Microsoft

Exam Questions PL-600

Microsoft Power Platform Solution Architect

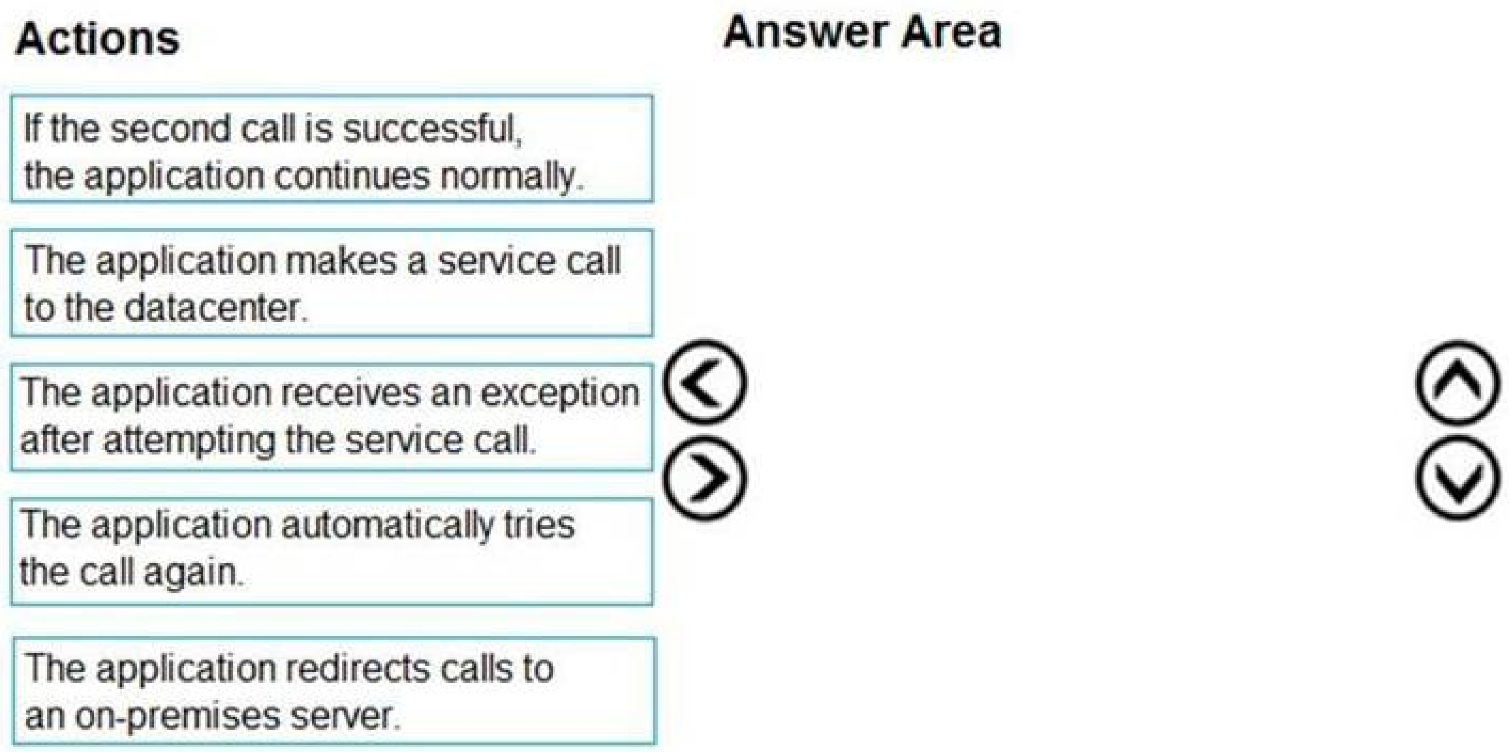
NEW QUESTION 1
A company uses two separate unlinked apps to manage sales leads: a Power Apps app and a third-party application. The client has the following requirements:
Manage all leads by using the Power Apps app.
Create a lead in the Power Apps app when a user creates a lead in the third-party application.
Update leads in the Power Apps app when a user updates a lead in the third-party application.
Connect to the third-party application by using an API.
You need to recommend strategies to integrate the Power Apps app and the third-party application. Which three options can you use to achieve the goal? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Dual-write
B. Custom connector
C. Dataflow
D. Power Automate cloud flow
E. Common Data Service connector

Answer: ADE

Explanation:
A: Customers should be able to adopt business applications from Microsoft and expect they speak the same language and seamlessly work together. Dual Write allows our customers to not think about these apps as different systems to write to independently; rather, the underlying infrastructure makes it seamless for these apps to write simultaneously.
D: Use Custom APIs to create your own APIs in Dataverse. With a Custom API you can consolidate a group of operations into an API that you and other developers can call in their code. The Common Data Service (current environment) connector enables calling Custom APIs actions in Power Automate.
E: Common Data Service provides access to the environment database on the Microsoft Common Data Service. It is available for Logic Apps, Power Automate, and Power Apps. Reference:
https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-write-link-common-data-service-apps
https://docs.microsoft.com/en-us/connectors/commondataservice/ https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api

