

PL-400^{Q&As}

Microsoft Power Platform Developer

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QUESTION 1

DRAG DROP

A company is configuring Microsoft Power Virtual Agents and Power Automate flows that use model-driven apps.

The company has a website that uses Power Pages. You create Power Virtual Agents bot topics.

You must configure the following:

1.

Use a bot on the website.

2.

Create Bot Framework skills.

3.

Create a support request from the bot without human interaction. You need to configure the website.

Select and Place:

Applications

Power Virtual Agents

Power Automate

Power Pages

Power App

Answer Area

Requirement

Use a bot on the website.

Create Bot Framework skills.

Create support request from the bot.

Application

Correct Answer:

Applications

Power Automate

Answer Area

Requirement

Use a bot on the website.

Create Bot Framework skills.

Create support request from the bot.

Application

Power Pages

Power App

Power Virtual Agents

Box 1: Power Pages

Use a bot on the website.

Microsoft Power Pages is a secure, enterprise-grade, low-code software as a service (SaaS) platform for creating, hosting, and administering modern external-facing business websites. Whether you're a low-code maker or a professional

developer, Power Pages enables you to rapidly design, configure, and publish websites that seamlessly work across web browsers and devices.

Note: Before you can add a Power Virtual Agents bot to a Power Apps portals page, you must create a bot first.

The chatbot component is rendered using a web template called Power Virtual Agents.

Box 2: Power App

Create Bot Framework skills.

Box 3: Power Virtual Agents

Create a support request from the bot without human interaction.

When your customers need to speak with a human agent, your bot can seamlessly hand off the conversation.

Power Virtual Agents is used.

Example: Connect your bot to Omnichannel for Customer Service

1.

In Power Virtual Agents, edit your bot. In the left panel, select Manage, Agent transfers, and then select the Omnichannel tile.

2.

Select Enable.

3.

Under See the environment this bot is connected to, select the environment where you have omnichannel integration turned on.

4.

Select See how to register a new Application ID and follow the steps to find or create the app registration for Power Virtual Agents.

5.

Etc.

Reference:

<https://learn.microsoft.com/en-us/power-pages/introduction> <https://learn.microsoft.com/en-us/power-apps/maker/portals/add-chatbot>

<https://learn.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel>

QUESTION 2

A company uses Microsoft Dataverse rollup fields to calculate insurance exposure and risk profiles for customers.

Users report that the system does not update values for the rollup fields when new insurance policies are written.

You need to recalculate the value of the rollup fields immediately after a policy is created.

What should you do?

A. Create new calculated fields on the customer entity for insurance exposure and risk. Create a formula to calculate the

sum of values from policy records.

B. Change the frequency of the Calculate Rollup Field recurring job from every hour to every five minutes.

C. Create a plug-in that uses the update method for the rollup fields. Configure a step on the Create event for the policy entity for this plug-in.

D. Create a plug-in that uses the CalculateRollupFieldRequest method for the rollup field. Configure a step on the Create event for the policy entity for this plug-in.

Correct Answer: D

QUESTION 3

HOTSPOT

An organization has a custom Assignments entity that guides agent actions. Team leaders for each assignment group must be able to review any changes made to assignment data by their agents.

You have the following JSON segment:

```
{
  "@odata.context": "https://orgxyz.api.crm3.dynamics.com/api/data/v9.1/$metadata#xyz_assignments(xyz_assignmentname,xyz_secretcode)",
  "@odata.deltaLink": "https://orgxyz.api.crm3.dynamics.com/api/data/v9.1/xyz_assignments?$select=xyz_assignmentname,xyz_secretcode&$deltatoken=652832%21107%2f20%2f2020%2017%3a21%3o13",
  "value": [
    {
      "@odata.etag": "W/\"652815\"",
      "xyz_assignmentname": "spy007",
      "xyz_secretcode": "abc",
      "xyz_assignmentid": "a278f39e-a7ca-ea11-a812-000d3af45c52"
    },
    {
      "@odata.etag": "W/\"652816\"",
      "xyz_assignmentname": "agent007",
      "xyz_secretcode": "123",
      "xyz_assignmentid": "1e110eac-a7ca-ea11-a812-000d3af45c52"
    }
    ...
  ]
}
```

