



**Microsoft**

**Exam Questions PL-600**

Microsoft Power Platform Solution Architect

**NEW QUESTION 1**

HOTSPOT - (Topic 1)

You need to ensure that the solution meets the data security and compliance requirements.  
 What should you recommend? To answer, select the appropriate options in the answer area.  
 NOTE: Each correct selection is worth one point.

Scenario	Relationship behavior
A worker transfers to a new client company.	<div>▼</div> <div>Assign: Cascade All</div> <div>Assign: Cascade None</div> <div>Merge: Cascade All</div> <div>Rollup View: Cascade All</div>
A user deletes a worker's job placement history.	<div>▼</div> <div>Delete: Cascade All</div> <div>Delete: Remove Link</div> <div>Delete: Restrict</div>

Answer:

Scenario	Relationship behavior
A worker transfers to a new client company.	<div>▼</div> <div>Assign: Cascade All</div> <div>Assign: Cascade None</div> <div>Merge: Cascade All</div> <div>Rollup View: Cascade All</div>
A user deletes a worker's job placement history.	<div>▼</div> <div>Delete: Cascade All</div> <div>Delete: Remove Link</div> <div>Delete: Restrict</div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Assign: Cascade None  
Scenario: Worker still records must be archived after ten years and are then removed from the main system.  
Assign: The referenced table record owner is changed. Cascade None: Do nothing.

NEW QUESTION 2

DRAG DROP - (Topic 1)  
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.

Messaging options	User type	Messaging option
Power Apps portals	Worker support agents	
Dynamics 365 Customer Service	Patients	
Omnichannel for Customer Service dashboard		

- 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.

NEW QUESTION 3

HOTSPOT - (Topic 1)  
You need to recommend methods to resolve the organization's issues.  
What should you recommend? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

### Issue

### Resolution method

Users cannot see Power BI reports.

▼

Add users to Microsoft 365.
Assign Power BI licenses to users.
Configure an on-premises data gateway.

Historical data does not appear in reports.

▼

Configure Azure Data Lake.
Configure a custom connector.
Configure an on-premises data gateway.

Answer:

### Issue

### Resolution method

Users cannot see Power BI reports.

▼

Add users to Microsoft 365.
Assign Power BI licenses to users.
Configure an on-premises data gateway.

Historical data does not appear in reports.

▼

Configure Azure Data Lake.
Configure a custom connector.
Configure an on-premises data gateway.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Box 1: Add users to Microsoft 365.

Scenario: Users cannot view Power BI reports within the Power Platform apps.

Issue: The people you share with may see a locked tile in a dashboard, or a "Permission required" message when they try to view a report.

Solution: You need to grant them permission to the underlying dataset.

? Go to the All or the Datasets + dataflows tab in your content list.

? Select More options (...) next to a dataset, then select Manage permissions.

? Select Add user.

? Enter the full email addresses for individuals, distribution groups, or security groups.

? Select Grant access.

Box 2: Configure an on-premises data gateway.

Scenario: The company plans to reference historical data in the [on-premises] existing system. The records held in these systems will not be migrated to the new solution except for medication information.

The on-premises data gateway acts as a bridge to provide quick and secure data transfer between on-premises data (data that isn't in the cloud) and several Microsoft cloud services. These cloud services include Power BI, PowerApps, Power Automate, Azure Analysis Services, and Azure Logic Apps. By using a gateway, organizations can keep databases and other data sources on their on-premises networks, yet securely use that on- premises data in cloud services.

NEW QUESTION 4

DRAG DROP - (Topic 1)

You need to recommend methods for assigning security to each group of users.

What should you recommend? To answer, drag the appropriate methods to the correct groups of users. Each method 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.

Methods

Dataverse Application User

Power Platform Local Business Owner Team

Azure Active Directory B2B Guest Access

Azure Active Directory Security Group Team

Answer Area

Group of users	Method
Full-time employees	<div>Method</div>
Automation	<div>Method</div>
Corporate governance auditing team	<div>Method</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Power Platform Local Business Owner Team

Owner team: An owner team owns records and has security roles assigned to the team. A user's privileges can come from their individual security roles, those of the teams that they're part of or the ones they inherit. A team has full access rights on the records that the team owns. Team members are added manually to the owner team.

Scenario: Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.

Box 2: Azure Active Directory Security Group Team

An Azure Active Directory (Azure AD) group team. Similar to owner team, an Azure AD group team can own records and can have security roles assigned to the team.

Note: The administration of app and data access for Microsoft Dataverse has been extended to allow administrators to use their organization's Azure Active Directory (Azure AD) groups to manage access rights for licensed Dataverse users.

Box 3: Azure Active Directory B2B Guest Access

An Azure AD B2B collaboration user is an external user, typically from a partner organization, that you invite to sign into your Azure AD organization using their own credentials. This B2B collaboration user (also generally referred to as a guest user) can then access the apps and resources you want to share with them. A user object is created for the B2B collaboration user in the same directory as your employees. B2B collaboration user objects have limited privileges in your directory by default, and they can be managed like employees, added to groups, and so on.

Scenario: Before First Up signs a contract to place workers at a client company, a member of the audit team visits the company and interviews company management. Audit members use different types of devices including Android and iOS devices. First Up has no plans to require the use of a single type of device.

#### NEW QUESTION 5

- (Topic 2)

You need to provide the IT team and managers with a mobile solution. How many apps should you recommend?