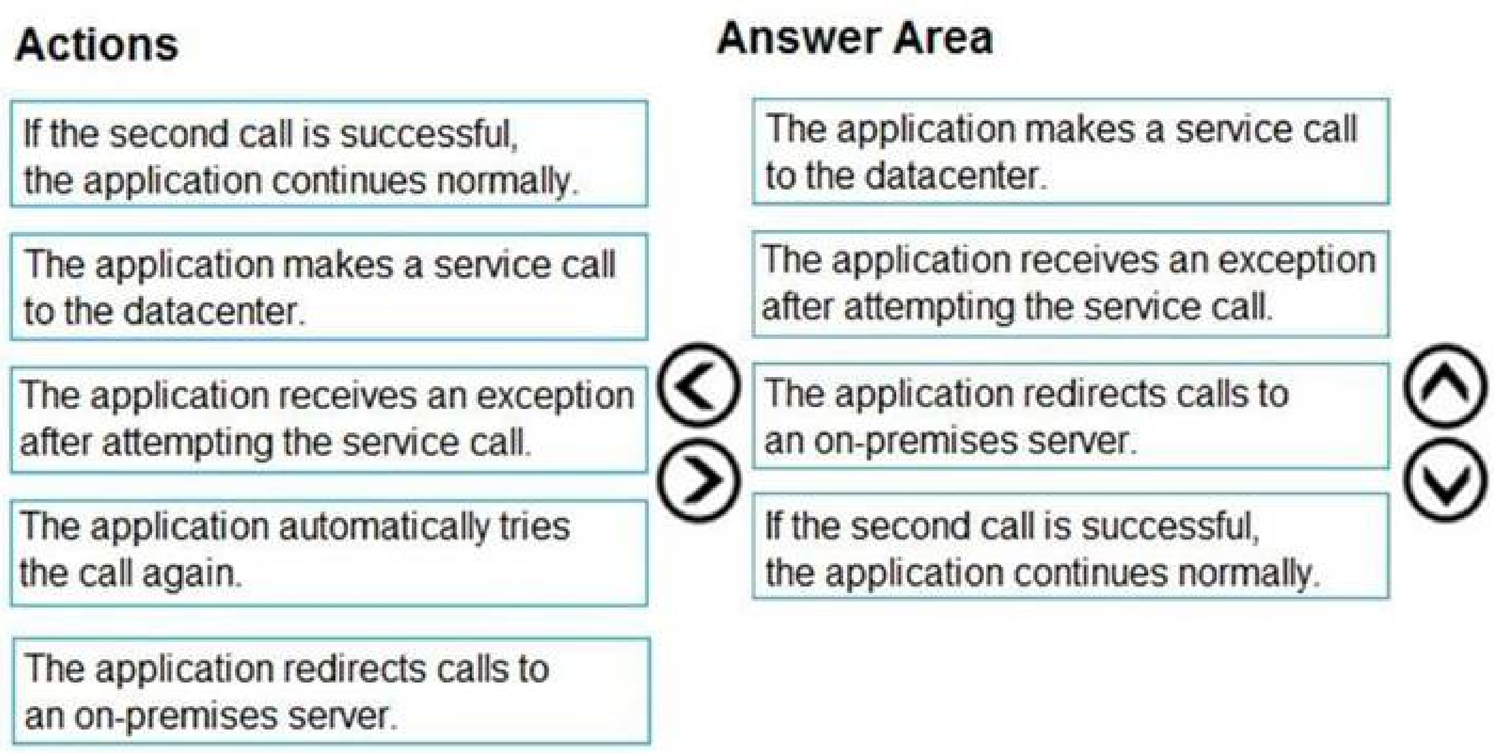
NEW QUESTION 2
DRAG DROP
You are designing a business strategy for a client who has a Power Platform solution. The client works with critical data where any data loss creates a high risk.
You need to document the failover process for the stakeholders.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
Select and Place:



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 3
A large company experiences high staff turnover rates. As a result, the company must add or remove multiple system user accounts daily.
You need to recommend a security concept which will facilitate complex security profiles to entities for large groups of users across the Power Apps and Dynamics 365 applications. What should you recommend?

A. Hierarchy security
B. Field-level security
C. User access management
D. Team privileges

Answer: D

Explanation:
User and team management is the area of Microsoft Dataverse where you can create and maintain user accounts and profiles. A user is any person who works for a business unit who uses Dataverse. Each user has a user account.
A team is a group of users. Teams let users across an organization collaborate and share information.
Note: Why use Dataverse?
▪ Easy to secure – Data is securely stored so that users can see it only if you grant them access. Role-based security allows you to control access to tables for different users within your organization. Data from your Dynamics 365 applications is also stored within Dataverse, allowing you to quickly build apps that use your Dynamics 365 data and extend your apps with Power Apps.
Reference:
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/user-team-entities
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-intro

NEW QUESTION 4
A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity. The company has the following requirements:
Provide customers with an online portal where they can submit and review cases.
Ensure that customers can chat online with a customer service representative at any time. Route chats to customer service representatives based on skill and availability.
You need to recommend a solution to the company.
Which three components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Dynamics 365 Virtual Agents chatbots
B. Customer self-service portal
C. Dynamics 365 Field Service
D. Business process flows
E. Omnichannel for Customer Service

Answer: BDE

Explanation:
B: 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.
Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation).
E: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels.
Incorrect Answers:
A: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations.
C: Dynamics 365 Virtual agent is a no-code-required AI-based application that is focused on providing customer service organizations the ability to engage in personalized conversations that go beyond the conversational search. Virtual agents provide the ability to deploy and manage the automation of handling problems with specific solutions.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal

NEW QUESTION 5
A client uses Dynamics 365 Sales, Power BI datasets, and Power BI dataflows.
The Dynamics 365 Sales implementation has security roles that restrict data export. You need to ensure that data has the same restrictions in Power BI as it does in Dynamics 365 Sales. You need to design the security to avoid sensitive data from being seen.
Which two actions should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.
B. Limit the role in Dynamics 365 Sales to only data allowed so it cannot be exported to Microsoft Excel.
C. Limit the role and ensure that exporting to Microsoft Excel is not allowed in both Dynamics 365 Sales and Power BI.
D. Share Power BI dashboards only with users who are supported to see this data.

