by or sort columns in the current view.	Yes No
Configure a business rule to show an error meessage.	Yes No
Edit values in calculated fields	Yes No
Edit the Address composite field.	Yes No
use the editable grid on mobile phones.	Yes No

NEW QUESTION: 33

You are a Dynamics 365 Customer Service system administrator. You create an app for the sales team. Members of the sales team cannot access the app.

You need to ensure that sales team members can access the app.

Where should you configure app permissions?

- A. Security Roles
- B. Manage Roles
- C. Dynamics administration center
- D. Dynamics 365 home

Answer: B ([LEAVE A REPLY](#))

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/manage-access-apps-security-roles> Explanation:

Manage access to apps by using security roles.

You can choose what users see and access from the My Apps page or the Customer Engagement home page by giving app access to specific security roles. Users will have access to apps based on the security roles they're assigned to.

1. Go to Settings > My Apps.
2. In the lower-right corner of the app tile you want to manage access for, select More options (...), and then select Manage Roles.
3. Enter the following in the Manage Roles dialog box:
 - a) App URL Suffix
 - b) Roles
 - c) Select Save.
4. Refresh the My Apps page.
5. Go to the Apps Being Edited view, and publish the app again.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/manage-access-apps-security-roles>

NEW QUESTION: 34

A user has access to an existing Common Data Service database.

You need to ensure that the user can create canvas apps that consume data from Common Data Service. You must not grant permissions that are not required.

Which out-of-the-box security role should you assign to the user?

- A. Environment Admin
- B. System Customizer
- C. Common Data Service User
- D. Environment Maker

Answer: ([SHOW ANSWER](#)**)**

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/database-security#predefined-security-roles>

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/data-platform-create-app>

NEW QUESTION: 35

You are designing an app for a bank.

You must create entities for the app and configure relationships between entities:

Entity	Requirements
LoanApplicant	This entity represents a person who is applying for a loan. The entity must contain an attribute named Email. This attribute must provide look-up for the name of the applicant.
Loan	This entity represents a loan application. Loan applicants may apply for one loan per application. Loan applicants may have more than one active application.
Property	This entity represents the property that the applicant intends to purchase.

Which relationship types should you use? To answer, drag the appropriate relationship types to the correct requirements. Each relationship type 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.

Relationship types

1 : N

N : N

N : 1

Answer Area

Requirement	Relationship type
The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	
Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	
Loans must be applied for for a single property.	

Answer:

Relationship types

1 : N

N : N

N : 1

Answer Area

Requirement	Relationship type
The email attribute of the Loan Applicant entity must provide a look-up to the contact name and email.	N : 1
Loan applicants can apply for one type of loan per application. Applicants can have more than one application.	N : N
Loans must be applied for for a single property.	1 : N

Explanation:

Box 1: N:1

You add a lookup column with a many-to-one relationship.

Box 2: N:N

Box 3: N:1

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup>

NEW QUESTION: 36

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.

Flow types

Scheduled cloud flow

Attended desktop flow

Unattended desktop flow

Answer Area

Process

Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.

Read data from a text file and populate the data into a third-party desktop application by using saved credentials.

Flow type

Answer:

Flow types

Scheduled cloud flow

Attended desktop flow

Unattended desktop flow

Answer Area

Process

Employees enter leave requests into a web page. Use web automation to collect data from the web browser and send the information to a supervisor so that the supervisor can approve or reject the leave request.

Read data from a text file and populate the data into a third-party desktop application by using saved credentials.

Flow type

Attended desktop flow

Unattended desktop flow

References:

<https://docs.microsoft.com/en-us/learn/modules/pad-web/1-introduction>

<https://docs.microsoft.com/en-us/power-automate/desktop-flows/run-pad-flow>

NEW QUESTION: 37

A company uses Common Data Service to manage account and contact information.

The company plans to use the AI Builder model to make key business decision.

You need to integrate prebuilt AI Builder models with Power Automate.

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

NOTE Each correct selection is worth one point.

Scenario	Model
Extract specific text from a PDF document.	Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	Sentiment analysis model Category classification model Entity extraction model Prediction model

Answer:

Actions	Answer area
Hover over the topic and select the Automate icon.	Capture suggested topics.
Capture suggested topics.	Add selected topics to the chatbot.
Add selected topics to the chatbot.	Enable the topics.
Enable the topics.	
Identify the pre-filled trigger phases.	

Explanation

Scenario	Model
Extract specific text from a PDF document.	Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	Sentiment analysis model Category classification model Entity extraction model Prediction model

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-sentiment-analysis>

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-key-phrase>

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-text-recognition>

NEW QUESTION: 38

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. 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.

NEW QUESTION: 39

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.

Answer:

Explanation

- 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

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phon>

NEW QUESTION: 40

You are designing a chatbot for a sports outlet.

You need to complete the chatbot.

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

Features	Requirement	Feature
Topics	Enable the chatbot to relate to a real-world object or topic in a dialog.	Feature
Entities	Define the path and triggers for a chatbot conversation.	Feature
Variables	Implement conditional logic to dynamically route a conversation across different paths.	Feature
Flows		

Answer:

Features	Requirement	Feature
Topics	Enable the chatbot to relate to a real-world object or topic in a dialog.	Variables
Entities	Define the path and triggers for a chatbot conversation.	Topics
Variables	Implement conditional logic to dynamically route a conversation across different paths.	Flows
Flows		

NEW QUESTION: 41

A company creates a Power Virtual Agents chatbot.
You need to determine when live agents are engaged to provide support.
Which metrics should you use? To answer, drag the appropriate metrics to the correct processes. Each metric 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.

Metrics

Engagement over time

Session outcomes over time

Escalation rate drivers

Escalation rate

Answer Area

Process

Determine which topics are transferred to live agents most often

Determine the number of chats per day that are transferred to live agents.

Metric

Metric

Answer:

Metrics

Engagement over time

Session outcomes over time

Escalation rate drivers

Escalation rate

Answer Area

Process

Determine which topics are transferred to live agents most often.

Determine the number of chats per day that are transferred to live agents.

Metric

Escalation rate drivers

Session outcomes over time

Reference:
<https://docs.microsoft.com/en-us/power-virtual-agents/teams/analytics-summary-teams>

NEW QUESTION: 42

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.
NOTE: Each correct selection is worth one point.



Microsoft

Requirement

Add a tag chart by using opened cases.

Add a stacked column chart shared with your team.

Add a Microsoft Power BI visualization.

Add a chart from a view that a user creates.

Add a doughnut chart that shows cases by owner.

Component type

System chart
Personal chart
Area chart
System chart
Personal chart
Area chart
System chart
Personal chart
Area chart
System chart
Personal chart
Area chart
System chart
Personal chart
Area chart

Answer:
ANSWER AREA



Microsoft

Requirement

Add a tag chart by using opened cases.