A.

one app for each job role

B. one app for each user

C. one app for all employees of the team

D. one app for each team of employees

**Answer:** A

#### Explanation:

Scenario: IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus. Managers need to see all customer dashboards at the top of their menu on their mobile device.

#### NEW QUESTION 6

- (Topic 2)

You need to recommend the field type to use for configuring meal selections during reservation.

Which field type should you recommend?

A. Mastered

B. Not Mastered

**Answer:** A

#### Explanation:

Scenario:

? 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.  
In PowerApps Option set is one of the field types you can use in your Entity. The information type that Option Set stores is a list of text values. And here comes the Option Set advantage – once you define its text values you can centrally managed it.  
Example:

Country Name

Poland

USA

England

India

Reference:  
<https://michalguzowski.pl/how-to-work-with-option-set-in-powerapps/>

**NEW QUESTION 7**  
HOTSPOT - (Topic 2)  
You need to recommend a collaboration tool for each group.  
Which tool should you use? To answer, select the appropriate tool in the answer area.  
NOTE: Each correct selection is worth one point.

Group	Tool
Maintenance supervisors	<div>Microsoft Teams</div> <div>Notes</div> <div>Power Apps portal</div> <div>Posts</div>
Aircraft maintenance vendors	<div>Dynamics 365 Workspace</div> <div>Notes</div> <div>Power Apps portal</div> <div>Posts</div>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**  
Box 1: Microsoft Teams  
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.  
Box 2: Dynamics 365 Workspace  
Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.  
The Expense management mobile workspace lets users capture and upload a receipt, so that they can attach it to an expense report later.

**NEW QUESTION 8**  
- (Topic 3)  
You need to recommend a method for transferring machine information to Dynamics 365 Field Service.  
What should you recommend?

- A. Microsoft Dataverse connector
- B. Dual-write
- C. Lifecycle Services

Answer: A

**Explanation:**  
Scenario: Information about each machine produced must be transferred to Dynamics 365 Field Service.  
Use the Microsoft Dataverse connector when connecting to the Microsoft Dataverse used for Microsoft Dynamics 365 Sales, Microsoft Dynamics 365 Customer Service, Microsoft Dynamics 365 Field Service, Microsoft Dynamics 365 Marketing, and Microsoft Dynamics 365 Project Service Automation.  
Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-dynamics-crmonline>

#### NEW QUESTION 9

- (Topic 3)

You need to recommend a solution to collect the information required to meet reporting requirements.  
 What should you recommend?

- A. Business process flow
- B. Business rule
- C. Business event
- D. Business process modeler

**Answer:** A

#### Explanation:

Business rule can create business recommendations based on business intelligence. Scenario: 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.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/define-create-business-rules/>

#### NEW QUESTION 10

HOTSPOT - (Topic 3)

You need to recommend the appropriate components to meet the inspection requirements.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Solution
Prevent editing of finalized inspection orders.	<div>▼</div> <div>Business rule</div> <div>Security role</div> <div>User permission</div>
Prepare documentation for failed inspection steps.	<div>▼</div> <div>Data flow</div> <div>Business rule</div> <div>Form property</div>

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Box 1: Security role

Microsoft Dataverse uses a role-based security model to help secure access to the database.

Scenario:

? You must prevent users from changing inspection order data once an inspection is marked as final.

? Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.

Box 2: Data flow

Dataflows are a self-service, cloud-based, data preparation technology. Dataflows enable customers to ingest, transform, and load data into Microsoft Dataverse environments, Power BI workspaces, or your organization's Azure Data Lake Storage account.

Scenario: 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.

#### NEW QUESTION 10

HOTSPOT - (Topic 3)

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.

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 <a href="#">Logic Apps regions</a> except the following: <ul style="list-style-type: none"><li>- Azure Government regions</li><li>- Azure China regions</li></ul>
Power Automate	Premium	All <a href="#">Power Automate regions</a> except the following: <ul style="list-style-type: none"><li>- US Government (GCC)</li><li>- US Government (GCC High)</li><li>- China Cloud operated by 21Vianet</li></ul>
Power Apps	Premium	All <a href="#">Power Apps regions</a> except the following: <ul style="list-style-type: none"><li>- US Government (GCC)</li><li>- US Government (GCC High)</li><li>- China Cloud operated by 21Vianet</li></ul>

NEW QUESTION 12

DRAG DROP - (Topic 4)

You are designing a solution to automate the following processes:

- Import data into Microsoft Dataverse from systems that have an API available.
- Import data into Microsoft Dataverse from systems that do not have an API available.
- Validate that contacts in a Microsoft Excel file Dataverse forms in a specified order. You need to implement automation methods.

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

NOTE: Each correct selection is worth one point

Components

Cloud flow

Business process flow

Robotic process automation

Answer Area

Requirement

Interact with applications that do not have an API.

Guide users through business steps in a specific order.

Interact with applications that have an API.

Component

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Components

Cloud flow

Business process flow

Robotic process automation

Answer Area

Requirement

Interact with applications that do not have an API.

Guide users through business steps in a specific order.

Interact with applications that have an API.

Component

Robotic process automation

Business process flow

Cloud flow

NEW QUESTION 17

- (Topic 4)

You are a Power Apps architect for a company. The IT administrator designs a Power Apps app that is ready to be tested. The company uses application lifecycle management (ALM).

Each version and solution component must be tracked as it is tested.

You need to recommend a strategy to deploy solutions for the user acceptance testing environment.

What should you recommend?