Answer: AB

Explanation:
A: When you share a dashboard or report, the people you share it with can view it and interact with it, but can't edit it. They see the same data that you see in the dashboard and reports and get access to the entire underlying dataset unless row-level security (RLS) is applied to the underlying dataset.
B: Depending on the sensitivity of an organization's data, it is often necessary to disable the ability to export or print reports. Reference:
https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-
dashboards

NEW QUESTION 6
You are a Power Platform consultant for an internet support company.
The company lacks a budget to buy third-party ISVs or add-ons. The company requires a new system that achieves the following:
All support issues must come in by email, need to be logged, and assigned to the support group.
Accounts must synchronize with the parent company Oracle database.
Reports must be sent to the executives on a weekly basis.
No custom code will be used in the system.
You need to recommend the components that should be configured.
Which two components should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Power Virtual Agents
B. Microsoft Dataverse
C. server-side synchronization
D. Microsoft Customer Voice

Answer: BD

Explanation:
The Dynamics 365 Customer Voice data is stored in Microsoft Dataverse.
Dynamics 365 Customer Voice is an enterprise feedback management application you can use to easily keep track of the customer metrics that matter the most to your business. ... It provides a personalized experience, enabling you to collect customer feedback and get relevant insights quickly and easily, all in a few clicks.
Incorrect Answers:
A: Power Virtual Agents lets you create powerful chatbots that can answer questions posed by your customers, other employees, or visitors to your website or service.
Reference: https://docs.microsoft.com/en-us/dynamics365/customer-voice/about https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow

NEW QUESTION 7
DRAG DROP
You are performing a requirements analysis for a customer.
The customer provides the following requirements:
Power Platform storage capacity must remain under 100 percent.
Customer service representatives must be sent an email when they are assigned a case.
Help desk technicians must be shown an error message when they try to delete a task row.
The plug-in pass rate must remain over 99 percent for the production environment.
You need determine if the requirements are functional or non-functional.
Which requirement type should you use? To answer, drag the appropriate requirement types to the correct requirements. Each requirement type 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:

Answer Area

Requirement types	Requirement	Requirement type
	Power Platform storage capacity must remain under 100 percent.	
Functional	Customer Service representatives must be sent an email when they are assigned a case.	
Non-functional	Help desk technicians must be shown an error message when they try to delete a task row.	
	The plug-in pass rate must remain over 99 percent for the production environment.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Non-functional
Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.
Box 2: Functional
Functional requirements describe what the solution needs to do or its behaviors. Box 3: Functional
Box 4: Non-functional
Examples of common non-functional requirement types include: Availability
Compliance/regulatory
Data retention/residency
Performance (response time, and so on) Privacy
Recovery time Security Scalability
Reference: https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/3-functional- requirements https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional- requirements

NEW QUESTION 8
DRAG DROP
You need to recommend the appropriate messaging channel solutions for the organization.
What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option 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.
[MISSING]

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Omnichannel for Customer Service dashboard
Scenario: Workers must be able to communicate in near real-time with worker support agents.
The company has a team or worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.
If you choose to expand your customer service offering to provide chat and channels, the Customer Service workspace seamlessly adjusts to support managing conversations as well.
Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent Dashboard unless your administrator has changed the default view. This dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.
Box 2: Dynamics 365 Customer Service
Scenario: First Up uses an on-premises system to manage current and historical patient data including medications and medical visits. Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview

NEW QUESTION 9
You need to recommend a reporting solution for the organization.
Which two options should you recommend? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. AI Builder
B. SQL Server Reporting Services (SSRS)
C. Dynamics 365
D. Power BI

Answer: BC

Explanation:
The reporting and analytics team must be able to create reports that include data from all facilities and all workers.
Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
B: Power Apps apps can include reports that provide useful business information to the user. These reports are based on SQL Server Reporting Services and provide the same set of features that are available for typical SQL Server Reporting Services reports.
C: Microsoft Dynamics 365 online and Model-Driven PowerApps offers several advanced reporting options. Advanced reports are often necessary when business requirements demand complex calculations, returning multiple data sets, grouping large sets of data based on rules, and retrieving data from different data sources.
Incorrect Answers:
D: Scenario: Users cannot view Power BI reports within the Power Platform apps.
Note: Power BI enables data insights and better decision-making, while Power Apps enables everyone to build and use apps that connect to business data. Using the Power Apps visual, you can pass context-aware data to a canvas app, which updates in real time as you make changes to your report.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-reporting-to-app https://powerusers.microsoft.com/t5/Building-Power-Apps/Creating-SSRS-Report-for-Model-Driven-PowerApps/td-p/621866 https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/powerapps-custom-visual

NEW QUESTION 10
DRAG DROP
You need to recommend solutions to meet the organization’s communication needs.
What should you recommend? To answer, drag the appropriate technologies to the correct groups of users. Each technology 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:

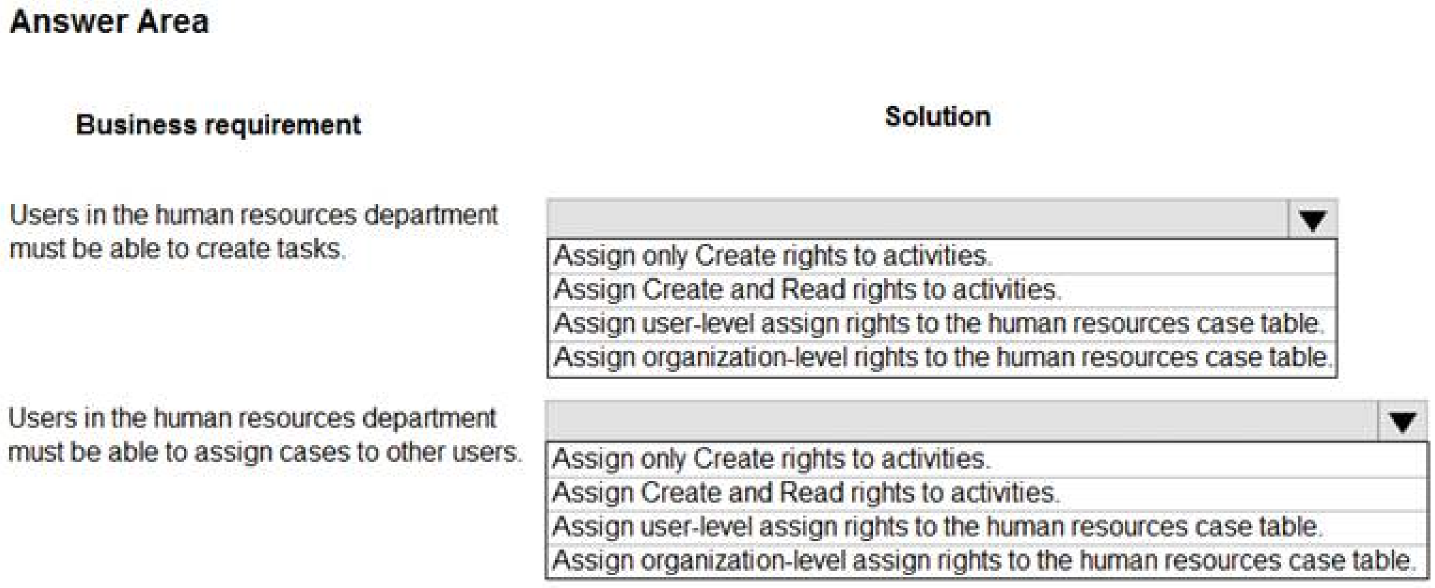
A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Microsoft Teams
First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.
Microsoft Teams key capabilities: Connected
Secure
Managed Collaborative and productive
Box 2: Microsoft 365 Business Voice
Workers must be able to communicate in near real-time with worker support agents.
Microsoft 365 Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It's a replacement for traditional telephony providers and in-house phone systems that can be difficult and costly to manage.
Reference:
https://docs.microsoft.com/en-us/microsoft-365/solutions/empower-people-to-work-remotely
https://docs.microsoft.com/en-us/microsoftteams/business-voice/whats-business-voice
Testlet 3
Case study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.
Background
Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.
Current environment
The company uses Microsoft Office 365.
The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.
For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
- The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types,

such as gluten-free and low-sodium options. The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete. The company uses vendors to service aircraft.
Environment
Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee. Minimize the use of third-party products and custom development.
Reduce customer support call volumes by having the system automatically resolve common issues.
The security rule for agents must contain the privileges in the default Customer Service Representative security role.
Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity. Application use layout should be role specific.
Agents
You must standardize the format used by agents to enter customer phone numbers. Agents need a solution to replace paper reservation checklists.
Agents need dashboards to show a current count of all reservations on the entity. Agents need a way to track reservation issues.
Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience. Agents need different versions of cancellation policies to send customers. One version must be controllable within the system. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
IT
IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus. IT staff needs a system that is easy to navigate to active cases.
IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.
IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.
Management
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.
Maintenance
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts. Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts. Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

NEW QUESTION 10
HOTSPOT
You are designing a Power Platform solution for a company. You have the following requirements:
Users in the human resources department must be able to create tasks.
Users in the human resources department must be able to assign cases to other users.
You need to recommend security settings to the company.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

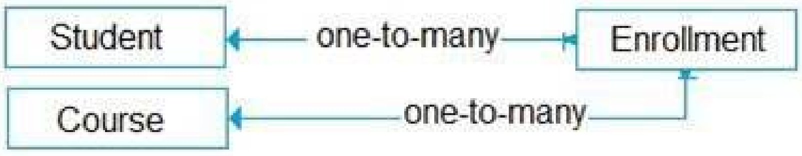


A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Assign only Create rights to activities
You require the same set of Dataverse privileges and access rights to work with custom activities as those required to work with custom entities. Task-based privileges, at the bottom of the form, give a user privileges to perform specific tasks, such as publish articles.
Box 2: Assign User-level assign rights to human resources case table.
Record-level privileges define which tasks a user with access to the record can do, such as Read, Create, Delete, Write, Assign, Share, Append, and Append To. For user and team owned records, the access level choices for most privileges are tiered Organization, Business Unit, Business Unit and Child Business Unit or only the user’s own records. That means for read privilege on contact, I could set user owned, and the user would only see their own records.
Incorrect Answers:
For security purposes, records that are organization owned, the only access level choices is either the user can do the operation or can’t.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges
https://docs.microsoft.com/en-us/power-platform/admin/wp-security-cds

NEW QUESTION 15
You are designing the data model for a school. The school wants to track students’ enrollments in courses. The system must meet the following requirements:
Track the courses in which each student is enrolled. Track the students that are enrolled in each course.
Track dates when each student enrolled in each course and the person who approved the enrollment. Allow users to create a report that details which students are enrolled in which courses.
You need to recommend a data model that will fit the school’s requirements. Which logical model should you recommend?