Add a stacked column chart shared with your team.

Add a Microsoft Power BI visualization.

Add a chart from a view that a user creates.

Add a doughnut chart that shows cases by owner.

Component type

System chart
Personal chart
Area chart
System chart
Personal chart
Area chart
System chart
Personal chart
Area chart
System chart
Personal chart
Area chart
System chart
Personal chart
Area chart

Explanation

System

Personal

Personal

Personal

System

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/add-edit-power-bi-visualizations-da>

NEW QUESTION: 43

A customer has a support website that includes FAQ pages, knowledge articles, and support content.

You plan to leverage an existing Power Virtual Agents bot to enhance and streamline existing support functionality for the existing support portal.

You need to create topics from existing website content. The process must minimize human errors during topic creation.

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

Hover over the topic and select the Automate icon.

Capture suggested topics.

Add selected topics to the chatbot.

Enable the topics.

Identify the pre-filled trigger phrases.

Answer area**Answer:****Explanation**

- * Select Suggest topics on the Topics page to extract content from FAQ/support pages or online files.
- * Add the suggested topics to your bot.
- * Enable the topics.

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-create-topics-from-web>

NEW QUESTION: 44

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.

Answer Area	
Scenario	Action
What happens to existing accounts?	☐ Existing accounts show the old BPF. ☐ Existing accounts show the new BPF. ☐ Existing accounts only show the new stage.
What happens to new accounts?	☐ 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.

Answer:

Actions

Sign in to the Business platform admin center and create a new project and connection set.

Create a trigger to search for the new posts with the hashtag.

Create an action to send a mobile notification.

Sign in to Power Automate and create a new blank flow.

Create a trigger to send a mobile notification.

Select the social media connector, generate an authentication key from the service, and enter the key for the connection.

Create an action to search for the new posts with the hashtag.

Select the social media connector and enter the user credentials for the connection.

Answer Area

☐ Sign in to Power Automate and create a new blank flow.

☐ Select the social media connector and enter the user credentials for the connection.

☒ Create an action to search for the new posts with the hashtag.

☐ Create a trigger to send a mobile notification.

NEW QUESTION: 45

You are a Dynamics 365 Customer Service administrator.
Users report that the main form does not display data from other entities or allow them to edit data from other entities.
You need to embed information from other entities in the form and allow users to edit the data.
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
Edit data	Add a mobile form Add a quick create form Add a sub-grid Add a virtual entity
View data	Add a reference panel Add a quick view

Answer:

Requirement	Action
Edit data	Add a mobile form Add a quick create form Add a sub-grid Add a virtual entity
View data	Add a reference panel Add a quick view

Reference:
<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-quick-create-forms>
<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-quick-view-forms>

NEW QUESTION: 46

You are a Dynamics 365 Customer Services administrator. You have a Production instance and Sandbox instance.
Users record Production instance data in the Sandbox instance.
You need to ensure that the users only record data in the Production instance.
Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Application area	Security function
Microsoft 365 admin center	Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	Roles Groups Access rights

Answer:

Application area	Security function
Microsoft 365 admin center	Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	Roles Groups Access rights

Reference:

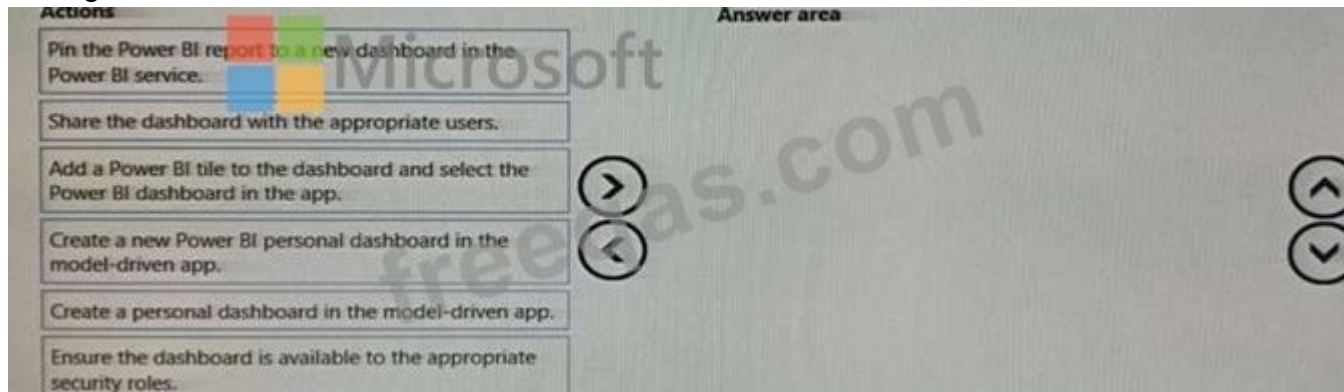
<https://docs.microsoft.com/en-us/power-platform/admin/control-user-access>

NEW QUESTION: 47

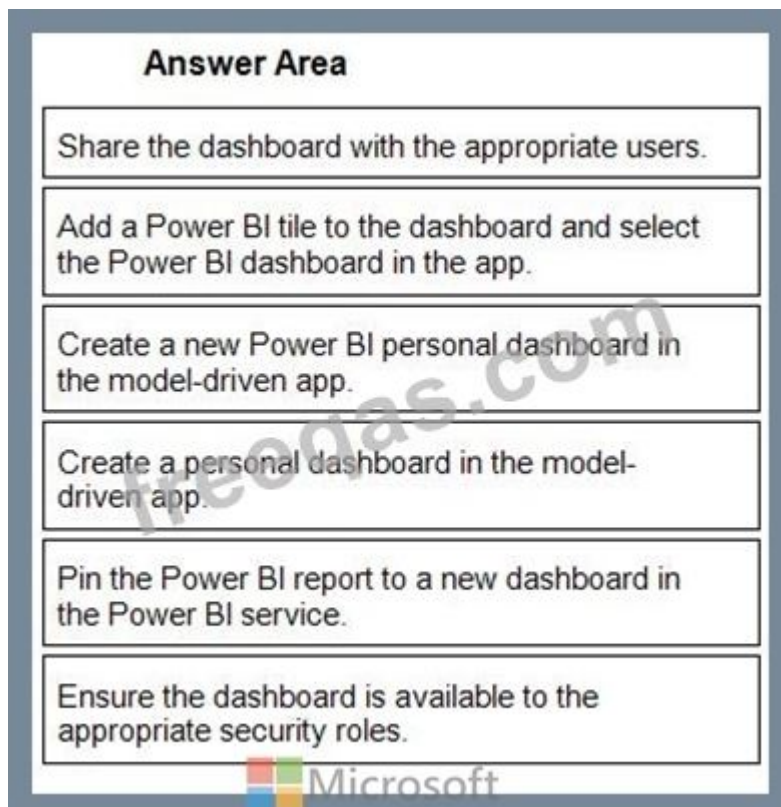
You create a report by using Power BI Desktop and publish the report to the Power BI service. You enable Power BI visualization embedding in a model-driven app.