- A. Use Package Deployer and deploy a managed solution.  
B. Use Package Deployer and deploy an unmanaged solution.  
C. Use Solution Packager and deploy a managed solution.  
D. Use Solution Packager and deploy an unmanaged solution.

Answer: D

Explanation:

Solution Packager is a tool that can unpack a compressed solution file into multiple XML files and other files, so they can be easily managed by a source control system.

Unmanaged solution: An open solution with no restrictions on what can be added, removed, or modified. This is recommended during development of a solution.

C: Managed solution

A completed solution ready to be imported into an organization. Once imported, components can't be added or removed, although they can optionally allow further customization. This is recommended when development of the solution is complete.

Reference:

<https://docs.microsoft.com/en-us/power-platform/alm/solution-packager-tool>

NEW QUESTION 22

HOTSPOT - (Topic 4)

A company reports the following issues with an existing data management system.

- ? Users cannot search for specific records by using a user-friendly ID or record identifier.
- ? Users occasionally enter data into fields that is not required.
- ? The record form displays all fields. Many of the fields are not used.

You need to ensure that the Power Platform solution will ensure data quality can be properly maintained.

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

NOTE: Each correct selection is worth one point.

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	<div>▼</div> <div>Business rule</div> <div>Autonumber column</div> <div>Business process flow</div> <div>Duplicate detection rule</div>
You must prevent data entry into columns that do not require entry.	<div>▼</div> <div>Business rule</div> <div>Real time workflow</div> <div>Business process flow</div> <div>Duplicate detection rule</div>

Answer:

Requirement	Solution
Ensure that users can search for specific records by using a unique identifier.	<div>▼</div> <div>Business rule</div> <div>Autonumber column</div> <div>Business process flow</div> <div>Duplicate detection rule</div>
You must prevent data entry into columns that do not require entry.	<div>▼</div> <div>Business rule</div> <div>Real time workflow</div> <div>Business process flow</div> <div>Duplicate detection rule</div>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Autonumber column

Autonumber columns are columns that automatically generate alphanumeric strings whenever they are created.

Box 2: Business rule

By combining conditions and actions, you can do any of the following with business rules:

- ? Enable or disable columns
- ? Set column values
- ? Clear column values
- ? Set column requirement levels
- ? Show or hide columns
- ? Validate data and show error messages
- ? Create business recommendations based on business intelligence.

**NEW QUESTION 23**

- (Topic 4)

You are designing a Power Platform solution for a company. The company issues each employee a tablet device.

The company wants to simplify the opportunity management processes and automate when possible. The company identifies the following requirements:

- ? Users must have a visual guide to know which data to enter in each step of the opportunity management process.
- ? The system must automatically assign the opportunity to a manager for approval once all data is entered.
- ? The system must notify an assignee each time an opportunity is assigned to them by using push notifications.
- ? When a user selects a push notification, the associated opportunity must display.

You need to recommend the Power Platform components that will meet their requirements.

Which three Power Platform components should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Business process flows
- B. Power Apps mobile apps
- C. Power Virtual Agents chatbots
- D. Power Automate desktop flows
- E. Power Automate cloud flows

Answer: ABE

Explanation:

A: Use business process flows to define a set of steps for people to follow to take them to a desired outcome. These steps provide a visual indicator that tells people where they are in the business process.

B: Push notifications are used in Power Apps mobile to engage app users and help them prioritize key tasks. In Power Apps, you can create notifications for Power Apps mobile by using the Power Apps Notification connector. You can send notifications to any app that you create in Power Apps.

E: Create a cloud flow when you want your automation to be triggered either automatically, instantly, or via a schedule.

\_ Automated flows: Create an automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

Reference:

<https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview> <https://docs.microsoft.com/en-us/powerapps/mobile/power-apps-mobile-notification>

NEW QUESTION 26

HOTSPOT - (Topic 4)

You are implementing a Microsoft Power Platform solution for a customer to include data migration from multiple legacy systems. The data includes lead and contact data. The environment includes an assigned security group.

The following issues have occurred during a go-live deployment attempt:

- Lookup values are not populated when data migration is complete.
- Data is being added to the contacts table that is not part of the data migration.
- Various users do not appear in the list of users available for record assignment. You need to resolve the go-live deployment issues.

How should you resolve the issue? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Issue	Solution
Lookup values are not populated when data migration is complete.	<div>Split the import data into smaller import batches.</div> <div>Import the data by using an application user.</div> <div>Split the import data into smaller import batches.</div> <div>Disable all Power Automate flows, plug-ins, and workflows.</div> <div>Run data migration in a specific order.</div>
Data is being added to the contacts table that is not part of the data migration.	<div>Disable all Power Automate flows, plug-ins, and workflows.</div> <div>Disable auditing.</div> <div>Import the data by using an application user.</div> <div>Disable all Power Automate flows, plug-ins, and workflows.</div> <div>Split the import data into smaller import batches.</div>
Various users do not appear in the list of users available for record assignment.	<div>Add to a security group.</div> <div>Add to a security group.</div> <div>Add a security role.</div> <div>Add a Microsoft 365 role.</div> <div>Add a field security profile.</div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 30

HOTSPOT - (Topic 4)

You design a Power Platform solution for a customer. The solution uses Microsoft Dataverse as the data store. You are managing the go-live process for the solution.

The customer reports the following performance issues:

? Form load time is much slower than it was during testing.

? Overall system performance has been significantly slower that it was during testing.

You need to recommend how to troubleshoot system performance.

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

NOTE: Each correct selection is worth one point.