A.


B.

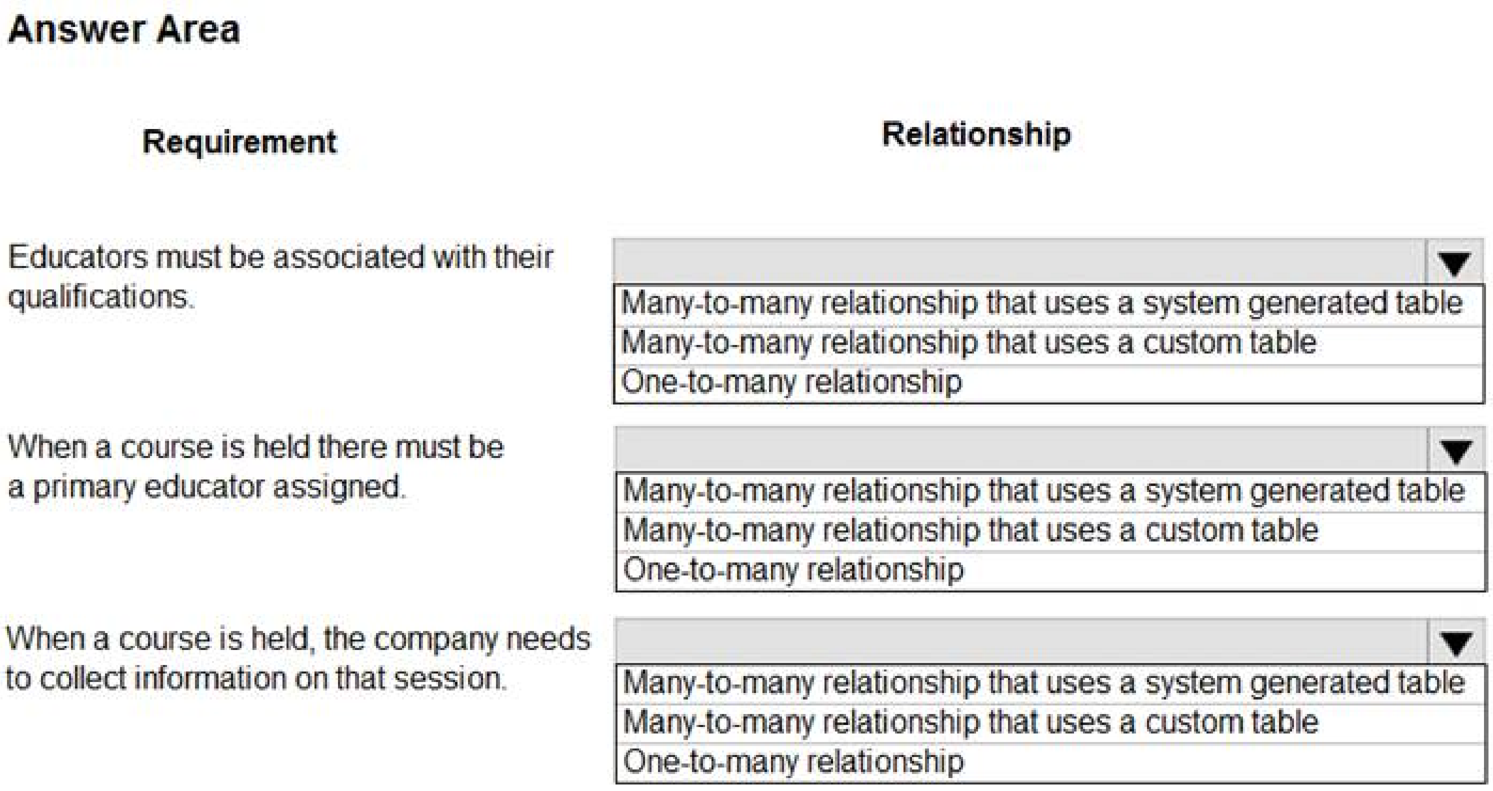

C.


D.


Answer: A

Explanation:
Need a relationship table.
N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many rows of one table can be related to many rows of another table. When viewing rows of either table in a N:N relationship you can see a list of any rows of the other table that are related to it.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

NEW QUESTION 17
HOTSPOT
A company offers continuing education courses for medical professionals. Each time a course is offered, the company tracks that the session has taken place in an Excel workbook. The company maintains a list of required qualifications for an educator to teach a course. Educator qualifications range from languages spoken to advanced degrees.
The company needs the following custom table relationships defined:
Associate educators with a list of their professional qualifications. Assign a primary educator to each course that is held.
Collect information about every course that is held.
You need to determine the type of relationship that best fits the requirement.
Which type of table relationship should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