You need to configure the model-driven app to display a Power Bi tile

Which four 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.



Answer:



- 1 - Share the dashboard with the appropriate users.
- 2 - Add a Power BI tile to the dashboard and select the Power BI dashboard in the app.
- 3 - Create a new Power BI personal dashboard in the model-driven app.
- 4 - Create a personal dashboard in the model-driven app.
- 5 - Pin the Power BI report to a new dashboard in the Power BI service.
- 6 - Ensure the dashboard is available to the appropriate security roles.

NEW QUESTION: 48

You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365. You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps. Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Guide the user with actions to take.

Configure views and charts.

Configure business process flows.

Configure workflows.

Ensure user interaction in manageable steps.

Configure the timeline on the form.

Configure each stage with the actions that need to be completed.

Configure Insights.

Answer:

Guide the user with actions to take.

Configure views and charts.

Configure business process flows.

Configure workflows.

Ensure user interaction in manageable steps.

Configure the timeline on the form.

Configure each stage with the actions that need to be completed.

Configure Insights.

NEW QUESTION: 49

You plan to automate several different processes by using Power Automate. Each process has unique characteristics. You need to recommend components for each process. Which components should you recommend? To answer, drag the appropriate components to the correct processes. 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	Answer Area
Attended UI flow	
Unattended UI flow	
Flow that uses a custom connector	
Flow that uses a prebuilt connector	

Process	Component
Access data from an internally created web application with basic REST API functionality as part of a nightly batch job.	Component
Access data from a public web site with no API functionality for emails processed through an unmonitored queue.	Component

Answer:

Components

Attended UI flow

Unattended UI flow

Flow that uses a custom connector

Flow that uses a prebuilt connector

Answer Area

Process

Access data from an internally created web application with basic REST API functionality as part of a nightly batch job.

Access data from a public web site with no API functionality for emails processed through an unmonitored queue.

Component

Unattended UI flow

Flow that uses a custom connector

NEW QUESTION: 50

A guest asks about the start time of a specific scheduled event and wants to know what the snow conditions will be like during their stay. You need to determine how to design the chat solution to answer those questions. What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Scenario

Identify and reference the company event a guest mentions.

Identify attributes for snow conditions.

Action

Load the response into a variable

Use smart matching to load an entity into a topic

Load the extracted topic into a variable

Create a custom entity

Create a new topic

Create a new variable

Create an escalation

Answer:

Scenario

Identify and reference the company event a guest mentions.

Identify attributes for snow conditions.

Action

Load the response into a variable

Use smart matching to load an entity into a topic

Load the extracted topic into a variable

Create a custom entity

Create a new topic

Create a new variable

Create an escalation

Reference:
<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

NEW QUESTION: 51

You are a Dynamics 365 Customer Service developer. A salesperson creates a chart. You need to ensure that the chart is available to all users on the team.

Which actions should the salesperson perform? To answer, drag the appropriate actions to the correct users.
Each action 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.

Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step

1

2

Action

Action

Action

Answer:
Actions

Share the chart with the team.

Assign the chart to each person on the team.

Export the user chart to Microsoft Power BI. Import it as a Power BI visualization.

Export the user chart for import as a user chart.

Export the user chart for import as a system chart.

Answer Area

Step

1

2

Action

Export the user chart for import as a user chart.

Share the chart with the team.

Explanation

Step

1

2

Action

Export the user chart for import as a user chart.

Share the chart with the team.

NEW QUESTION: 52

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 Elizabeth's username in the user record for the app.

Does the solution meet the goal?

A. Yes

B. No

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 53

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 ([LEAVE A REPLY](#))

NEW QUESTION: 54

A company's sales staff wants a simplified way to manage their opportunities in Dynamics 365 Sales without adding custom code.

You need to provide a solution for each requirement.

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

NOTE: Each correct selection is worth one point.

Requirement	Solution
Drag and drop opportunities to change the stage.	 Add a Kanban control. Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	 Add both controls to a custom view. Add both controls to the My Opportunities view. Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	 Use the List view. Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

Answer:

Requirement	Solution
Drag and drop opportunities to change the stage.	 Add a Kanban control. Add a Timeline control. Add an Editable Grid control. Add a Calendar control.
Show each salesperson their opportunities in Calendar and Kanban view.	 Add both controls to a custom view. Add both controls to the My Opportunities view. Add one control to All Opportunities and a custom view. Add one control to My Opportunities and a custom view.
Show each salesperson the number of open opportunities by stage in a standard view.	 Use the List view. Use the Timeline control. Use the Kanban control. Use the chart pane on the view.

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-sales/work-opportunities-kanban-view>

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

<https://fivep.com.au/how-to-get-visibility-and-report-on-an-opportunities-active-current-sales-stage-without-code-microsoft-dynamics-365/>

NEW QUESTION: 55

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

Requirement

Component

Handle an unknown question from a guest in a conversation.

Escalate

Fallback topic

Failure path

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

Power Apps

Power Virtual Agents web application

Microsoft Teams

Omnichannel for Dynamics 365 Customer Service

Reference:

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

NEW QUESTION: 56

You are a Dynamics 365 Customer Service administrator.

A user must be able to view system posts and activities in a dashboard.

You need to create the dashboard for the user.

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

NOTE: Each correct selection is worth one point.

Requirement

Component

Display system posts

Timeline

Organization insights

IFrame

Relationship Insights

Display activities

Lists

Social Insights

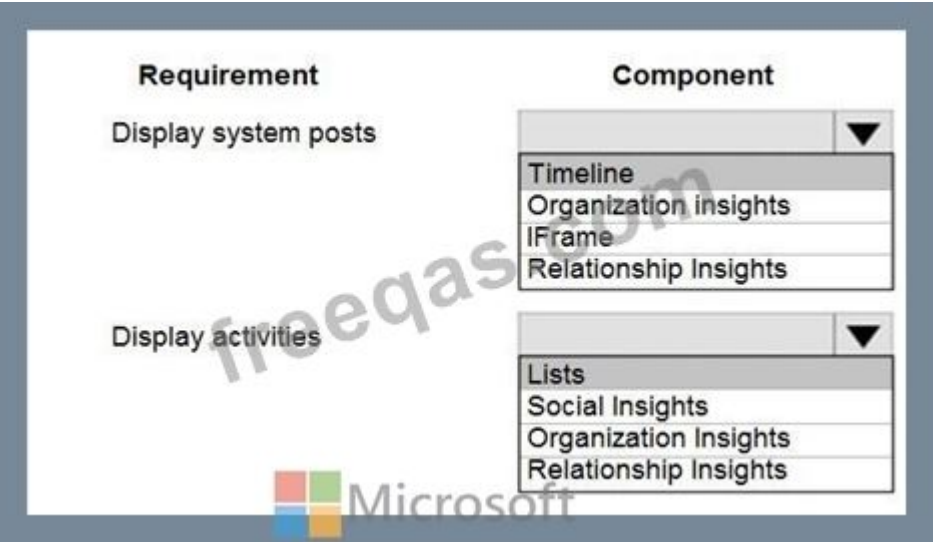
Organization Insights

Relationship Insights

Answer:

Explanation

Graphical user interface, text, application Description automatically generated



Box 1: Timeline

The timeline helps agents see all customer interaction history across channels, personnel, and the support lifecycle. The timeline is used across Dynamics 365 applications to capture activities like notes, appointments, emails, tasks, and more, to ensure that all interactions with the customer are tracked and visible over time.

