



**Vendor:** Microsoft

**Exam Code:** PL-900

**Exam Name:** Microsoft Power Platform Fundamentals

**Version:** DEMO

### QUESTION 1

A company is using Power Virtual Agents with Dynamics 365 Customer Service. You create a new topic. The topic performs as expected during testing. Customers report that the new topic is not visible in the frequently asked questions section of the company's website. You need to ensure customers can see the new topic. What should you do?

- A. Delete and recreate the topic.
- B. Create a new variable.
- C. Paste the link to the website.
- D. Analyze the chatbot.
- E. Publish the topic.

**Answer: E**

#### Explanation:

Test and publish your bot

Test your bot when you make changes to your topics, to make sure that everything is working as expected.

After you've designed and tested your bot, publish it to the web, mobile or native apps, or Microsoft Bot Framework channels.

Reference:

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

### QUESTION 2

Drag and Drop Question

You are creating a Power Automate solution.

You need to select a Power Automate control action for each function in the flow.

Which control action should you use? To answer, drag the appropriate control actions to the correct functions. Each control 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.

### Answer Area

Control actions	Function	Control action
Do until	Continue performing a set of actions unless a condition becomes true.	
Apply to each	Allow multiple branches to be created based on a set of options.	
Switch	Allow two branches to be created based on a true/false condition.	
Condition		

Answer:

## Answer Area

Control actions	Function	Control action
Apply to each	Continue performing a set of actions unless a condition becomes true.	Do until
	Allow multiple branches to be created based on a set of options.	Switch
	Allow two branches to be created based on a true/false condition.	Condition

### Explanation:

Box 1: Do until

The Do Until control in Power Automate is a loop that repeatedly forces an action until a certain condition becomes true.

Box 2: Switch

Switch control in Power Automate can deal with multiple cases of possible alternatives which have different actions or blocks of statements.

Box 3: Condition

Power Automate provides the If action to check whether a given condition is valid. If the condition is true, the logic between the If and End is executed. An If action consists of two operands and an operator. The platform supports the most significant logical operations, such as equal, not equal, and greater than.

Reference:

<https://blog.enterprisedna.co/do-until-loop-control-in-power-automate/>

### QUESTION 3

A coworker is creating an app in Power Apps and needs to automatically synchronize data from You complete development and testing of a new canvas app.

You add users to a security team and assign the security team permissions to the app.

Users are unable to view the app.

You need to ensure that users can launch and use the app.

What should you do?

- A. Add the application to the solution.
- B. Publish the application.
- C. Share the application.
- D. Add a Power Apps Component Framework (PCF) control to the application.

**Answer: B**

**Explanation:**

Whenever you save changes to a canvas app, you automatically publish them only for yourself and anyone else who has permissions to edit the app. When you finish making changes, you must explicitly publish them to make them available to everyone with whom the app is shared.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/canvas-apps/save-publish-app>

**QUESTION 4**

You are using the Power BI service to view a visual on a report that has been shared with you. You need to add the visual to a dashboard as a tile.

Which action should you perform?

- A. Export data
- B. Pin
- C. Copy
- D. Spotlight

**Answer: B**

**Explanation:**

An entire report page can be pinned to a dashboard, which is called pinning a live tile. It's called a live tile because you can interact with the tile on the dashboard.

Unlike with individual visualization tiles, changes made in the report are automatically synced with the dashboard.

Reference:

<https://docs.microsoft.com/en-us/power-bi/create-reports/service-dashboard-pin-tile-from-report>

**QUESTION 5**

Hotspot Question

You are building a Power Apps portal by using the Customer Self-Service template.

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 Customer Self-Service portal supports Azure AD authentication.	<input type="radio"/>	<input type="radio"/>
The Customer Self-Service portal has multi-language support.	<input type="radio"/>	<input type="radio"/>
The Customer Self-Service portal supports web forms.	<input type="radio"/>	<input type="radio"/>

**Answer:**

Statement	Yes	No
The Customer Self-Service portal supports Azure AD authentication.	<input type="radio"/>	<input checked="" type="radio"/>
The Customer Self-Service portal has multi-language support.	<input checked="" type="radio"/>	<input type="radio"/>
The Customer Self-Service portal supports web forms.	<input checked="" type="radio"/>	<input type="radio"/>

**Explanation:**

Box 1: No

Customer self-service portal does not support Azure AD authentication.

Feature	Customer self-service portal	Partner portal	Employee self-service portal
World Ready	*	*	*
Multi-Language Support	*	*	*
Azure AD Authentication			*

Note: Employee self-service portal does support Azure AD authentication.

Box 2: Yes

Customer self-service portal has multi-language support.

Box 3: Yes

Customer self-service portal support advanced forms.

Reference:

<https://docs.microsoft.com/en-us/power-apps/maker/portals/portal-templates>

**QUESTION 6**

A company currently does not separate testing, development and production as per standard Application Lifecycle Management (ALM) protocol. The company uses Power Apps for accounting and sales processes.

The company needs to use only one login account per user. The company also must prevent development and testing from impacting production.

You need to implement a solution to meet the requirements.

Which method should you select?

- A. separate environments
- B. separate tenants
- C. separate Microsoft Azure Storage Blobs
- D. separate connectors

**Answer: A**

**Explanation:**

To follow application lifecycle management (ALM) principles, you'll need separate environments for app development and production. Although you can perform basic ALM with only separate development and production environments, we recommend that you also maintain at least one test environment that's separate from your development and production environments.

Reference:

<https://docs.microsoft.com/en-us/power-platform/alm/environment-strategy-alm>

**QUESTION 7**

You are a district manager for a large retail organization. You train each store manager to use Power BI to track sales and daily sales targets.