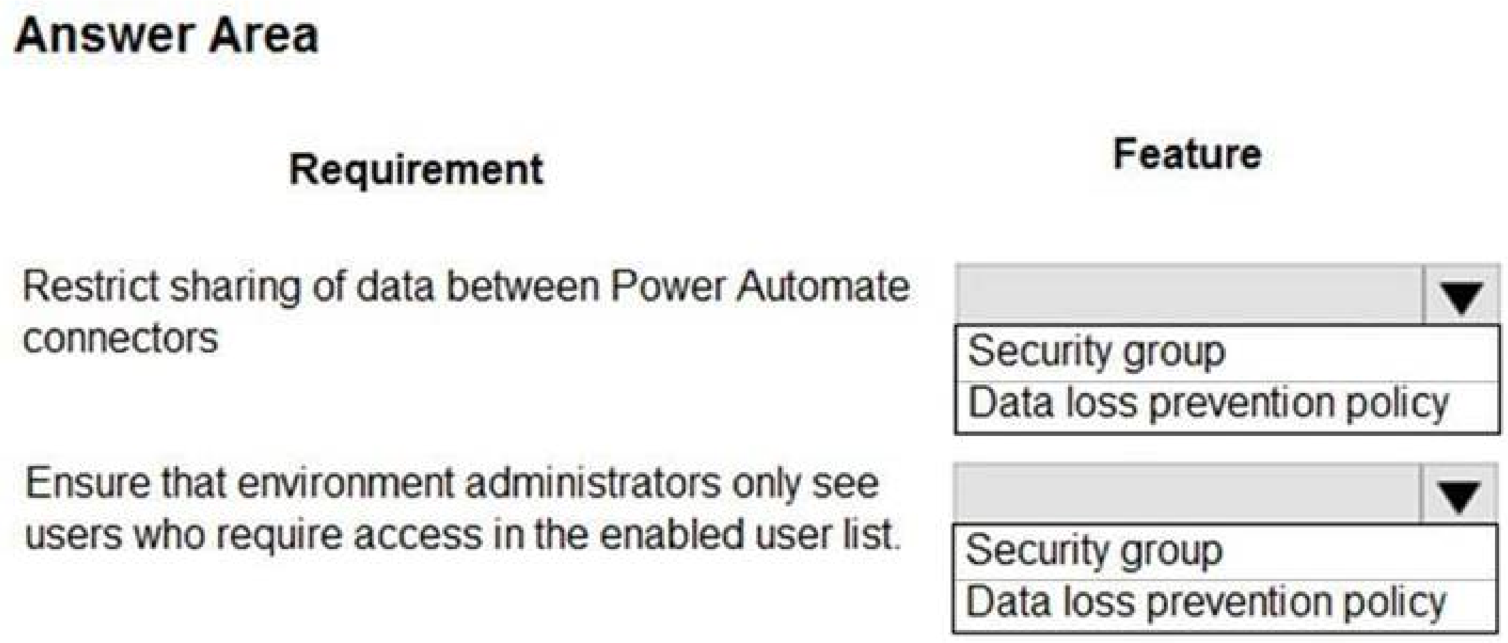
A. Mastered
B. Not Mastered

Answer: A

Explanation:
Reference:
Box 1: One-to-many relationship
Each educator can have 0, 1, or many qualifications
Box 2: One-to-many relationship
Each educator can be the primary educator for 0, 1 or many cources. Box 3: Many-to-many relationship that uses a custom table.
Note: N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many rows of one table can be related to many rows of another table.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity- relationships

NEW QUESTION 21
HOTSPOT
You are designing the security model for a Power Platform solution. The security model must meet the following requirements:
Restrict sharing of data between Power Automate connectors.
Ensure that environment administrators only see users who require access in the enabled user list. You need to recommend security features for the solution.
What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Data loss prevention policy
Data loss prevention (DLP) policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.
Box 2: Security group
If your company has multiple Microsoft Dataverse environments, you can use security groups to control which licensed users can be a member of a particular environment.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/wp-data-loss-prevention
https://docs.microsoft.com/en-us/power-platform/admin/control-user-access

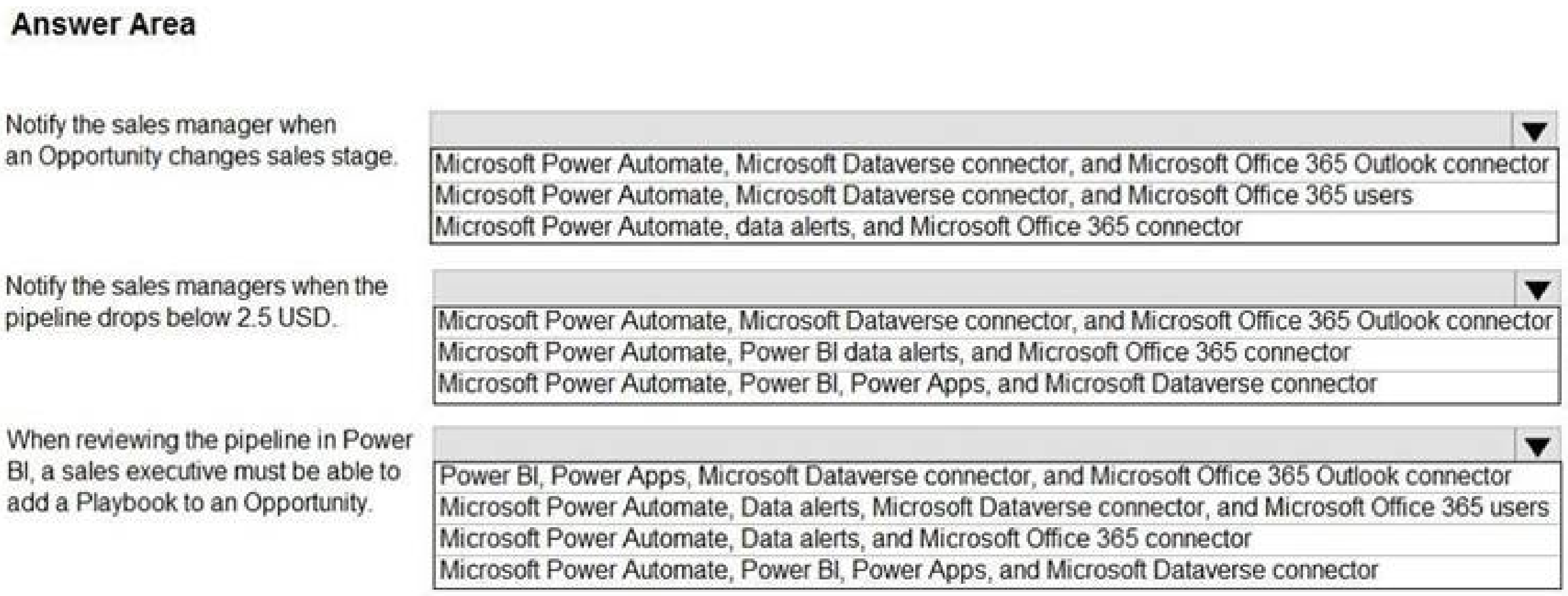
NEW QUESTION 23
You are designing a database table for a client.
You have the following requirements:
- Maintain a comprehensive list of colors and their corresponding RGB values and hexadecimal values. Prevent the addition of duplicate colors based on the hexadecimal value for the color.
You need to recommend a design for the table.
Which two actions should the client perform after the table is created? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Mark the hex value column as business required.
B. Configure and schedule a recurring bulk record deletion job.
C. Create alternate keys for the table.
D. Mark the RGB value column as business required.