Agents use the timeline to quickly catch up on all of the latest activity details with the customer to provide the most personalized support experience.

Box 2: Lists

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-timeline-admin>

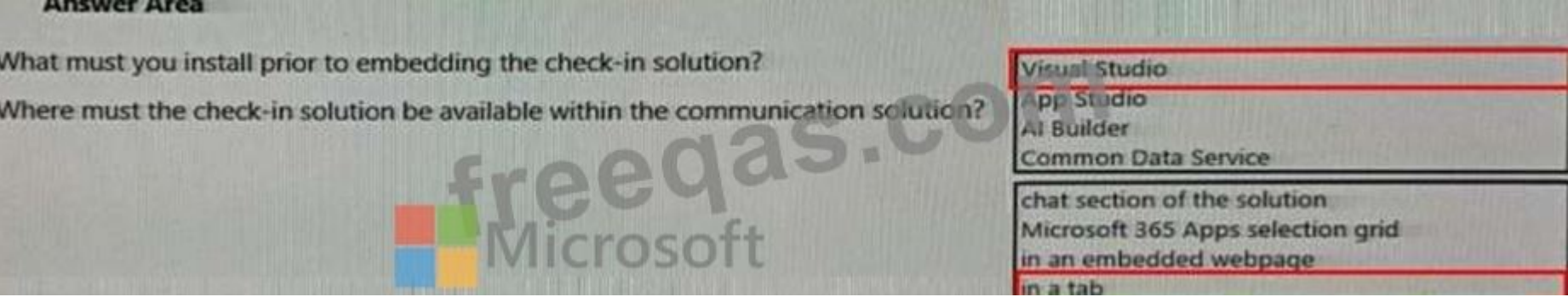
NEW QUESTION: 57

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:



NEW QUESTION: 58

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.	Auto-populate the invitation code field on the sign-in screen from the email link. Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
Validate the user's email.	Two-factor authentication Azure Active Directory authentication Social provider sign-in Invitation code sign-up

Answer:

Requirement	Solution
Implement the invitation code redemption process.	Auto-populate the invitation code field on the sign-in screen from the email link. Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
Validate the user's email.	Two-factor authentication Azure Active Directory authentication Social provider sign-in Invitation code sign-up

NEW QUESTION: 59

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.

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

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

Answer:

Recognition requirement	Model type
Identify a person's age in a paragraph when written using the pattern twenty years old .	Entity extraction
Identify items and prices from an invoice.	Text recognition
	Key phrase
	Form processing
	Text recognition
	Object detection

Explanation

Graphical user interface, application, Word Description automatically generated

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

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

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.

NEW QUESTION: 60

You are using Power BI to build a dashboard for a company.

You must make the dashboard available to a specific set of users, including employees and five external users. The number of employees that require access to the dashboard varies, but usually less than 100.

Employees and external users must not be permitted to share the dashboard with other users.

You need to share the dashboard with the employees and external users.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A.** Create a dynamic distribution list. Add all users to the distribution group and use the list to share the dashboard.
- B.** Sign into the Power BI service. Open the dashboard and select Share.
- C.** Enter the individual email address of internal and external users.
- D.** Sign into Power BI Desktop. Open the dashboard and select Share.
- E.** Clear the Allow recipients to share your dashboard (or report) option.
- F.** Create a distribution group. Add all users to the distribution group and use the list to share the dashboard.

Answer: B,E,F (LEAVE A REPLY)

Explanation/Reference:

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

NEW QUESTION: 61

You are a Dynamics 365 Customer Service administrator.

A user must be able to view system posts and activities in a dashboard.

You need to create the dashboard for the user.

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

NOTE: Each correct selection is worth one point.

Requirement	Component
Display system posts	Microsoft Timeline Organization Insights IFrame Relationship Insights
Display activities	Lists Social Insights Organization Insights Relationship Insights

Answer:

Requirement	Component
Display system posts	Timeline Organization Insights IFrame Relationship Insights
Display activities	Lists Social Insights Organization Insights Relationship Insights

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-timeline-admin>

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NEW QUESTION: 62

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:

Run immediately.

Validate when a condition is met.

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.

Workflow Requirement	Configuration Option
 Run immediately.	▼
	Approve the workflow.
	Configure the workflow to run now.
Validate when a condition is met.	Configure child workflow to run now.
	▼
	Publish workflow.
Perform an action when a condition is met.	Subject contains data.
	Trigger when a Power Automate button is pressed.
	▼
	Send an email.
	View chart.
	Update a security role.

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.

View chart.

Update a security role.

NEW QUESTION: 63

You are a Dynamics 365 Customer Service administrator.

You need to configure the following automation for the sales team:

- * Send an email when the status changes on an Opportunity.
- * Text the sales manager when an Opportunity is created.
- * Create a Wunderlist task when an Opportunity is open for 30 days.

Which tool should you use for each requirement? To answer, select the appropriate options in the answer area. NOTE Each correct selection is worth one point.

Automation	Tool
Email when the status changes.	▼ Dynamics 365 workflow Microsoft Flow Business Process Flow
Text when the Opportunity is created.	▼ Dynamics 365 workflow Microsoft Flow Business Process Flow
Create a Wunderlist task.	▼ Dynamics 365 workflow Microsoft Flow Business Process Flow



Answer:

Automation	Tool
Email when the status changes.	▼ Dynamics 365 workflow Microsoft Flow Business Process Flow
Text when the Opportunity is created.	▼ Dynamics 365 workflow Microsoft Flow Business Process Flow
Create a Wunderlist task.	▼ Dynamics 365 workflow Microsoft Flow Business Process Flow



NEW QUESTION: 64

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.

Answer:

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.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phones-and-dynamics-365-for-tablets>

NEW QUESTION: 65

You are a Dynamics 365 Customer Service administrator.

You need to configure the following automation for the sales team:

- * Send an email when the status changes on an Opportunity.
- * Text the sales manager when an Opportunity is created.
- * Create a Wunderlist task when an Opportunity is open for 30 days.

