



**Vendor:** Microsoft

**Exam Code:** PL-500

**Exam Name:** Microsoft Power Automate RPA Developer

**Version:** DEMO

## QUESTION 1

### Case Study 1: Contoso Pharmaceuticals

#### Background:

Contoso Pharmaceuticals distributes specialty pharmaceuticals, ingredients, and raw materials throughout North America. The company has 33 offices and 12 warehouses across the US, Mexico, and Canada. As their customers' needs grow in sophistication, Contoso wants to delight customers with breakthrough products, exceptional service, and on-time delivery of materials. They want to automate time consuming and manual processes that are prone to error. Contoso wants to consolidate and automate ordering and fulfillment processes.

- \* The company has a fleet of 500 delivery trucks. The company has 150 drivers and uses third-party contractors to deliver goods.
- \* The company has 400 warehouse workers and 30 finance clerks.
- \* Contoso has 85 sales representatives and 50 customer service representatives. Sales representatives spend most of their time on the road visiting customers or prospects.
- \* The IT department consists of four system administrators and six system analysts.

#### Current environment:

Contoso Pharmaceuticals has a custom enterprise resource management (ERP) system. It is difficult to integrate other applications and services with the system. Office staff manually key in purchase orders, customer orders, and invoices after they receive a scan or hard copy of an agreement.

#### Applications:

- \* The company uses a custom supplier management system named SMSApps that runs on each user's workstation. The system is costly to run and maintain. SMSApp does not have an API.
- \* Sales representatives manage customer requests by using Dynamics 365 Sales.
- \* Contoso has Microsoft Power Platform development, user acceptance testing (UAT), and production environments.
- \* Administrators create one Accounts Payable (AP) mailbox for each environment to support testing.
- \* The use of a DLP policy and Desktop Flow development is specified as part of the automation requirements.

#### Business Process:

1. Sales representatives create quotes by using a Microsoft Word document template. The template allows representatives to include product, quantity, and cost estimation details that will be needed to fulfil an order. The representative converts quotes to a PDF file and emails the file to the customer for approval.
2. The sales representative alerts the finance team about the new order and emails the finance team a copy of the quote for processing.
3. The finance team prints the quote and manually creates a purchase order (PO) into SMSApp to request materials from a known and trusted vendor.
4. The SMSApp distributes the PO to stakeholders. The system sends a copy to a shared finance team mailbox.
5. Once a PO is fulfilled by a vendor, the system sends an email to the finance mailbox. The finance team releases an order to the warehouse.
6. Materials are shipped from the vendor to one of Contoso's warehouses. Warehouse workers enter key information from the waybill into SMSApp. The materials are unloaded and racked in the warehouse until they are shipped to customers.
7. Upon checking for new daily orders in SMSApp, they see an open order is pending that is awaiting the newly received materials.
8. The Warehouse worker loads an order onto a truck for delivery and marks the order as complete in SMSApp.
9. Sales representatives provide fulfillment status and tracking information for orders.
10. A finance clerk prepares an invoice and sends the invoice to the customer by email. The clerk

sends a copy of the email to the shared AP mailbox.

11. The AP team monitors the shared mailbox to confirm that the customer has paid the invoice.

**Functional requirements:**

- \* Large volume orders must be processed before other orders.
- \* Invoices must be cross-checked with received items against packing slip for shipments.
- \* The finance team must be able to analyze patterns in transactional data to conduct fraud prevention activities.
- \* You must automate the process of entering data about incoming orders into SMSApp.
- \* The solution must follow the principle of least privilege.

**Purchase Order Quantity flow:**

- \* You must create an unmanaged solution to update purchase order details in SMSApp. The flow must use a manual trigger.
- \* Members of Accounts Payable team will be testers for the solution. They must be able to access the Purchase Order Quantity flow.

Flow for processing invoice data:

- \* You must create a flow to monitor the AP mailbox. When an invoice arrives as an attachment in the inbox, the flow must automatically process the invoice data by using a form processing model. The flow must cross-check the received items against the packing slip.
- \* You must use different Accounts Payable email addresses for development, user acceptance testing (UAT), and production environments.
- \* You must use an environment variable to represent the Accounts Payable mailbox for the environment in use.
- \* You must be able to use the environment variable across multiple cloud flows, a custom connector, and a canvas app.

Technical requirements:

- \* Users must only be allowed to connect to and access systems that are required for the employee to perform required job tasks.
- \* All automation flows must be either co-owned or shared between staff.
- \* All employees must be able to access the new environment to build personal productivity automations.
- \* You must distribute the workload for desktop flows to optimize productivity.

**Monitor flows:**

- \* All data extracted from Invoices should be stored in a custom Dataverse entity. Only employees who are part of Finance role should be able to edit all Invoice data but must be prevented from creating or deleting one.