Performance issue	Action
Slow form load times	<div>Review workflows associated with the form events.</div> <div>Review QuickFind properties for the fields on the form.</div> <div>Review the fields that are on the form.</div>
Overall slow system performance	<div>Change all security roles from global read permissions to business unit permissions.</div> <div>Review one to many relationships to verify whether cascade settings are necessary.</div> <div>Change security roles from global read access to business unit to provide better performance.</div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: Review the fields that are on the form

Keep the number of table columns (fields) to a minimum.

The more table columns (formerly referred to as fields) you have in a form, the more data that needs to be downloaded to view each record.

Box 2: Review one to many relationships to verify whether cascade settings are necessary.

### NEW QUESTION 32

DRAG DROP - (Topic 4)

You are designing a data model for a Microsoft Power Platform solution. The data model must meet the following requirements:

- When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.
- When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.

You need to recommend cascading strategies for the data model.

Which cascading strategy should you recommend? To answer, drag the appropriate cascading strategies to the correct requirements. Each cascading strategy 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.

Cascading strategies	Requirement	Cascading strategy
Cascade All	When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.	
Cascade Active	When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.	
Cascade User Owned		
Cascade None		

- A. Mastered
- B. Not Mastered

Answer: A

### Explanation:

Cascading strategies	Requirement	Cascading strategy
Cascade All	When an account is assigned to a new salesperson, all opportunities that are associated with the account must be assigned to the new salesperson.	Cascade All
Cascade Active	When a salesperson assigns a lead to another salesperson, all phone call activities related to the lead must be assigned to the new salesperson.	Cascade User Owned
Cascade User Owned		
Cascade None		

### NEW QUESTION 35

- (Topic 4)

A company provides mobile diagnostic imaging services. You are designing a Power Apps solution to manage patient appointments and procedures.

Patient records are stored within the company's cloud patient billing system. The patient ID must be the only information stored within the app. The patient name and date of birth must be visible to the technician to verify the patient's identity.

You need to recommend a solution to display the patient information. What should you recommend?

- A. Virtual table
- B. Business rule
- C. Privacy preference
- D. Data gateway
- E. Custom dataflow

Answer: A

### Explanation:

A virtual table is a custom table in Microsoft 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, such as an Azure SQL Database. Rows based on virtual tables are available in all clients including custom clients developed using the Dataverse web services.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-virtual-entities>

### NEW QUESTION 37

- (Topic 4)

A company provides professional development certifications to technologies around the world. The company uses multiple call centers to support customers. The company plans to implement Dynamics 365 Customer Service.

The company must increase productivity for call center employees. The solution must meet the following requirements:

- ? Handle multiple customer interactions at once
- ? Ensure that users can access information from several business applications.
- ? Interact with customers by using the following channels: chat, phone calls, emails, and online reviews.
- ? Implement all functionality in a single interface.

You need to recommend a solution that meets the requirements of the company. What should you recommend?

- A. Omnichannel for Customer Service
- B. Live Assist for Microsoft Dynamics 365 Powered by CafeX
- C. LinkedIn connector
- D. Unified Service Desk

Answer: A

Explanation:

Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS.  
Omnichannel for Customer Service also provides a modern, customizable, high- productivity app that allows agents to engage with customers across different channels. The application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like KB integration, search, and case creation  
to ensure agents are effective.

Reference:  
<https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel>

NEW QUESTION 38

- (Topic 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.  
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 40

HOTSPOT - (Topic 4)  
A food distribution terminal uses Microsoft Dynamics 365 Field Service and Microsoft Dynamics 365 Supply Chain Management to manage inventory and fulfill customer orders. Customers place custom orders through a Power Pages customer portal. Customers can enter different receiving times and dates on fresh produce order lines.  
The terminal needs to expose fresh produce order details from Dynamics 365 to its customers in the portal. Customers can control how much detail they see in the portal.  
You need to design a solution that meets the requirements. Which mechanism should you use for each requirement?  
To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Mechanism
Retrieve data representing fresh produce details.	<div>Custom connector</div> <div>Basic form</div> <div>Data gateway</div> <div>Advanced form</div> <div>Custom connector</div>
Expose the fresh produce details.	<div>Portal Management app</div> <div>Portal Management app</div> <div>Customer Service Insights</div> <div>Microsoft Power Platform admin center</div> <div>Microsoft 365 Apps admin center</div>

Answer Area

Answer:

Requirement	Mechanism
Retrieve data representing fresh produce details.	<div>Custom connector</div> <div>Basic form</div> <div>Data gateway</div> <div>Advanced form</div> <div>Custom connector</div>
Expose the fresh produce details.	<div>Portal Management app</div> <div>Portal Management app</div> <div>Customer Service Insights</div> <div>Microsoft Power Platform admin center</div> <div>Microsoft 365 Apps admin center</div>

A. Mastered

B. Not Mastered

Answer: A

NEW QUESTION 42

- (Topic 4)

A company has a website that contains a form named Contact Us. Data from completed forms is saved to a shared document. An office administrator periodically reviews the document. The office administrator sends new submissions to another employee who creates contacts or updates existing contacts. You need to recommend a solution to automate the process.

What should you recommend?

- A. Excel Online Connector
- B. Dynamics 365 Customer Insights
- C. Dynamics 365 Customer Service
- D. Dynamics 365 Marketing

Answer: D

Explanation:

Microsoft designed Customer Insights to allow organizations to map, match, merge, and enrich customerbased data from different sources. A classic scenario would be to merge data from customer service software, like Freshdesk, and online sales, such as Shopware, into one source for reporting and further data analysis.