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

	Yes	No
You can use the JSON segment to retrieve a list of changes to the assignment records referenced in the segment.	<input type="radio"/>	<input type="radio"/>
You can use the data link to query the assignment changes from the last 30 days.	<input type="radio"/>	<input type="radio"/>
You can use the data link with a \$filter option to retrieve assignment changes from the last 30 days.	<input type="radio"/>	<input type="radio"/>
Is the delta link token valid?	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

	Yes	No
You can use the JSON segment to retrieve a list of changes to the assignment records referenced in the segment.	<input checked="" type="radio"/>	<input type="radio"/>
You can use the data link to query the assignment changes from the last 30 days.	<input type="radio"/>	<input checked="" type="radio"/>
You can use the data link with a \$filter option to retrieve assignment changes from the last 30 days.	<input type="radio"/>	<input checked="" type="radio"/>
Is the delta link token valid?	<input checked="" type="radio"/>	<input type="radio"/>

Box 1: Yes

Delta query lets you query for additions, deletions, or updates to users, by way of a series of delta function calls. Delta query enables you discover changes to users without having to fetch the entire set of users from Microsoft Graph and compare changes.

Box 2: No

Tracking user changes

Tracking user changes is a round of one or more GET requests with the delta function. You make a GET request much

like the way you list users, except that you include the following:

The delta function.

A state token (deltaToken or skipToken) from the previous GET delta function call.

Delta tokens are only valid for a specific period before the client application needs to run a full synchronization again. For directory objects (application, administrativeUnit, directoryObject, directoryRole, group, orgContact,

oauth2permissiongrant, servicePrincipal, and user), the limit is 7 days.

Box 3: No

There is limited support for \$filter:

The only supported \$filter expression is for tracking changes on a specific object: \$filter=id+eq+{value}.

Box 4: Yes

Reference:

<https://docs.microsoft.com/en-us/graph/api/user-delta>

QUESTION 4

HOTSPOT You work for a staffing company that helps employees fill temporary jobs. Available temporary jobs are categorized and listed on a secure area of the company's website. The company wants to eliminate manual work that relates to job and candidate management. The company plans to invite employers with available jobs and job candidates to view jobs by sending personalized invitations. The company

identifies the following requirements:

1.

Human resources team members from the staffing company must be able to access the jobs listing and post available positions.

2.

Employers seeking temporary employees must also be able to access the jobs listing and post available positions.

3.

Approved job candidates must be notified about new positions for which they are qualified.

4.

Approved job candidate must have an option to accept a job assignment directly from a notification.

You need to perform a gap analysis against the features and capabilities of the Power Platform.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Feature				
Create the job listings portal.	<div style="border: 1px solid black; padding: 2px;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Custom self-service portal for employers and a custom page for job candidates</td></tr> <tr><td>Custom self-service portal for both employers and job candidates</td></tr> <tr><td>Portal for job candidates and a custom self-service portal for employers</td></tr> <tr><td>Portal from blank for job candidates and employers</td></tr> </table>	Custom self-service portal for employers and a custom page for job candidates	Custom self-service portal for both employers and job candidates	Portal for job candidates and a custom self-service portal for employers	Portal from blank for job candidates and employers
Custom self-service portal for employers and a custom page for job candidates					
Custom self-service portal for both employers and job candidates					
Portal for job candidates and a custom self-service portal for employers					
Portal from blank for job candidates and employers					
Create an app that lists available positions.	<div style="border: 1px solid black; padding: 2px;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Canvas app with push notifications</td></tr> <tr><td>Model-driven app with push notifications</td></tr> <tr><td>Portal app with push notifications</td></tr> </table>	Canvas app with push notifications	Model-driven app with push notifications	Portal app with push notifications	
Canvas app with push notifications					
Model-driven app with push notifications					
Portal app with push notifications					
Create the app for employers who are seeking temporary employees.	<div style="border: 1px solid black; padding: 2px;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Entity from defined on the job custom entity</td></tr> <tr><td>Webform with target set to the job custom entity</td></tr> <tr><td>Web page defined on the job custom entity</td></tr> <tr><td>Web step with target set to the job custom entity</td></tr> </table>	Entity from defined on the job custom entity	Webform with target set to the job custom entity	Web page defined on the job custom entity	Web step with target set to the job custom entity
Entity from defined on the job custom entity					
Webform with target set to the job custom entity					
Web page defined on the job custom entity					
Web step with target set to the job custom entity					
Create invitation parameters for job candidates.	<div style="border: 1px solid black; padding: 2px;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Configure a value for the Assigned to Account option only.</td></tr> <tr><td>Configure a value for the Execute Workflow on Redeeming Contact option only.</td></tr> <tr><td>Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.</td></tr> <tr><td>Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.</td></tr> </table>	Configure a value for the Assigned to Account option only.	Configure a value for the Execute Workflow on Redeeming Contact option only.	Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.	Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.
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Configure a value for the Execute Workflow on Redeeming Contact option only.					
Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.					
Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.					
Create invitation parameters for approved job candidates.	<div style="border: 1px solid black; padding: 2px;">▼</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Configure a value for the Assigned to Account option only.</td></tr> <tr><td>Configure a value for the Execute Workflow on Redeeming Contact option only.</td></tr> <tr><td>Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.</td></tr> <tr><td>Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.</td></tr> </table>	Configure a value for the Assigned to Account option only.	Configure a value for the Execute Workflow on Redeeming Contact option only.	Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.	Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.
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Configure a value for the Execute Workflow on Redeeming Contact option only.					
Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.					
Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.					