**Invoice data:**

All users report that they can see and modify invoice data.

**New environment:**

- \* The IT department creates a new environment. A user creates a cloud flow named FlowA in the environment that triggers a desktop flow. A user reports that the cloud flow does not trigger the desktop flow to run.
- \* Microsoft Dataverse is not provisioned in the new environment. You attempt to create a Desktop flow in the default environment but receive a Dataverse error message and cannot proceed.

**Data entry automation flow:**

An administrator runs a new desktop flow in the development environment to automate data entry into SMSApp. The flow automatically reverts to a suspended state.

**Order fulfillment flow:**

You must automate the customer communication process by using an unattended desktop flow. The flow must check the fulfillment status of each active order in SMSApp. If an order is fulfilled,

the flow must send the customer an email that includes tracking information for their order.

**Question**

You need to identify the cause for the SMSApp data entry issue.

What is the root cause?

- A. The default policy group is set to Blocked.
- B. The scope of the DLP policy was changed to exclude the development environment.
- C. The DLP policy that contains the desktop flow connector was deleted.
- D. The desktop flow was not shared with the finance clerk.
- E. The Power Automate Management connector is assigned to the Business category.

**Answer: E**

**Explanation:**

A suspended state can mean it hasn't been used for more than 28 days or can have something to do with DLP policies on a connector.

**QUESTION 2**

**Case Study 2: City Power and Light**

**Background:**

City Power and Light is one of the biggest energy companies in North America. They extract, produce and transport oil. The company has more than 50 offices and 100 oil extraction facilities throughout the United States, Canada, and Mexico. They use railways, trucks, and pipelines to move oil and gas from their facilities.

The company provides the following services:

- \* Produce oil from oil sands safely, responsibly, and reliably.
- \* Refine crude oil into high-quality products.
- \* Develop and manage wind power facilities.
- \* Transport oil to different countries/regions.

City Power and Light uses various Microsoft software products to manage its daily activities and run its machine-critical applications.

**Maintenance Tasks:**

A user named Admin1 creates a cloud flow named ManagePipelineMaintenanceTasks. Admin1 applies a data loss prevention (DLP) policy to the flow. Admin1 shares the flow with a user named PipelineManager1 as co-owner. You must determine the actions that PipelineManager1 can perform.

**Maintenance Scheduler:**

You create a cloud flow that uses a desktop flow. The desktop flow connects to third-party services to fetch information. You must not permit the desktop flow to run for more than 20 minutes.

You must configure sharing for MaintenanceScheduler to meet the following requirements:

- \* User1 must be able to work with you to modify the desktop flow.
- \* User2 must be able to access and review the run history for the flow.
- \* You must grant User3 permissions to run but not modify the desktop flow.

**ERPDataOperations flow:**

City Power and Light uses an enterprise resource planning (ERP) system. The ERP system does not have an API.

Each day the company receives an email that contains an attachment. The attachment lists orders from the company's rail transportation partners. You must create an automation solution that reads the contents of the email and writes records to the ERP system. The solution must pass credential from a cloud flow to a desktop flow.

**RailStatusUpdater:**

City Power and Light actively monitors all products in transit. You must create a flow named RailStatusUpdater that manages communications with railways that transport the company's products. RailStatusUpdater includes five desktop flow actions.

You must run the desktop flows in attended mode during testing. You must run the desktop flows in unattended mode after you deploy the solution. You must minimize administrative efforts.

**Packaging:**

You must package the automations in a solution. All required components must be included in the solution.

**ProductionMonitor flow:**

You create a cloud flow named ProductionMonitor which uses the Manually trigger a flow trigger. You plan to trigger ProductionMonitor from a cloud flow named ProdManager.

You add a Run a Child flow action in ProdManager to trigger ProductionMonitor. When you attempt to save ProdManager the following error message displays:

Request to XRM API failed with error: 'Message:Flow client error returned with status code "Bad request" and details {"error":{"code":"ChildFlowUnsupportedForInvokerConnections", "message": "The workflow with id 8d3bcde7-7e98-eb11-b1ac-000d3a32d53f", named FlowA cannot be used as a child workflow because child workflows only support embedded connections. "}}"Code" 0x80060467 InnerError.'

**CapacityPlanning flow:**

Developers within the company use could flows to access data from an on-premises capacity planning system.

You observe significant increases to the volume of traffic that the on-premises data gateway processes each day. You must minimize gateway failures.

**DataCollector flow:**

You have a desktop flow that interacts with a web form. The flow must write data to several fields on the form.

You are testing the flow. The flow fails when attempting to write data to any field on the web form.

**RailStatusUpdater flow:**

The RailStatusUpdater flow occasionally fails due to machine connection errors. You can usually get the desktop flow to complete by resubmitting the cloud flow run. You must automate the retry process to ensure that you do not need to manually resubmit the cloud flow when machine connection errors occur.