Answer: BC

Explanation:
B: Setting a column to Business Required means that the default behavior of a model-driven or canvas app will enforce this requirement in the app.
C: With alternate keys you can now define a column in a Dataverse table to correspond to a unique identifier (or unique combination of columns) used by the external data store. This alternate key can be used to uniquely identify a record in Dataverse in place of the primary key. You must be able to define which columns represent a unique identity for your records. Once you identify the columns that are unique to the table, you can declare them as alternate keys through the customization user interface (UI) or in the code.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-portal https://docs.microsoft.com/en-us/powerapps/developer/data-platform/define-alternate-keys-entity

NEW QUESTION 24
HOTSPOT
A company uses Dynamics 365 Sales and Power BI.
- Sales managers must be able to keep track of changes to their pipeline in the following ways: Notify the sales managers when an Opportunity changes sales stage.
Notify the sales managers when the pipeline drops below 2.5M USD.
When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity. You need to recommend a solution that meets the company requirements.
Which combination of solutions should you recommend? To answer, select the appropriate option in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:



A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft 365 Outlook connector Use Microsoft Dataverse as the data source.
While Power Automate is a robust tool with ever-expanding capabilities, it also handles simple tasks with grace. A universal business need for many organizations is the ability to automate email notifications based on certain criteria: an opportunity is won, send an email to the sales manager; a case is closed, send an email to the customer; a work order is completed, send an email to the customer. Power Automate can easily accommodate this using the Microsoft 365 Outlook connector.
Box 2: Microsoft Power Automate, Power Bi data alerts, and Microsoft 365 connector
Data alerts in the Power BI service: Set alerts to notify you when data in your dashboards changes beyond limits you set.
Box 3: Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector
Reference:
https://www.velosio.com/blog/2021/01/27/tracking-emails-the-right-way-with-power-automate/
https://docs.microsoft.com/en-us/power-bi/create-reports/service-set-data-alerts

NEW QUESTION 25
You are designing a model-driven app that allows a company to manage sales opportunities.
The company has a complex security model that includes the following requirements:
The vice president of sales must be able to see opportunities for sales managers and sales representatives. Sales managers must be able to see opportunities for all sales representatives.
Sales representatives must only see opportunities that they own.
You need to recommend security tools for controlling user access.
Which two tools should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Account hierarchy
B. Field security profile
C. Position hierarchy
D. Security roles

Answer: CD

Explanation:
With the position hierarchy security, a user at a higher position has access to the records owned by a lower position user or by the team that a user is a member of, and to the records that are directly shared to the user or the team that a user is a member of.
The hierarchy security model is an extension to the earlier security models that use business units, security roles, sharing, and teams. It can be used in conjunction with all other existing security models. Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/security-dev/hierarchical-security-control-access-entities

NEW QUESTION 26
A company has a Power Platform environment that connects to a third-party marketing application.
The company reports that the data in the Power Platform lead table does not match data from the marketing application. Issues include:
- The owner data in the lead table and the third-party application do not match.
- The Topic column has more information than the related record from the marketing application. There are differences in how telephone numbers are formatted.
You need to determine which processes are causing the issues.
Which three processes may be causing the differences observed? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

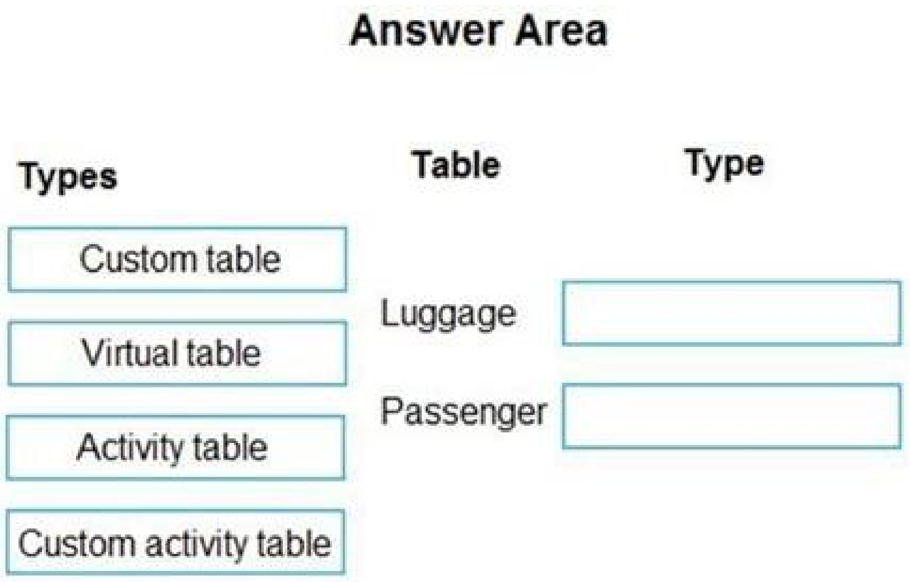
A. Dataflow
B. Business rule
C. Classic workflow
D. Power Automate cloud flow
E. Duplicate detection rule

