Question 1

You create a desktop flow to interact with a certification authority's website.

You need to get data in and out of the desktop flow.

How should you set up the input and output parameters? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Question 2

A veterinary office plans to use Microsoft Power Platform to streamline customer experiences. The customer creates a canvas apps to manage appointments.

On the client appointment form, there is a dropdown field for clients to select their type of pet. If a client selects the option Other, a text field must appear so that staff members can add details about the pet.

You need to create a dynamically visible field.

What should you configure?

Options:

A) business rule

B) business process flow

C) workflow

Answer:

A

Explanation:

A business rule can be used to configure the visibility of a field based on the value selected in another field. In this case, a business rule could be created to make the text field for additional pet details visible when the 'Other' option is selected in the dropdown field for the type of pet. This can be done by going to the Power Apps portal, navigating to the Common Data Service, and creating a new business rule for the entity that contains the appointment form. Within the rule, you can set the visibility of the text field to be dependent on the value selected in the dropdown field. Reference: https://docs.microsoft.com/en-us/power-platform/model-driven-apps/model-driven-business-rules

It's important to note that the above feature is only available in the PowerApps Model Driven App and not in Canvas App.

Question 3

Question Type: **Hotspot**

You create a desktop flow to interact with a certification authority's website.

You need to get data in and out of the desktop flow.

How should you set up the input and output parameters? To answer, select the appropriate options in the answer area.

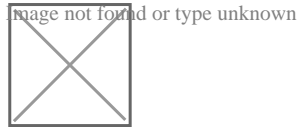NOTE: Each correct selection is worth one point.

Question 4

Question Type: Hotspot

You ate a Dynamics 365 help desk administrator

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

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

System

Personal

Personal

Personal

System

Question 5

Question Type: Hotspot

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

NOTE: Each correct selection is worth one point.
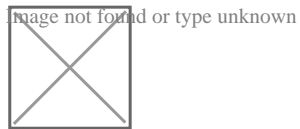

Question 6

Question Type: Hotspot

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.

1) Be triggered when a condition is met - Subject contains data

2) Run Immediately - Configure the workflow to run now

3) Perform an action when a condition is met - send an email

Answer:

Question 7

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.

1. User is able to login but can't see Case Records --> "Configure Mobile Settings on Case Entity Level"

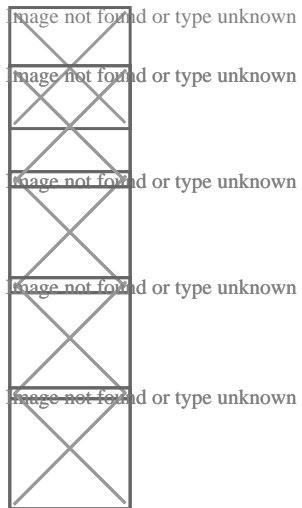2. Users can open cases but cannot see the subject of the case - configure mobile settings at the field level

within the case form

3. User reports that they cannot access the system from Dynamics 365 mobile app --> Configure a security role in the mobile permission set of the appropriate user

Answer:

Question 8

Question Type: DragDrop

A company that manufactures medical devices uses Power Apps to manage their sales and device maintenance.

A Table named Devices in Microsoft Dataverse has a column named Status. The Status column must have a new status value of Review added to the existing Choice values of Active and Inactive.

The table must be added to a solution to be promoted once the change is made.

Only this change must be promoted to the test environment. The changes must not be able to be changed once promoted.

Question 9

Question Type: **DragDrop**

A company uses a model-driven app for customer support. The company has the following requirements for the app:

* Send an email in real-time to customers when they enter their email address.

* Send an email to customers at the same time every day for cases that are open for more than 24 hours.

The solution should require the least amount of customization.

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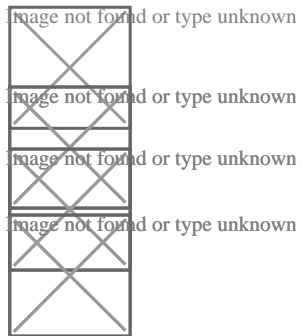
Image not found or type unknown

Question 10

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

The processes must run without human intervention when possible.

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

Which flow type should you use? To answer, drag the appropriate processes to the correct flow types. Each process may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

References:

Answer:

Question 11

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:
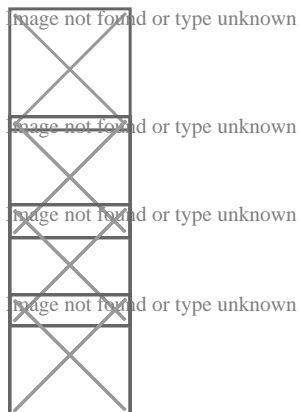
Lock a field on a form.

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.

Action

Condition

Recommendation

Answer:

Question 12

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