**Question**

You need to identify the actions that PipelineManager1 can perform.

Which three actions can PipelineManager1 perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Set the cloud flow priority.
- B. Modify or delete a flow.

- C. Add or remove other owners.
- D. Override the DLP policy.
- E. Modify the owner's connection credentials.
- F. View the run history.

**Answer:** BCF

**Explanation:**

View the run history.

Manage the properties of the flow (for example, start or stop the flow, add owners, or update credentials for a connection).

Edit the definition of the flow (for example, add or remove an action or condition).

Add or remove other owners (but not the flow's creator).

Delete the flow.

<https://learn.microsoft.com/en-us/power-automate/create-team-flows>

## QUESTION 12

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**Question**

You need to configure the desktop action for the MaintenanceScheduler cloud flow.

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

NOTE: Each correct selection is worth one point.

- A. Launch Power Automate for desktop.
- B. Navigate to Desktop flow action settings in the cloud flow.
- C. Select the Timeout property and update the duration to P20M.
- D. Select the Timeout property and update the duration to PT20M.
- E. Select machine settings in Power Automate for desktop.

**Answer:** BD

**Explanation:**

<https://learn.microsoft.com/en-us/power-platform-release-plan/2020wave2/power-automate/ui-flows-execute-powershell-exe-commands>

### QUESTION 3

You develop a desktop flow.

You need to debug the flow.

Which three tools can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Static results
- B. Breakpoints
- C. Run next action
- D. Configure run after
- E. Run from here

**Answer:** BCE

**Explanation:**

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/debugging-flow>

### QUESTION 4

You have a Microsoft Dataverse table in a solution.

You delete fields from the table.

You need to automatically delete the fields from the Microsoft Dataverse table when you import the updated solution into a target environment.

Which import option should you use?

- A. Stage for upgrade
- B. Update
- C. Upgrade

**Answer:** C

**Explanation:**

<https://learn.microsoft.com/en-us/power-platform/alm/solution-concepts-alm#solution-lifecycle>

### QUESTION 5

You create a variable named NewVar as shown in the configuration screen below.



**Set variable** [X]

{x} Set the value of a new or existing variable, create a new variable or overwrite a previously created variable [More info](#)

Set: **NewVar** {x}

To: https://contoso.sharepoint.com/Microsoft/PP/Shared%20Documents/Forms/AllItems.aspx {x} ⓘ

Syntax error.

**Save** **Cancel**

You attempt to set the value of NewVar to the following URL:

https://contoso.sharepoint.com/Mictosoft/PP/Shared%20Documents/Forms/AllItems.aspx

The Set variable page alerts you that there is a syntax error.

You need to resolve the issue.

What should you do?

- A. Escape the forward slash characters (/) with a back slash (\).
- B. Replace the percent sign (%) with two percent sings (%%).
- C. Replace the forward slash characters (/) with two forward slash characters (//).
- D. Escape the percent sign (%) with a back slash (\%).

**Answer: B**

**Explanation:**

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/variable-manipulation>

### QUESTION 6

You create several desktop flows. Each flow will run on a single user's device.

You need to determine how Power Automate will orchestrate the flows.

Which three rules will Power Automate apply? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. All the flows are run simultaneously.
- B. The first flow runs on the target device based on the priority and the time requested.
- C. The remaining flows are queued.
- D. The first flow runs on the target device based on Next to run status and time requested.
- E. The next flow will run when each run completes based on the priority and the time requested.
- F. The first and last flows run based on the priority and the time requested.

**Answer: BCE**

**Explanation:**

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/run-desktop-flows-sequentially>

**QUESTION 7**

You create a process map by using Process advisor.

You plan to create a cloud flow based on the process map.

You need to develop the cloud flow.

Which two Process advisor features can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Suggest input variables to use in the cloud flow.
- B. Automatically build a cloud flow based on the process map.
- C. Recommend automation opportunities based on the process map.
- D. Suggest connectors to use in the cloud flow.

**Answer:** CD

**Explanation:**

Process advisor does not automatically build the flow for you, it just suggests which tasks can be automated and suggests which connectors to use.

**QUESTION 8**

You are designing a user interface automation that uses a Power Automate for desktop flow.

The solution must allow you to use wildcard characters including question marks and asterisks to define a window on a desktop.

You need to select the window mode for the automation.

Which window mode should you use?

- A. By title and/or class
- B. By variable
- C. By window instance/handle
- D. By window UI element

**Answer:** A

**Explanation:**

<https://learn.microsoft.com/en-us/power-automate/desktop-flows/actions-reference/uiautomation#focuswindowbase>

**QUESTION 9**

**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 plan to use a cloud flow.

The flow must be contained within a solution.

You need to add the cloud flow to a solution.

