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January/2021 Latest Braindump2go PL-200 Exam Dumps with PDF and VCE Free Updated Today! Following are some new PL-200 Real Exam Questions!
QUESTION 90
Case Study - 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 FAQ. 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. You need to design the chat solution to answer the inquiry from Guest1. Which three components can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Variables
B. Escalations
C. Smart match
D. Synonyms
E. Topics

Answer: ACDE
Explanation:
Scenario: Guest1 inquires about snow conditions several times during each day of their stay. Variables let you save responses from your customers in a conversation with your bot so that you can reuse them later in the conversation. Synonyms allows you to manually expand the matching logic by adding synonyms. Smart match and synonyms seamlessly work together to make your bot even smarter.
Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables>
<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-entities-slot-filling>

QUESTION 91
Case Study - 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 AppSourc. 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. IssueGuest1 inquires about snow conditions several times each day of their stay. You need to create the FAQ solution content. What should you do first? A. AI Builder B. Automate C. Suggest topics D. Trigger phrases Answer: C Explanation: You need to make sure there are three main steps need to do while doing import FAQ and add the topic to your bot application. Import Suggested Topics from FAQ webpage. Add a topic. Enable the topics Reference: <https://social.technet.microsoft.com/wiki/contents/articles/53820.power-virtual-agents-faq-chatbot.aspx> QUESTION 92 Case Study - 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 AppSour. 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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. 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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 Guest 1 inquires about snow conditions several times each day of their stay. You need to embed the business card solution in the check-in app. What should you use? A. Input control B. Custom component C. Button control D. AI Builder component

Answer: D Explanation: AI Builder provides two kinds of Power Apps components. Choose your component based on the models you want to use. Components that use prebuilt AI models that are ready to use right away: Business card reader (canvas app) Business card reader (model-driven app) Receipt processor (canvas app) Text recognizer (canvas app)

Scenario: Current environment. 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.

QUESTION 93 Case Study - 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 AppSource. 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.

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- * 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 popularThe 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. IssueGuest1 inquires about snow conditions several times each day of their stay. Hotspot Question You need to design the guest check-in solution. Which technologies should you use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement
Develop the base check-in solution.

Technology

Xamarin app
Power Apps portal
Model-driven app
Power app

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

Technology

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.

Technology

Xamarin app
Power Apps portal
Model-driven app
Power app

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

Technology

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

Explanation: Box 1: Canvas app Current environment. 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. Box 2: Dynamics 365 for phones and tablets QUESTION 94 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 Explanation: Change a user's email address You must be a global admin to complete these steps. In the admin center, go to the Users > Active users page. Select the user's name, and then on the Account tab select Manage username. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain. Select Save changes. Reference: <https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address> QUESTION 95 Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique

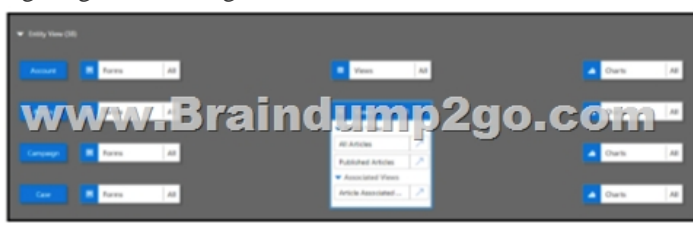
solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen. 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: Ask the Microsoft 365 administrator to sign in to the admin portal and change the username. Does the solution meet the goal? A. Yes B. No Answer: A Explanation: Change a user's email address You must be a global admin to complete these steps. 1. In the admin center, go to the Users > Active users page. 2. Select the user's name, and then on the Account tab select Manage username. 3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain. 4. Select Save changes. Reference: <https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

QUESTION 96 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: Delete the user account in the Power Platform admin portal and recreate the account by using the new name. Does the solution meet the goal? A. Yes B. No Answer: B Explanation: Application history would be lost. Note: Change a user's email address You must be a global admin to complete these steps. 1. In the admin center, go to the Users > Active users page. 2. Select the user's name, and then on the Account tab select Manage username. 3. In the first box, type the first part of the new email address. If you added your own domain to Microsoft 365, choose the domain for the new email alias by using the drop-down list. Learn how to add a domain. 4. Select Save changes. Reference: <https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/change-a-user-name-and-email-address>

QUESTION 97 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: D Explanation: <https://docs.microsoft.com/en-us/power-platform/admin/database-security#predefined-security-roles>

QUESTION 98 You are developing a canvas app. You need to apply business rules to the app without writing code. Which three actions can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point. A. Validate data and show error messages. B. Enable or disable fields. C. Set field requirement levels. D. Set field values. E. Show or hide fields Answer: ACDE Explanation: The following actions are not available on Canvas apps: Show or hide columns Enable or disable columns Create business recommendations based on business intelligence Reference: <https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule>

QUESTION 99 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. List view of the entity B. Microsoft Visual Studio C. Templates area D. Maker portal Answer: A Explanation: Edit a public or system view in app designer You can change the way a public or system view is displayed by adding, configuring, or removing columns. 1. In the Views list for a table, select the Show list of references down arrow Drop Down. Edit View.



2. Next to the view you want to edit, select Open the View Designer Open view Designer. The view opens in the view designer.

When you edit a public or system view, you must save and publish your changes before they will be visible in the application.

Reference: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/create-edit-views-app-designer> QUESTION 100

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 to Power BI. Import the chart as a Power BI visualization. D. Export the user chart for import as a user

chart. Answer: A QUESTION 101 You are designing a Power Virtual Agents chatbot. The chatbot must be able to maintain customer information if the conversation topic changes during a dialog. You need to configure variables to store customer name and email

address. Which type of variable should you create? A. session B. slot C. bot D. topic Answer: C Explanation: By default, a variable's value can only be used in the topic where this variable gets created. However, you might want the bot to use the same

value across topics. This means the bot can remember the necessary context when a conversation spans multiple topics. In some systems, these types of variables are known as global variables. In Power Virtual Agents, these variables are called bot variables,

because they apply across the entire bot. Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/authoring-variables-bot>

QUESTION 102 A company uses Microsoft Teams. You plan to create a Power Apps app for Microsoft Teams. You need to

determine the environment that will be used by the app. Which environment will the app use? A. An existing Dataverse environment that you select. B. An existing Dataverse for Teams environment that you select. C. A Dataverse environment that is

automatically created for the team. D. A Dataverse for Teams environment that is automatically created for the team. Answer: D Explanation: The Dataverse for Teams environment is automatically created for the selected team when you create an app or bot in

Microsoft Teams for the first time or install a Power Apps app from the app catalog for the first time. The Dataverse for Teams environment is used to store, manage, and share team-specific data, apps, and flows. Each team can have one environment, and all

data, apps, bots, and flows created with the Power Apps app inside a team are available from that team's Dataverse for Teams

database. Reference: <https://docs.microsoft.com/en-us/power-platform/admin/about-teams-environment> QUESTION 103 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 Explanation: Once shared, the Power Apps 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/> Resources From: 1. 2021 Latest Braindump2go PL-200

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