Which tool should you use for each requirement? To answer, select the appropriate options in the answer area. NOTE Each correct selection is worth one point.

Automation  **Tool**

Email when the status changes.

Text when the Opportunity is created.

Create a Wunderlist task.

Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Answer:

Automation  **Tool**

Email when the status changes.

Text when the Opportunity is created.

Create a Wunderlist task.

Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Dynamics 365 workflow
Microsoft Flow
Business Process Flow

Dynamics 365 workflow
Microsoft Flow
Business Process Flow

NEW QUESTION: 66

You create a canvas app for a sales team. The app has an embedded Power BI tile that shows year-to-date sales. Sales users do not have access to the data source that the tile uses.

Sales team users must be able to see data in the Power BI tile. You must minimize the level of permissions that you grant and minimize administrative overhead.

You need to share another Power BI component to make the data visible.

What should you share?

- A. The Power BI dataset the tile uses as a data source.
- B. The Power BI workspace that includes the tile.
- C. The Power BI dashboard that includes the tile.

Answer: C ([LEAVE A REPLY](#))

Once shared, the PowerApps app will be accessible by all users who have permissions to access the app. However, in order to make the Power BI content visible to those users, the dashboard where the tile comes from needs to be shared with the user on Power BI. This ensures that Power BI sharing permissions are respected when Power BI content is accessed in an app.

Reference:
<https://powerapps.microsoft.com/en-us/blog/power-bi-tile-in-powerapps/>

NEW QUESTION: 67

You are designing a desktop user interface (UI) flow.

The UI flow automates legacy software.

You need to prepare data for transfer to a Microsoft SharePoint list.

Which four 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

Select information to pass to the SharePoint list.

Copy and paste the text in the output definition window.

On the Outputs menu of the UI flow, choose **Select text on screen.**

Enter a name and description for the output.

Start recording the UI flow.

Stop the recording and save the flow.

Answer Area

⏮

⏭

⏪

⏩

⏮

⏭

⏪

⏩

Microsoft

Answer:

Answer Area

Start recording the UI flow.

On the Output menu of the UI flow, choose Select text on screen.

Select information to pass to the SharePoint list.

Enter a name and description for the output.

1 - Start recording the UI flow.

2 - On the Output menu of the UI flow, choose Select text on screen

3 - Select information to pass to the SharePoint list.

4 - Enter a name and description for the output.

Reference:

<https://docs.microsoft.com/en-us/power-automate/ui-flows/inputs-outputs-desktop#use-outputs-to-extract-information-from-the-app>

NEW QUESTION: 68

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 Reset (Control) formula and pass the gallery control as a parameter to the Reset formula.

B. Use the Reload(control) formula and pass the gallery control as parameter to the Reload formula.

C. Use the ForAll() function to iterate through each item of the Gallery and clear user selections.

D. 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.

Answer: (SHOW ANSWER)

Explanation

<https://debajmecrm.com/quick-tip-resetting-controls-inside-gallery-in-canvas-app/>

NEW QUESTION: 69

You plan to create user interface (UI) flows to automate several web-based business processes that you currently perform manually.

You need to ensure that users can create and run web UI flows.

Which three components must you install and configure on user's devices? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. UI Flows application

B. Latest version of Microsoft Edge

C. On-premises data gateway

D. Selenium IDE

E. Latest version of Mozilla Firefox

Answer: (SHOW ANSWER)

Explanation/Reference:

<https://docs.microsoft.com/en-us/power-automate/ui-flows/setup>

NEW QUESTION: 70

You are a Dynamics 365 Customer Services administrator. You have a Production instance and Sandbox instance.

Users record Production instance data in the Sandbox instance.

You need to ensure that the users only record data in the Production instance.

Which security function needs to be edited to prevent access to the Sandbox? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Application area	Security function
Microsoft 365 admin center	Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	Roles Groups Access rights

Answer:

Application area	Security function
Microsoft 365 admin center	Roles Groups Licenses Access rights
Dynamics 365 Sandbox instance	Roles Groups Access rights

Reference:

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

NEW QUESTION: 71

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.	Auto-populate the invitation code field on the sign-in screen from the email link. Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
Validate the user's email.	Two-factor authentication Azure Active Directory authentication Social provider sign-in Invitation code sign-up

Answer:

Requirement	Solution
Implement the invitation code redemption process.	Auto-populate the invitation code field on the sign-in screen from the email link. Embed the invitation code in the email link URL. Send the customer their username and temporary password in the email link.
Validate the user's email.	Two-factor authentication Azure Active Directory authentication Social provider sign-in Invitation code sign-up

NEW QUESTION: 72

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.

Answer:

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.

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/mobile-app/set-up-dynamics-365-for-phones-and-dynamics-365-for-tablets>

NEW QUESTION: 73

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.

Answer Area	
Requirement	Solution
Implement the invitation code	- Auto-populate the invitation code field on the sign-in screen from the email link. - Embed the invitation code in the email link URL. - Send the customer their username and temporary password in the email link.
Validate the user's email.	- Two-factor authentication - Azure Active Directory authentication - Social provider sign-in - Invitation code sign-up

Answer:

Answer Area	
Requirement	Solution
Implement the invitation code	- Auto-populate the invitation code field on the sign-in screen from the email link. - Embed the invitation code in the email link URL. - Send the customer their use name and temporary password in the email link.
Validate the user's email.	- Two-factor authentication - Azure Active Directory authentication - Social provider sign-in - Invitation code sign-up

NEW QUESTION: 74

A company uses Common Data Service to manage account and contact information.
 The company plans to use the AI Builder model to make key business decision.
 You need to integrate prebuilt AI Builder models with Power Automate.
 Which models should you use? To answer, select the appropriate option the answer area.
 NOTE Each correct selection is worth one point.

Scenario	Model
Extract specific text from a PDF document.	- Text recognition model - Key phrase extraction model - Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	- Sentiment analysis model - Category classification model - Entity extraction model - Prediction model

Answer:

Scenario	Model
Extract specific text from a PDF document.	▼ Text recognition model Key phrase extraction model Text recognition model and key phrase extraction model
Determine the likelihood that customers will purchase additional products.	▼ Sentiment analysis model Category classification model Entity extraction model Prediction model

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-sentiment-analysis>

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-key-phrase>

<https://docs.microsoft.com/en-us/ai-builder/prebuilt-text-recognition>

NEW QUESTION: 75

The business team provides the following list of features that they would like you to implement:

- * Group by or sort columns in the current view.
- * Configure a business rule to show an error message.
- * Edit values in calculated fields.
- * Edit the Address composite field.
- * Use the editable grid on mobile phones.

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

NOTE: Each correct selection is worth one point.