Answer: ABC

Explanation:
A: With advanced data preparation available in Power Apps, you can create a collection of data called a dataflow, which you can then use to connect with business

data from various sources, clean the data, transform it, and then load it to Microsoft Dataverse or your organization's Azure Data Lake Gen2 storage account.
B: By combining conditions and actions, you can do any of the following with business rules: Set column values
Clear column values
Set column requirement levels Show or hide columns
Enable or disable columns
Validate data and show error messages
Create business recommendations based on business intelligence.
C: Duplicate detection works by comparing generated match codes of existing records with each new record being created. These match codes are created as each new record is created. Therefore, there is potential for one or more duplicate records to be created if they are processed at the exact same moment. In addition to detecting duplicates as they are created, you should schedule duplicate detection jobs to check for other potential duplicate records.
Reference:
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-create-business-rule
https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-and-use-dataflows
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/duplicaterule-entities

NEW QUESTION 28
DRAG DROP
You need to recommend a solution for integrating luggage information.
What should you recommend? To answer, drag the appropriate types to the correct tables. Each type 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:



A. Mastered
B. Not Mastered

Answer: A

Explanation:
Luggage: Custom activity table
An activity can be thought of as any action for which an entry can be made on a calendar. An activity has time dimensions (start time, stop time, due date, and duration) that help determine when the action occurred or will occur. Activities also contain data that helps determine what action the activity represents, for example, subject and description.
Passenger: Customer table
The account and contact tables in Microsoft Dataverse are essential for identifying and managing customers, selling products and services, and providing superior service to the customers. A customer address table is used to store address and shipping information for a customer.
Scenario: The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
Incorrect Answers:
A virtual table is a custom table in Dataverse that has columns containing data from an external data source. Virtual tables appear in your app to users as regular table rows, but contain data that is sourced from an external database dynamically at runtime, such as an Azure SQL Database.

NEW QUESTION 31
You need to create an Agent security role.
Which three actions should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Add security to the seat entity and assign users to the Agents role.
B. Add security to the Core Records and assign users to the Customer Service Representative role.
C. Copy the Microsoft Dataverse Basic User role.
D. Rename the Customer Service Representative role to Agents.
E. Copy the Customer Service Representative role.
F. Name the new role Agents.

Answer: BEF

Explanation:
Scenario: The security rule for agents must contain the privileges in the default Customer Service Representative security role.
Create a security role by Copy Role:
Step 1 (E): Copy the Customer Service Representative role. Step 2 (F): Select the New Role Name.
Step 3: (B): When Copying Role is complete, navigate to each tab, ie Core Records, Business Management, Customization, etc. Set the privileges on each tab.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-edit-security-role

Case study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.
Background
Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.
Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.
Current environment Overview
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.
The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.
The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.
Accounting system
The current system does not handle shop floor or manufacturing planning functionality. Machines are assigned serial numbers and placed in stock until they are shipped to customers.
Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.
Other systems
The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.
The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.
- The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.
Requirements
Quality inspection app
Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer. Inspection orders
Inspection orders must:
- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.- Be automatically marked as failed if one inspection step rating is marked as failed.
- e.
Inspection standardization
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered. Support the addition of steps to inspections to support custom features added to a machine for a customer.
Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.
Support the ability to store photo references within each inspection step to document defects found during inspections. Security
- Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in. Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final. Analytics and reporting The solution must:
- Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point. Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine. Issues
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

NEW QUESTION 33
HOTSPOT
You need to recommend solutions to meet the integration requirements.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Requirement	Solution
View, assign, and resolve inspection bottlenecks.	Booking rules Schedule board Proficiency models
Automatically input measurement readings from inspection gauges	Custom connector Azure IoT Hub connector Azure IoT Central connector Microsoft Dataverse connector

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Box 1: Schedule board
Note: The Dynamics 365 Field Service schedule board provides an overview of resource availability and bookings you can make.
When you're looking at the schedule board for the current day, you'll see a blue line that indicates the current time of day. You can also see a picture of all the resources listed on the schedule board. To quickly view contact information for a resource, hover over their name to view the contact card.

Box 2: Azure IoT Central connector
Azure IoT Central makes it easy to connect, monitor, and manage your IoT devices at scale. With the IoT Central V3 connector, you can trigger workflows when a rule has fired, and take actions by executing commands, updating properties, getting telemetry from devices, and more. Use this connector with your Azure IoT Central V3 application.
This connector is available in the following products and regions:

Service	Class	Regions
Logic Apps	Standard	All Logic Apps regions except the following: - Azure Government regions - Azure China regions
Power Automate	Premium	All Power Automate regions except the following: - US Government (GCC) - US Government (GCC High) - China Cloud operated by 21Vianet
Power Apps	Premium	All Power Apps regions except the following: - US Government (GCC) - US Government (GCC High) - China Cloud operated by 21Vianet

Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board
https://docs.microsoft.com/en-us/azure/iot-hub/about-iot-hub

NEW QUESTION 38
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