Correct Answer:

Answer Area

Requirement

Feature

Create the job listings portal.

▼
Custom self-service portal for employers and a custom page for job candidates
Custom self-service portal for both employers and job candidates
Portal for job candidates and a custom self-service portal for employers
Portal from blank for job candidates and employers

Create an app that lists available positions.

▼
Canvas app with push notifications
Model-driven app with push notifications
Portal app with push notifications

Create the app for employers who are seeking temporary employees.

▼
Entity from defined on the job custom entity
Webform with target set to the job custom entity
Web page defined on the job custom entity
Web step with target set to the job custom entity

Create invitation parameters for job candidates.

▼
Configure a value for the Assigned to Account option only.
Configure a value for the Execute Workflow on Redeeming Contact option only.
Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.
Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.

Create invitation parameters for approved job candidates.

▼
Configure a value for the Assigned to Account option only.
Configure a value for the Execute Workflow on Redeeming Contact option only.
Configure values for Assigned to Account and Execute Workflow on Redeeming Contact.
Leave both Assigned to Account and Execute Workflow on Redeeming Contact empty.

Box 1: Custom self-service portal for both employers and job candidates

If you select an environment that contains customer engagement, you can create the following portals:

Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Partner portal: A partner portal allows every organization with resellers, distributors, suppliers, or partners to have real-time access to every stage of shared activities.

Employee self-service portal: An employee self-service portal creates an efficient and well-informed workforce by streamlining common tasks and empowering every employee with a definitive source of knowledge.

Box 2: Model-driven app with push notifications

Compared to canvas apps, model-driven apps in PowerApps are based on underlying data — specifically, the data stored in Common Data Service (CDS).

Box 3: Webform with target set to the job custom entity

Box 4: Configure a value for the Execute Workflow on Redeeming Contact option only.

Execute Workflow on Redeeming Contact: A workflow process to be executed when the invite is redeemed. The workflow will be passed the redeeming contact as the primary entity.

Box 5: Configure the value for the Assigned to Account option only.

Assign to Account: An account record to be associated as the redeeming contact's parent customer when the invite is redeemed.

Reference:

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

<https://global.hitachi-solutions.com/blog/canvas-vs-model-driven-apps>

<https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/invite-contacts#invitation-attributes>

QUESTION 5

DRAG DROP

You have several model-driven apps.

You must ensure that app creators and system administrators can customize the apps. You must follow the principle of least privilege.

You need to assign the permissions that are needed for app creators and system administrators.

Which security roles should you assign? To answer, drag the appropriate roles to the correct requirements. Each role 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

Select and Place:

Roles

- System Administrator only
- System Customizer only

Requirement

- Create customizations in the system
- View all system data entities
- View all data stored in system entities

Role

Correct Answer:

Roles

- System Administrator only
- System Customizer only

Requirement

- Create customizations in the system
- View all system data entities
- View all data stored in system entities

Role

System Customizer only
System Administrator only
System Administrator only

Box 1: System Customizer System Customizer - Create (self), Read (self), Write (self), Delete (self), Customizations Has full permission to customize the environment. However, can only view records for environment tables that they create.

Box 2: System Administrator only System Administrator Create, Read, Write, Delete, Customizations, Security Roles Has full permission to customize or administer the environment, including creating, modifying, and assigning security roles. Can view all data in the environment.

Box 3: System Administrator only

Reference: <https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/share-model-driven-app>

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