Reference:

<https://msdynamicsworld.com/story/microsoft-dynamics-365-customer-insights-overview>

NEW QUESTION 47

HOTSPOT - (Topic 4)

You are supporting a recent go-live for a model-driven app that includes mobile offline functionality.

Users report the following issues:

- ? The process of downloading initial metadata for the app takes hours to complete.
- ? Some account views are unavailable when the app is offline.
- ? Changes to users' security privileges are not reflected in the mobile app.
- ? Contact data is not available when the app is offline.

You need to resolve the mobile app performance issues.

What should you review? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	<div><div></div><div>Synchronize the mobile app.</div><div>Remove organization data filters.</div><div>Reduce records included in the profile filter.</div></div>
Changes to users' security privileges are not reflected in the mobile app.	<div><div></div><div>Synchronize the mobile app.</div><div>Reduce records included in the profile filter.</div><div>Remove reference to tables not included in mobile profile.</div></div>
Some account views are unavailable when the app is offline.	<div><div></div><div>Synchronize the mobile app.</div><div>Reduce records included in the profile filter.</div><div>Remove reference to tables not included in mobile profile.</div></div>
Contact data is not available when the app is offline.	<div><div></div><div>Reduce records included in the profile filter.</div><div>Update mobile profile to include contact information.</div><div>Remove reference to tables not included in mobile profile.</div></div>

Answer:

Issue	Resolution
The process of downloading initial metadata for the app takes hours to complete.	<div> <div></div> <div> Synchronize the mobile app. Remove organization data filters. Reduce records included in the profile filter. </div> </div>
Changes to users' security privileges are not reflected in the mobile app.	<div> <div></div> <div> Synchronize the mobile app. Reduce records included in the profile filter. Remove reference to tables not included in mobile profile. </div> </div>
Some account views are unavailable when the app is offline.	<div> <div></div> <div> Synchronize the mobile app. Reduce records included in the profile filter. Remove reference to tables not included in mobile profile. </div> </div>
Contact data is not available when the app is offline.	<div> <div></div> <div> Reduce records included in the profile filter. Update mobile profile to include contact information. Remove reference to tables not included in mobile profile. </div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 51

- (Topic 4)

A pharma company uses a proprietary system to manage its chemical experiments. The company uses Microsoft Dynamics 365 Project Operations to manage lab staff and resources.

Employees manually update Project Operations data with data from their proprietary system as needed. Employees are not able to provide a definite schema for their data.

You need to provide a solution that will allow employees to configure their own automatic updates.

Which component should you use?

- A. Dataflows
- B. Custom connectors
- C. Data gateways
- D. Microsoft Power Automate flows

Answer: D

NEW QUESTION 55

- (Topic 4)

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 58

- (Topic 4)

A company is creating a Microsoft Power Platform app to enable employees to log daily time entries. Employee user accounts are in multiple Azure AD tenants and are not located in the tenant that is running the app.

Employees must be added as Azure AD guest accounts within the tenant that will be running the app. Employees must access the model-driven app by being a member of a security team. The security team has been assigned the Employee Security role. Employees must create personal views of records to view within the system.

You need to implement a security solution. Which privilege should you use?

- A. Direct basic level
- B. Azure AD security group

- C. Team
- D. Shared app access

**Answer:** C

### NEW QUESTION 63

- (Topic 4)

You are designing a Microsoft Power Platform solution that uses Microsoft Dataverse.

You need to recommend a way to update currency exchange rates within Microsoft Dataverse.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Review AppSource for prebuilt solutions.
- B. Create a Power Automate flow that uses a custom connection or HTTP request to an outside source for exchange rates.
- C. Embed an iframe that points to a currency exchange service into a model-driven app.
- D. Use the Power BI connector to establish a link that updates Microsoft Dataverse with the current exchange rate.

**Answer:** AB

#### Explanation:

B: We need is a source for exchange rates. There are some published connectors, but you also use a free service called Exchange Rates API, which are based on the European Central Bank, and create a custom connection.

Now that we have our custom connector defined and have a way to request the latest exchange rates, the next step is to create a Power Automate flow that will update all of currencies setup in our Dataverse environment.

Dataverse is a multicurrency system, in which each record can be associated with its own currency. This currency is called the transaction currency. The multicurrency features enable users to perform financial transactions like opportunities, quotes, orders, and invoices in multiple currencies. This feature also provides a currency choice to the end user when a financial transaction occurs.

Reference:

<https://readyxrm.blog/2021/03/10/updating-currency-exchange-rates-in-dataverse/>

### NEW QUESTION 68

- (Topic 4)

You are designing a Microsoft Power Platform solution to help a company manage sales leads.

The solution has the following requirements:

? Ensure that users follow a predefined sales process regardless of the device that employees use to access the app.

? Respond to sales events by using organization-defined best practices.

You need to recommend a component for the app. What should you recommend?

- A. Power Automate cloud flow
- B. Business process flow
- C. Power Automate desktop flow
- D. Playbook

**Answer:** B

#### Explanation:

You can help ensure that people enter data consistently and follow the same steps every time they work with a customer by creating a business process flow. For example, you might want to create a business process flow to have everyone handle customer service requests the same way, or to require that people get approval for an invoice before submitting an order. Business process flows use the same underlying technology as other processes, but the capabilities that they provide are very different from other features that use processes.