Group by or sort columns in the current view.	Yes No
Configure a business rule to show an error message.	Yes No
Edit values in calculated fields	Yes No
Edit the Address composite field.	Yes No
use the editable grid on mobile phones.	Yes No

Answer:

Group by or sort columns in the current view.

Configure a business rule to show an error meessage.

Edit values in calculated fields

Edit the Address composite field.

use the editable grid on mobile phones.

Yes
No

Yes
No

Yes
No

Yes
No

Yes
No

NEW QUESTION: 76

You are a Dynamics 365 administrator.
You create a new app.
You need to create the site map for the app.
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

Add a subarea.

Add a view.

Add a group.

Add an area.

⬅️

➡️

⬆️

⬆️

Answer:

Answer Area

Add an area.

Add a group.

Add a subarea.

1 - Add an area.

- 2 - Add a group.
- 3 - Add a subarea.

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NEW QUESTION: 77

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 ([LEAVE A REPLY](#))

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>

NEW QUESTION: 78

You are designing a canvas app that connects to Common Data Service.

You need to configure the app to meet the requirements and ensure that the canvas app is available offline.

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

NOTE: Each correct selection is worth one point.

Requirement

Function

Pass values from the current screen when moving to another screen.

▼
Navigate
Back
MovePrevious

Display data to a user when the app is offline.

▼
LoadData
LoadDateOffline
ShowData

Answer:

Requirement	Function
Pass values from the current screen when moving to another screen.	Navigate Back MovePrevious
Display data to a user when the app is offline.	LoadData LoadDateOffline ShowData

Microsoft

Explanation



Reference:

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

NEW QUESTION: 79

You use Power BI Desktop to configure Power BI reports.

You need to create a canvas app that displays user account information and include the app in a Power BI report.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. From the Power Apps Insert menu, add a Power BI tile
- B. From the Power BI Desktop menu, insert a Power Apps visual and include the required fields in the Power Apps data
- C. Publish the report to the Power BI service
- D. Connect to Common Data Service from Power BI Desktop

Answer: B,C,D (LEAVE A REPLY)

Explanation

Step 1 (B): Here's how we embed PowerApps into a Power BI report:

- * Download and login to the Power BI desktop application
- * Click on (...) and select "Import from the marketplace."

Step 2: Open Power BI desktop and use "Get data" to connect with the Common Data Service data source.

Step 3: Publish the report to Power BI service.

Reference:

<https://purple.telstra.com/blog/powerbi-integration-with-powerapps>

NEW QUESTION: 80

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. NOTE: Each correct selection is worth one point.

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

Answer:

Answer Area

Requirement

Add a tag chart by using opened cases.

Add a stacked column chart shared with your team.

Add a Microsoft Power BI visualization.

Add a chart from a view that a user creates.

Add a doughnut chart that shows cases by owner.

Component type

System chart

Personal chart

Area chart

System chart

Personal chart

Area chart

System chart

Personal chart

Area chart

System chart

Personal chart

Area chart

System chart

Personal chart

Area chart

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/add-edit-power-bi-visualizations-dashboard>

NEW QUESTION: 81

A customer has a support website that includes FAQ pages, knowledge articles, and support content. You plan to leverage an existing Power Virtual Agents bot to enhance and streamline existing support functionality for the existing support portal. You need to create topics from existing website content. The process must minimize human errors during topic creation. 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

Hover over the topic and select the Automate icon.

Capture suggested topics.

Add selected topics to the chatbot.

Enable the topics.

Identify the pre-filled trigger phrases.

Answer area

⏪

⏩

Answer:

Answer Area

Microsoft

Select Suggest topics on the Topics page to extract content from FAQ/support pages or online files.

Add the suggested topics to your bot.

Enable the topics.

- 1 - Select Suggest topics on the Topics page to extract content from FAQ/support pages or online files.
- 2 - Add the suggested topics to your bot.
- 3 - Enable the topics.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-create-topics-from-web>

NEW QUESTION: 82

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.

Scenario	Action
What happens to existing accounts?	Existing accounts show the old BPF. Existing accounts show the new BPF. Existing accounts only show the new stage.
What happens to new accounts?	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.

Answer:

Scenario	Action
What happens to existing accounts?	Existing accounts show the old BPF. Existing accounts show the new BPF. Existing accounts only show the new stage.
What happens to new accounts?	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.

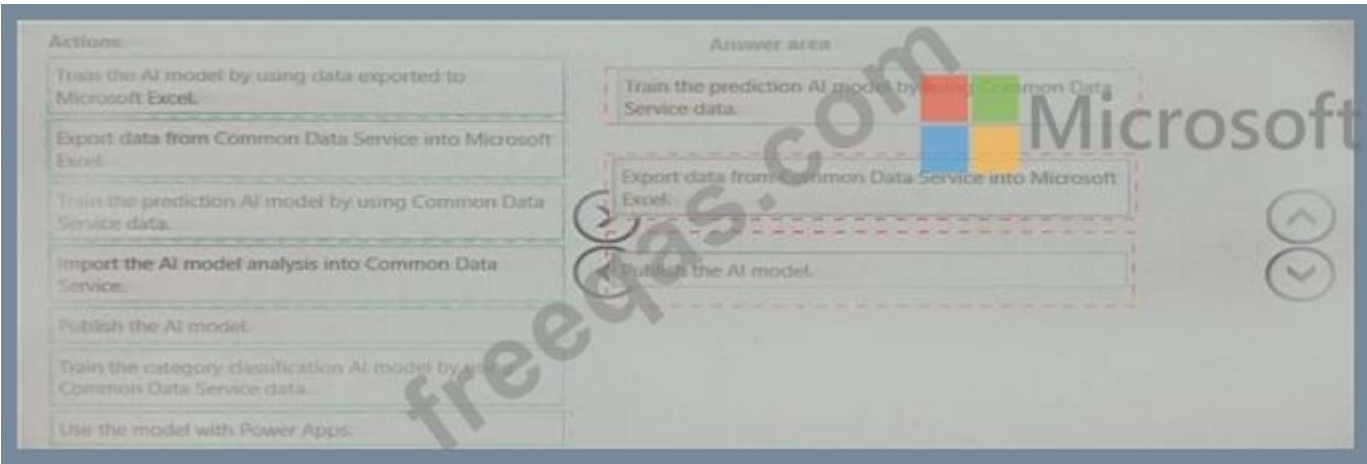
Reference:
<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview>

NEW QUESTION: 83

A company uses Common Data Service to store sales data.
For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting.
The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction.
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.	

Answer:



NEW QUESTION: 84

You have a model-driven app. You create five Microsoft Excel templates for analyzing customer data. Four of the templates must be available to all users. The remaining template must be available only to you. You configure the appropriate security roles for users.

You need to determine how to upload the Excel templates.

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

NOTE: Each correct selection is worth one point.

Availability	Method
Available to everyone	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.
Available only to yourself	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.