Solution: Add an existing cloud flow from a managed solution to a new unmanaged solution.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: A**

### QUESTION 10

Hotspot Question

You are developing a cloud flow.

The flow must be able to query several Azure endpoints and must use standard actions where possible.

You need to configure the flow.

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

NOTE: Each correct selection is worth one point.

#### Answer Area

| Requirement   | Action  |
|---|---|
| Issue POST requests to the Microsoft Graph API by using application permissions.  | <div> <div>▼</div> <div>HTTP</div> <div>HTTP with Azure AD</div> <div>Send an HTTP request to SharePoint</div> <div>Office 365 groups send an HTTP request</div> </div> |
| Issue GET requests to the Microsoft Graph API by using delegated permissions.     | <div> <div>▼</div> <div>HTTP</div> <div>HTTP with Azure AD</div> <div>Send an HTTP request to SharePoint</div> <div>Office 365 groups send an HTTP request</div> </div> |
| Issue POST requests to Office 365 Management APIs by using delegated permissions. | <div> <div>▼</div> <div>HTTP</div> <div>HTTP with Azure AD</div> <div>Send an HTTP request to SharePoint</div> <div>Office 365 groups send an HTTP request</div> </div> |
| Issue GET requests to the SharePoint REST API by using delegated permissions.     | <div> <div>▼</div> <div>HTTP</div> <div>HTTP with Azure AD</div> <div>Send an HTTP request to SharePoint</div> <div>Office 365 groups send an HTTP request</div> </div> |
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**Answer:**

## Answer Area

| Requirement   | Action  |
|---|---|
| Issue POST requests to the Microsoft Graph API by using application permissions.  | <div> <div>⌵</div> <div>HTTP</div> <div>HTTP with Azure AD</div> <div>Send an HTTP request to SharePoint</div> <div>Office 365 groups send an HTTP request</div> </div> |
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### Explanation:

Box 1: HTTP

HTTP with Azure AD" can only be used for user delegated permissions. To configure application permissions you have to use HTTP connector.

Box 2: HTTP with Azure AD

Box 3: HTTP

Office 365 groups send HTTP" connector is very limited, would use HTTP to get full capabilities of Office 365 Management APIs.

Box 4: Send an HTTP request to SharePoint

Box 5: HTTP

For anything other than user delegated permissions, will need HTTP connector.

### QUESTION 11

**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 a cloud flow that will use two Update Row actions to interact with Microsoft Dataverse. Neither of these actions are dependent on each other.

You must minimize the amount of processing time require to complete the flow.

You need to implement the actions in the cloud flow.

Solution: Create two sequential Update Row actions.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

## QUESTION 12

Hotspot Question

You are developing a new release for an automation solution.  
You need to use the right feature.

Which feature should you use? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

### Answer Area

| Scenario   | Action  |
|--|---|
| Upgrade a single cloud flow from a solution.                                     | <div>▼</div> <div>Clone a patch.</div> <div>Clone a solution.</div> <div>Export as managed solution.</div> <div>Export as unmanaged solution.</div> |
| Release a new major version of a solution.                                       | <div>▼</div> <div>Clone a patch.</div> <div>Clone a solution.</div> <div>Export as managed solution.</div> <div>Export as unmanaged solution.</div> |
| Synchronize solution components between development and production environments. | <div>▼</div> <div>Update.</div> <div>Upgrade.</div> <div>Import as managed solution.</div> <div>Import as unmanaged solution.</div>                 |
| Overwrite a solution in a production environment.                                | <div>▼</div> <div>Update.</div> <div>Upgrade.</div> <div>Import as managed solution.</div> <div>Import as unmanaged solution.</div>                 |

**Answer:**

**Answer Area**

**Scenario**

**Action**

Upgrade a single cloud flow from a solution.

- ▼
- Clone a patch.
- Clone a solution.
- Export as managed solution.
- Export as unmanaged solution.

Release a new major version of a solution.

- ▼
- Clone a patch.
- Clone a solution.
- Export as managed solution.
- Export as unmanaged solution.

Synchronize solution components between development and production environments.

- ▼
- Update.
- Upgrade.
- Import as managed solution.
- Import as unmanaged solution.

Overwrite a solution in a production environment.

- ▼
- Update.
- Upgrade.
- Import as managed solution.
- Import as unmanaged solution.

**Explanation:**

<https://learn.microsoft.com/en-us/power-platform/alm/update-solutions-alm#create-solution-patches>

Using clone a patch and clone solution to update a solution isn't recommended because it limits team development and increases complexity when storing your solution in a source control system. For information about how to update a solution, see Update a solution.

**QUESTION 13**

A client would like you to create a custom connector.  
You need to configure the connector.

Which element is required?

- A. On-premises data gateway
- B. Power Automate per user license
- C. JSON sample for request
- D. Power Automate per flow license
- E. API Key

**Answer: C**



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