Reference:

<https://docs.microsoft.com/en-us/power-automate/business-process-flows-overview>

### NEW QUESTION 70

HOTSPOT - (Topic 4)

You are designing a model-driven app for a hospital. The app will be used to track teams at the hospital including:

Team	Comments
Cleaning	There are three predetermined cleaning teams. Tasks are assigned to a team. Anyone on the team can complete an assigned task.
Emergency room	These teams are formed as needed based on patient needs and staff availability.
Billing	These teams are assigned to specific hospital departments. Team members must only see data for the hospital department to which they are assigned.

You need to recommend the team types to use.

Which team types should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Team type
Cleaning teams	<div><div></div><div>Access</div><div>Owner</div></div>
Emergency room teams	<div><div></div><div>Access</div><div>Owner</div></div>
Billing teams	<div><div></div><div>Access</div><div>Owner</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Owner team

Owner team: An owner team owns records and has security roles assigned to the team. A user's privileges can come from their individual security roles, those of the teams that they're part of or the ones they inherit. A team has full access rights on the records that the team owns. Team members are added manually to the owner team.

Box 2: Access team

Access team: An access team doesn't own records and doesn't have security roles assigned to the team. The team members have privileges defined by their individual security roles and by roles from the teams they're members of. These members share records with an access team, and the team is granted access rights to the records. Access rights include Read, Write, and Append.

Box 3: Owner team

NEW QUESTION 75

- (Topic 4)

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Microsoft Power Platform solution. You need to recommend a data-loading solution. What should you recommend?

- A. Add the contacts to a static worksheet
- B. Use the Excel Template feature
- C. Use the import from Excel feature.

Answer: B

NEW QUESTION 80

DRAG DROP - (Topic 4)

A company plans to integrate Microsoft Power Platform with existing systems, including Microsoft Dynamics 365 Omni channel for Customer Service.

You need to recommend a solution for each requirement.

Which components should you recommend for the requirements?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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.

Solutions	Answer Area	Requirement	Solution
<div>Custom API</div>		Display information about the contact in the Omnichannel app.	
<div>Custom pages</div>		Ensure only tables needed are exposed for integration purposes.	
<div>Microsoft Power Virtual Agent</div>		Display data hierarchy from other systems within Dynamics 365 without saving the data within Microsoft Dataverse.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Solutions	Answer Area	Requirement	Solution
<div>Custom API</div>		Display information about the contact in the Omnichannel app.	Microsoft Power Virtual Agent
<div>Custom pages</div>		Ensure only tables needed are exposed for integration purposes.	Custom API
<div>Microsoft Power Virtual Agent</div>		Display data hierarchy from other systems within Dynamics 365 without saving the data within Microsoft Dataverse.	Custom pages

### NEW QUESTION 85

- (Topic 4)

A company is struggling to gather insights from won and lost opportunities.

Users must be able to access the company's solution from mobile and desktop devices. The solution must meet the following requirements:

? context of other related data.

? Display data to users as charts and tables and provide drill-through capabilities.

You need to recommend a Power Platform tool to help the client visualize the data.

Which two technologies should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. Power Automate
- C. Power Virtual Agents
- D. Power Apps

**Answer:** AD

#### Explanation:

A: Power BI is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. It is part of the Microsoft Power Platform.

D: Power BI Apps are an easy way for designers to share different types of content at one time. App designers create the dashboards and reports and bundle them together into an app. The designers then share or publish the app to a location where you, the business user, can access it. Because related dashboards and reports are bundled together, it's easier for you to find and install in both the Power BI service (<https://powerbi.com>) and on your mobile device. After you install an app, you don't have to remember the names of a lot of different dashboards or reports because they're all together in one app, in your browser or on your mobile device.

Reference:

<https://docs.microsoft.com/en-us/power-bi/consumer/end-user-apps>

### NEW QUESTION 87

HOTSPOT - (Topic 4)

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.

#### Requirement

#### Feature

Restrict sharing of data between Power Automate connectors

▼

Security group

Data loss prevention policy

Ensure that environment administrators only see users who require access in the enabled user list.

▼

Security group

Data loss prevention policy

Answer:

#### Requirement

#### Feature

Restrict sharing of data between Power Automate connectors

▼

Security group

Data loss prevention policy

Ensure that environment administrators only see users who require access in the enabled user list.

▼

Security group

Data loss prevention policy

- 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.

NEW QUESTION 91

HOTSPOT - (Topic 4)

A company plans to create a Power Apps portal to manage support cases for customers. The company has an account hierarchy for customers. The hierarchy supports accounts, cases, and contacts where both contacts and cases belong to their relevant account. The company has the following requirements:

- ? Portal users must only see the notes for the cases that they manage.
- ? Portal users must only see cases that are submitted by their colleagues.

You need to design the security model for the portal.  
Which entity permission scope should you use? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

Requirement	Scope
Portal users must only see the notes for the cases that they manage.	<div><div></div><div>Self</div><div>Parent</div><div>Contact</div><div>Account</div></div>
Portal users must only see cases that are submitted by their colleagues.	<div><div></div><div>Self</div><div>Global</div><div>Contact</div><div>Account</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Contact  
With Contact scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's contact record via a defined relationship.

Box 2: Account  
With Account Scope, a signed-in user in the role for which the permission record is defined will have the rights granted by that permission only for records that are related to that user's parent account record via a defined relationship.  
This scope means that the entity list will only show the records of the selected entity that are associated to the user's parent account. For example, if an entity permission allows Read access to Lead entity with the Account scope, the user having this permission can view all the leads of only the parent account of the user.