A store manager remembers learning about the Analyze in Excel option but cannot find the option in their Power BI dashboard.

You need to help the user resolve the issue.

How should you advise the user?

- A. Install the Power BI Desktop app.
- B. Navigate to the report used by the dashboard.
- C. Select the Spotlight button on the dashboard tile.
- D. Subscribe to the dashboard and follow the email link.

**Answer: B**

**Explanation:**

Analyze in Excel is a feature on Power BI datasets and reports published to the service. You can find it right in front of every report's name as an action.

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

**QUESTION 8**

A company uses Power Platform.

You must ensure that users cannot share customer data with other users.

You must also ensure that users cannot connect to data sources unless you grant the user explicit permissions to access a data source.

You need to recommend solutions to meet the company's security requirements.

Which two types of policies should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Office cloud policies
- B. Group Policy Objects
- C. environment-level policies
- D. tenant-level policies
- E. preset security policies

**Answer: CD**

**Explanation:**

You can create data loss prevention (DLP) policies that can act as guardrails to help prevent users from unintentionally exposing organizational data. DLP policies can be scoped at the environment level or tenant level, offering flexibility to craft sensible policies that strike the right balance between protection and productivity. For tenant-level policies you can define the scope to be all environments, selected environments, or all environments except ones you specifically exclude. Environment-level policies can be defined for one environment at a time.

<https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention>

<https://docs.microsoft.com/en-us/power-platform/admin/create-dlp-policy>

#### QUESTION 9

A company is building an interactive chatbot to answer questions about product and product warranties.

You need to create conversation paths for questions about product warranties.

Which tool should you use?

- A. Authoring canvas
- B. Azure Bot Framework
- C. Power Platform admin center
- D. Power Virtual Agents portal
- E. Conversation node

**Answer:** A

**Explanation:**

Power Virtual Agents opens the topic in the authoring canvas and displays the topic's trigger phrases. The authoring canvas is where you define the conversation path between a customer and the bot.

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

#### QUESTION 10

A company is creating a canvas app to track and analyze customer visits to their retail stores.

Data about customer visits is stored on-premises at each retail store location.

The app must display data about customer visits when users launch the app.

You need to ensure that the data is available for consumption by the app.

Which tool should you use?

- A. Data gateway
- B. Data source
- C. Connector
- D. Microsoft Dataverse
- E. Power Automate

**Answer:** A

**Explanation:**

Data gateway using which the Power platform could establish connection with On-Premise and retrieve the data.

#### QUESTION 11

A company is creating a chatbot to replace a frequently asked questions (FAQ) site.

You must perform step-by-step testing for all scenarios that are part of a complex user interaction that includes multiple topics. Testers must be able to see the workflow while interacting with the chatbot.

You need to test the chatbot.

What should you do?

- A. Publish the chatbot and test it in the demo website.
- B. Use the chatbot designer to test the chatbot
- C. View analytics for a chatbot conversation.
- D. Publish the chatbot and test it in any channel

**Answer: B**

**Explanation:**

"Testers must be able to see the workflow while interacting with the chatbot."

They can see the workflow in the designer when testing the chatbot in the test pane. Not in a website.

<https://docs.microsoft.com/en-us/power-virtual-agents/authoring-test-bot#test-a-topic-in-the-test-bot-pane>

#### QUESTION 12

A company is building apps to support their business operations. The apps will use connectors to access data from several data sources and respond to a number of events generated by components.

Which two operations can you use for connectors? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Triggers
- B. Plug-ins
- C. Actions
- D. Gateways

**Answer: AC**

**Explanation:**

Connector components Each connector offers a set of operations classified as actions and triggers. Once you connect to the underlying service, these operations can be easily leveraged within your apps and workflows.

<https://learn.microsoft.com/en-us/connectors/connectors#connector-components>

#### QUESTION 13

You are creating a Power Automate flow.

The flow must read each item in a Microsoft SharePoint list that details sales opportunities and set the value for a field named Status to Overdue if the value of a field named Follow up is less than or equal to the current date.

You need to select the appropriate component to cycle through the entire list.

Which component should you use?

- A. Connector
- B. Action
- C. Trigger
- D. Condition



**Answer:** B

**Explanation:**

Using an Action such as "Apply to each", which is specifically designed to loop through lists.

<https://docs.microsoft.com/en-us/power-automate/apply-to-each>

**QUESTION 14**

You plan to use Power Automate to perform data-management tasks when users interact with sales opportunities in Dynamics 365.

You need to identify the three types of events that can generate a trigger for the tasks.

Which three types of events should you identify? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. when a record is displayed in a view
- B. when a record is deleted
- C. when a record is created
- D. when a record is updated
- E. when a record is read

**Answer:** BCD

**Explanation:**

Triggers like When a record is created, When a record is updated, and When a record is deleted initiate your flow within a few minutes of the event occurring. In rare cases, your flow can take up to 2 hours to trigger.

Reference:

<https://docs.microsoft.com/en-us/power-automate/connection-dynamics365>

**QUESTION 15**

You are the Power Platform administrator in your company.

You want to create new users and manage their license assignment. You need to use the appropriate admin center to perform these tasks. What should you use?

- A. Microsoft 365 admin center
- B. Power Apps admin center
- C. Power Platform admin center
- D. Dynamics 365 admin center

**Answer:** A

**Explanation:**

You should use the Microsoft 365 admin center to create new users and manage their license assignment. You can also manage billing and payment methods in this admin center.

You should not use the Power Platform admin center. You can use this admin center to manage Common Data Service (CDS) environments and consult your environment analytics and capacity.

You should not use the Power Apps admin center. You can use this admin center to manage environments, including the apps and flows within an environment.

You should not use the Dynamics 365 admin center. You can use this admin center to rename, reset and delete a CDS environment.

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