Answer:

Availability	Method
Available to everyone	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.
Available only to yourself	In the Settings menu, select Document Templates. In the view for the email records, select Excel Templates. In the Settings menu, select Email Templates.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/analyze-your-data-with-excel-templates>

NEW QUESTION: 85

You have a form that displays a custom field from an entity.

A customer wants to restrict users from filtering on the custom field.

You need to prevent users from filtering the field in Advanced Find.

What should you modify?

- A.** Fields in the Edit Filter Criteria option of the Quick Find view
- B.** the Field Security field on the Field Properties form
- C.** a searchable field on the Field Properties form
- D.** Fields in the Add Find Columns option of the Quick Find view

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

<https://community.dynamics.com/365/b/dynamics365apps/posts/kb-understanding-dynamics-365-field-s-searchable-property>

NEW QUESTION: 86

A company uses Common Data Service to store sales data.

For the past few quarters, the company has experienced a decrease in sales revenue. The company wants to improve sales forecasting.

The company plans to use AI Builder to implement the solution. You select fields that will be used for prediction.

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

Export data from Common Data Service into Microsoft Excel

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

Train the AI model by using data exported to Microsoft Excel

Publish the AI model

Use the model with Power Apps

Import the AI model analysis into Common Data Service

Train the prediction AI model by using Common Data Service data

Answer Area

>

<

>

<

Answer:

Answer Area

Train the prediction AI model by using Common Data Service data

publish the AI model

Microsoft

Use the model with power Apps

- 1 - Train the prediction AI model by using Common Data Service data
- 2 - publish the AI model
- 3 - Use the model with power Apps

Reference:

<https://docs.microsoft.com/en-us/ai-builder/prediction-train-model>

NEW QUESTION: 87

You are a Dynamics 365 Customer Service help desk administrator.

Cases entered in forms require different types of data to be stored in different types of fields.

You need to create forms for each of the following case types:

Case type	Requirement
Case type A	A new case form that includes a timeline
Case type B	A new case form that includes a business process flow
Case type C	A new case form that can display case data on an interactive dashboard
Case type D	A new mobile-friendly case form that requires minimal fields for record creation
Case type E	A new mobile-friendly case form that displays the subject, case title, and status fields from a parent case

Which form types should you create? To answer, drag the appropriate form types to the meet the data entry requirements. Each source 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.

Form types

quick create

main

quick view

card

Answer Area

Case type	Form type
Case type A	Form type
Case type B	Form type
Case type C	Form type
Case type D	Form type
Case type E	Form type

Answer:

Form types	Answer Area	
	Case type	Form type
quick create	Case type A	main
main	Case type B	main
quick view	Case type C	main
card	Case type D	quick create
	Case type E	quick view

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-design-forms-customer-service-hub>

NEW QUESTION: 88

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: B,D,E (LEAVE A REPLY)

Explanation

References:

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

NEW QUESTION: 89

You manage the Dynamics 365 environment for a company.

You need to ensure that there are no leads for a customer before you create a new opportunity for the customer.

How can you use duplicate detection rules to achieve this goal? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Duplicate detection rule criteria

Base record type

Value

Microsoft

Lead

Account

Opportunity

Base record field

Topic

Account

Originating Lead

Answer:

Explanation

Duplicate detection rule criteria

Base record type

Value

Lead

Account

Opportunity

Base record field

Topic

Account

Originating Lead

NEW QUESTION: 90

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. 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.

Explanation

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.

NEW QUESTION: 91

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.

Requirement	Technology
Develop the base check-in solution.	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

Develop the base check-in solution.

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

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

Technology

Xamarin app

Power Apps portal

Model-driven app

Canvas app

Traditional desktop application

Web browser

Power Apps mobile app

Dynamics 365 for phones and tablets

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NEW QUESTION: 92

You are designing a Power Virtual Agents chatbot for a store.

You need to teach the chatbot to acknowledge the store's product categories and the variations within specific categories.

You need to create custom entities to provide the chatbot with the knowledge of the product categories.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic variations.	Slot filling Synonyms Smart matching Topics Fuzzy matching
Make the bot smarter by expanding the matching logic.	Slot filling Synonyms Topics
Extract a category selected by a user during a conversation into a variable for later use.	Slot filling Synonyms Smart matching Topics

Answer:

Answer Area

Requirement

Feature

Analyze misspellings, grammar variations, and semantic

Slot filling
Synonyms
Smart matching
Topics
Fuzzy matching

variations.
Make the bot smarter by expanding the matching logic.

Slot filling
Synonyms
Topics

Extract a category selected by a user during a conversation
into a variable for later use.

Slot filling
Synonyms
Smart matching
Topics



Microsoft

NEW QUESTION: 93

A company creates a Power Virtual Agents chatbot.
You need to determine when live agents are engaged to provide support.
Which metrics should you use? To answer, drag the appropriate metrics to the correct processes. Each metric 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.

Metrics

Engagement over time

Session outcomes over time

Escalation rate drivers

Escalation rate

Answer Area

Process	Metric
Determine which topics are transferred to live agents most often.	Metric
Determine the number of chats per day that are transferred to live agents.	Metric

Answer:

Engagement over time

Session outcomes over time

Escalation rate drivers

Escalation rate

Answer Area

Process	Metric
Determine which topics are transferred to live agents most often.	Escalation rate drivers
Determine the number of chats per day that are transferred to live agents.	Session outcomes over time

Reference:

NEW QUESTION: 94

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

Answer: B (LEAVE A REPLY)

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

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

NEW QUESTION: 95

You are designing a chatbot for a sports outlet.
You need to complete the chatbot.
Which features should you use? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features	Answer Area	Feature
Topics	Requirement	
Entities	Enable the chatbot to relate to a real-world object or topic in a dialog.	Feature
Variables	Define the path and triggers for a chatbot conversation.	Feature
Flows	Implement conditional logic to dynamically route a conversation across different paths.	Feature

Answer:

Explanation

Graphical user interface, text, application, email Description automatically generated

Requirement

Enable the chatbot to relate to a real-world object or topic in a dialog.

Define the path and triggers for a chatbot conversation.

Implement conditional logic to dynamically route a conversation across different paths.

Feature

Entities

Topics

Variables

Box 1: Entities

Out of the box, Power Virtual Agents comes with a set of prebuilt entities, which represent the most commonly used stereotype information in real-world dialogs, such as age, colors, numbers, and names.

With the knowledge granted by entities, a bot can smartly recognize the relevant information from a user input and save it for later use.

Box 2: Topics

In Power Virtual Agents, a topic defines a how a bot conversation plays out.

You can author topics by customizing provided templates, create new topics from scratch, or get suggestions from existing help sites.

A topic has trigger phrases - these are phrases, keywords, or questions that a user is likely to type that is related to a specific issue - and conversation nodes - these are what you use to define how a bot should respond and what it should do.