NEW QUESTION 96

HOTSPOT - (Topic 4)

You are working with a customer to plan a go-live deployment to their production environment. The solution includes several apps and environment variables. The superuser team manages the production environment that is secured by using a specific environment Azure AD security group. The following issues have been identified:

- The super user team cannot access make.powerapps.com to open and set the environment variables.
- Users are added to the environment Azure AD security group and are not able to access the model-driven app.
- Users are added to the environment Azure AD security group and are not able to access the canvas app.

You need to resolve the issues.  
What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Issue

The superuser team cannot set the environment variables.

Resolution

Assign the System Customizer role.

Assign the System Customizer role.

Assign the Basic User role.

Assign the Service Reader role.

Assign the Office Collaborator role.

Issue

Users cannot access the model-driven app.

Resolution

Assign the Basic User role.

Assign the Basic User role.

Assign the Service Reader role.

Assign the Office Collaborator role.

Add the Azure AD Security Group.

Issue

Users cannot access the canvas app.

Resolution

Add users to an Azure AD Security Group.

Assign the System Customizer role.

Assign the Service Reader role.

Add users to the superuser team.

Add users to an Azure AD Security Group.

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Answer Area

Issue

The superuser team cannot set the environment variables.

Resolution

Assign the System Customizer role.

Assign the System Customizer role.

Assign the Basic User role.

Assign the Service Reader role.

Assign the Office Collaborator role.

Issue

Users cannot access the model-driven app.

Resolution

Assign the Basic User role.

Assign the Basic User role.

Assign the Service Reader role.

Assign the Office Collaborator role.

Add the Azure AD Security Group.

Issue

Users cannot access the canvas app.

Resolution

Add users to an Azure AD Security Group.

Assign the System Customizer role.

Assign the Service Reader role.

Add users to the superuser team.

Add users to an Azure AD Security Group.

NEW QUESTION 101

HOTSPOT - (Topic 4)

You are a evaluating a solution design. You need to test the following scenarios: Mimic a user using an app.

- Obtain formal approval that an app meets customer-provided criteria.
- Confirmation that an app can manage expected peak loads.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario

Mimic a user using an app.

Test type

Acceptance testing

UI testing

Acceptance testing

Performance testing

Load testing

Scenario

Obtain formal approval that an app meets customer-provided criteria.

Test type

Acceptance testing

Migration testing

Acceptance testing

Performance testing

UI testing

Scenario

Confirmation that an app can manage expected peak loads.

Test type

Performance testing

Unit testing

Acceptance testing

Performance testing

Integration testing

Answer:

Answer Area

Scenario

Mimic a user using an app.

Test type

Acceptance testing  
UI testing  
Acceptance testing  
Performance testing  
Load testing

Scenario

Obtain formal approval that an app meets customer-provided criteria.

Test type

Acceptance testing  
Migration testing  
Acceptance testing  
Performance testing  
UI testing

Scenario

Confirmation that an app can manage expected peak loads.

Test type

Performance testing  
Unit testing  
Acceptance testing  
Performance testing  
Integration testing

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 103

- (Topic 4)

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.

A company uses a Microsoft Excel sheet to manage its loan application process. The company wants to optimize the process.

You need to discover inefficiencies in the process.

Solution: Upload the activity data stored in the Excel sheet to the process advisor feature. Use process mining to discover inefficiencies in the process.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 104

HOTSPOT - (Topic 4)

A company plans to use a combination of model-driven and canvas apps for data interaction and Power BI for data reporting. The company has the following requirements:

- Share a canvas app with the auditor team.
- Ensure account balance values in Power BI are only viewable by the investment team.
- Streamline user administration and role assignment.

You need to recommend a security component to use for each requirement.

Which security components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Share a canvas app.

Security component

Microsoft Entra ID security group  
Security roles  
Column-level security  
Manager hierarchy model  
Microsoft Entra ID security group

Requirement

Control account balance visibility.

Security component

Report access  
Report access  
Column-level security  
Microsoft Entra ID security group

Requirement

Streamline user administration and role assignment.

Security component

Manager hierarchy model  
Security roles  
Column-level security  
Manager hierarchy model  
Microsoft Entra ID security group

Answer:

Answer Area

Requirement	Security component
Share a canvas app.	<div>Microsoft Entra ID security group</div> <div>Security roles</div> <div>Column-level security</div> <div>Manager hierarchy model</div> <div>Microsoft Entra ID security group</div>
Control account balance visibility.	<div>Report access</div> <div>Report access</div> <div>Column-level security</div> <div>Microsoft Entra ID security group</div>
Streamline user administration and role assignment.	<div>Manager hierarchy model</div> <div>Security roles</div> <div>Column-level security</div> <div>Manager hierarchy model</div> <div>Microsoft Entra ID security group</div>

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 107

- (Topic 4)

You are designing a Power Platform solution for a company. Users must be granted access only to data that is relevant to them. You need to recommend actions to meet the requirements. Which two recommendations should you make? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Add column security profiles to applicable teams.
- B. Define and configure security roles.
- C. Create teams and assign security roles and users to the teams.
- D. Create business units and assign security roles to the business units.

Answer: BD

Explanation:

To control data access, you must set up an organizational structure that both protects sensitive data and enables collaboration. You do this by setting up business units, security roles, and field security profiles. Reference: <https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

NEW QUESTION 108

- (Topic 4)

A company wants to add an interactive checklist to a Power Platform solution to ensure that salespeople are following the same steps when qualifying leads. You need to recommend a solution that will incorporate this checklist. What should you recommend?