Box 3: Variables

Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation.

For example, you can save a customer's name in a variable called UserName. The bot can then address the customer by name as the conversation continues.

You can use variables to create logical expressions that dynamically route the customer down different conversation paths.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-create-edit-topics>

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

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

NEW QUESTION: 96

You must create a new entity to support a new feature for an app. Entity data will be transactional and will be associated with business units.

You need to configure entity ownership.

Which entity ownership type should you use?

A. organization-owned

B. user or team owned

C. business-owned

D. none

Answer: B ([LEAVE A REPLY](#))

Topic 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.

NEW QUESTION: 97

You create a parent entity and a child entity. The parent entity has a 1:N relationship with the child entity. You need to ensure that when the owner changes on the parent record that all child records are assigned to the new owner. You need to configure the relationship behavior type. What should you use?

- A. Parental
- B. Referential, Restrict Delete
- C. Referential
- D. Restrict

Answer: (SHOW ANSWER)

Explanation

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-and-edit-1n-relationships>

NEW QUESTION: 98

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.

NEW QUESTION: 99

You are designing a Power Virtual Agents chatbot for a store.

You need to teach the chatbot to acknowledge the store's product categories and the variations within specific categories.

You need to create custom entities to provide the chatbot with the knowledge of the product categories.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Feature
Analyze misspellings, grammar variations, and semantic variations.	Slot filling Synonyms Smart matching Topics Fuzzy matching
Make the bot smarter by expanding the matching logic.	Slot filling Synonyms Topics
Extract a category selected by a user during a conversation into a variable for later use.	Slot filling Synonyms Smart matching Topics

Answer:

- Explanation
- Smart match
- Synonyms
- Topic
- <https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

NEW QUESTION: 100

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: Use Date and time for Identify in the question and then add branches that use conditional logic to determine the age group.

Does this meet the goal?

A. Yes

B. No

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 101

You create a report by using Power BI Desktop and publish the report to the Power BI service. You enable Power BI visualization embedding in a model-driven app.

You need to configure the model-driven app to display a Power BI tile

Which four 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.

What should you do?

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 103

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 Reset (Control) formula and pass the gallery control as a parameter to the Reset formula.
- B. Use the Reload(control) formula and pass the gallery control as parameter to the Reload formula.
- C. Use the ForAall() function to iterate through each item of the Gallery and clear user selections.
- D. 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.

Answer: D (LEAVE A REPLY)

<https://debajmecrm.com/quick-tip-resetting-controls-inside-gallery-in-canvas-app/>

NEW QUESTION: 104

You have a business process flow.

You need to update the business process flow while minimizing administrative and maintenance efforts.

What should you implement? To answer, drag the appropriate features to the correct requirements. Each feature 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.

Features

Action step

Classic workflow

Power Automate flow

Answer Area

Requirement	Feature
Allow users to navigate to the previous stage only from specific stages.	Feature
Create checklist records in specific stages on demand.	Feature

Answer:

Features	Requirement	Feature
Action step	Allow users to navigate to the previous stage only from specific stages.	Power Automate flow
Classic workflow	Create checklist records in specific stages on demand.	Action step
Power Automate flow		

NEW QUESTION: 105

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 106

You are a Dynamics 365 administrator.

You create a new app.

You need to create the site map for the app.

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

Add a subarea.

Add a view.

Add a group.

Add an area.



Answer:

Actions

Add a subarea.

Add a view.

Add a group.

Add an area.

Answer Area

Add an area.

Add a group.

Add a subarea.

Explanation

Add an area.

Add a group.

Add a subarea.

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NEW QUESTION: 107

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.** Ensure that the entity for the action matches the corresponding entity for the business process flow stage.
- B.** Add at least one step to the action.
- C.** Select Run as an on-demand process.
- D.** Activate the action.

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

<https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow> Implement Power Virtual Agents chatbots Question Set 1

NEW QUESTION: 108

You are a Dynamics 365 Customer Service administrator.

You need to configure the following automation for the sales team:

- * Send an email when the status changes on an Opportunity.
- * Text the sales manager when an Opportunity is created.
- * Create a Wunderlist task when an Opportunity is open for 30 days.

Which tool should you use for each requirement? To answer, select the appropriate options in the answer area.

NOTE Each correct selection is worth one point.

Automation

Tool

Email when the status changes.

Dynamics 365 workflow

Microsoft Flow

Business Process Flow

Text when the Opportunity is created.

Dynamics 365 workflow

Microsoft Flow

Business Process Flow



Create a Wunderlist task.

Dynamics 365 workflow

Microsoft Flow

Business Process Flow

Answer:

Automation

Tool

Email when the status changes.

Dynamics 365 workflow

Microsoft Flow

Business Process Flow

Text when the Opportunity is created.

Dynamics 365 workflow

Microsoft Flow

Business Process Flow

Create a Wunderlist task.

Dynamics 365 workflow

Microsoft Flow

Business Process Flow



Explanation

Automation	Tool
Email when the status changes.	Dynamics 365 workflow Microsoft Flow Business Process Flow
Text when the Opportunity is created.	Dynamics 365 workflow Microsoft Flow Business Process Flow
Create a Wunderlist task.	Dynamics 365 workflow Microsoft Flow Business Process Flow

NEW QUESTION: 109

You are a Dynamics 365 Customer Engagement administrator. You create a new solution in Dynamics 365. You need to help end users understand which actions to take next and ensure that user interaction occurs in manageable steps. Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Guide the user with actions to take.

Configure views and charts.

Configure business process flows.

Configure workflows.

Ensure user interaction in manageable steps.



Configure the timeline on the form.

Configure each stage with the actions that need to be completed.

Configure Insights.

Answer:

Guide the user with actions to take.



Configure views and charts.

Configure business process flows.

Configure workflows.

Ensure user interaction in manageable steps.

Configure the timeline on the form.

Configure each stage with the actions that need to be completed.

Configure Insights.

Explanation

Requirement	Action
Guide the user with actions to take.	▼ Configure views and charts. Configure business process flows. Configure workflows.
Ensure user interaction in manageable steps.	▼ Configure the timeline on the form. Configure each stage with the actions that need to be completed. Configure Insights.

NEW QUESTION: 110

A company creates a Power Virtual Agents chatbot. You need to determine when live agents are engaged to provide support. Which metrics should you use? To answer, drag the appropriate metrics to the correct processes. Each metric 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.

Engagement over time

Session outcomes over time

Escalation rate drivers

Escalation rate

Process

Determine which topics are transferred to live agents most often.

Determine the number of chats per day that are transferred to live agents.

Metric

Metric

Answer:

Explanation

Process

Determine which topics are transferred to live agents most often.

Determine the number of chats per day that are transferred to live agents.

Metric

Escalation rate drivers

Session outcomes over time

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