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 110

DRAG DROP - (Topic 4)

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.

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

- 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

**NEW QUESTION 113**

- (Topic 4)

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. DataService 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-writelink-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 115**

HOTSPOT - (Topic 4)

You are supporting the go-live process for a company. The company is responsible for migrating data to the Microsoft Power Platform by using a custom solution.

The company reports the following issues:

- Migration processes fail due to operation timeouts.
  - Records that include lookup columns often fail to load. You need to recommend a solution.
- What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	<div><div>Increase multithreading and/or batch size settings.</div><div>Increase multithreading and/or batch size settings.</div><div>Decrease multithreading and/or batch size settings.</div><div>Ensure you are loading data into all tables at the same time.</div><div>Ensure you are loading data into tables in a particular order.</div></div>
Records that include lookup columns often fail to load.	<div><div>Ensure you are loading data into tables in a specific order.</div><div>Increase multithreading and/or batch size settings.</div><div>Decrease multithreading and/or batch size settings.</div><div>Ensure you are loading data into all tables at the same time.</div><div>Ensure you are loading data into tables in a specific order.</div></div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Answer Area

Issue	Solution
Migration processes fail due to operation timeouts.	<div><div>Increase multithreading and/or batch size settings.</div><div>Increase multithreading and/or batch size settings.</div><div>Decrease multithreading and/or batch size settings.</div><div>Ensure you are loading data into all tables at the same time.</div><div>Ensure you are loading data into tables in a particular order.</div></div>
Records that include lookup columns often fail to load.	<div><div>Ensure you are loading data into tables in a specific order.</div><div>Increase multithreading and/or batch size settings.</div><div>Decrease multithreading and/or batch size settings.</div><div>Ensure you are loading data into all tables at the same time.</div><div>Ensure you are loading data into tables in a specific order.</div></div>

NEW QUESTION 117

HOTSPOT - (Topic 4)

A company has an on-premises data warehouse and analytics solution- The data warehouse consists of multiple multi-dimensional data cubes representing over five years of operational data. The data warehouse consolidates and normalizes data that is sourced from 20 different systems. The company plans to replace the existing solution with a Microsoft Power Platform solution that connects to the data warehouse. The company wants to provide analytical information to executives in a Microsoft Teams channel to support business planning. The new solution must meet these requirements: Support the current data warehouse. The solution must support drill-through capabilities into the data. You need to recommend a solution. What should you recommend? To answer, select the appropriate options m the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Solution
Data storage and normalization.	<div><div>Data Gateway</div><div>Azure Data Lake</div><div>Dataverse for Teams</div><div>Azure Analysis Services</div></div>
Visibility to key operational metrics from various Teams	<div><div>Power BI</div><div>AI Builder</div><div>Teams adaptive cards</div><div>Microsoft Teams integration object</div></div>

Answer:

Answer Area

Requirement	Solution
Data storage and normalization.	<div><div>Data Gateway</div><div>Azure Data Lake</div><div>Dataverse for Teams</div><div>Azure Analysis Services</div></div>
Visibility to key operational metrics from various Teams	<div><div>Power BI</div><div>AI Builder</div><div>Teams adaptive cards</div><div>Microsoft Teams integration object</div></div>

- A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: Azure Data Lake

A data warehouse is a centralized repository of integrated data from one or more disparate sources. Data warehouses store current and historical data and are used for reporting and analysis of the data.

#### NEW QUESTION 120

HOTSPOT - (Topic 4)

You are designing a Microsoft Power Platform solution for a company.

Which components should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Component
Allow users to change the status of a record only if a custom column named Reason is populated.	<div>▼</div> <div>Business rule</div> <div>Power Automate flow</div> <div>Asynchronous plug-in</div> <div>Background workflow</div>
Prompt users to update each opportunity product record when an opportunity is won or lost.	<div>▼</div> <div>JavaScript code</div> <div>Real-time workflow</div> <div>Power Automate flow</div> <div>Asynchronous plug-in</div>

- A. Mastered
- B. Not Mastered

Answer: A

#### Explanation:

Box 1: Business rule

You can create business rules and recommendations to apply logic and validations without writing code or creating plug-ins. Business rules provide a simple interface to implement and maintain fast-changing and commonly used rules.

Box 2: Power Automate flow

Trigger the Power Automate flow with “When a record is updated”, then add a Condition in the flow and configure it with Status Label equals to Won.

#### NEW QUESTION 121

- (Topic 4)

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 124

DRAG DROP - (Topic 4)

You are designing a Microsoft Power Platform solution that will be deployed to two separate companies in the same Microsoft Office 365 tenant: Contoso, Ltd. and Contoso Pharmaceuticals.

The solution must meet the following security requirements:

- Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.

- Restrict access to specific forms.
- Restrict access to specific tables.

What should you recommend? To answer, drag the appropriate security types to the correct restrictions. Each security 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.

Security objects

Security role

Team

Security group

User profile

Answer Area

Restriction

Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.

Restrict access to specific forms.

Restrict access to specific tables.

Security object

Answer:

Security objects

Security role

Team

Security group

User profile

Answer Area

Restriction

Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.

Restrict access to specific forms.

Restrict access to specific tables.

Security object

Team

Security group

Security role

A. Mastered  
B. Not Mastered

Answer: A

NEW QUESTION 126

HOTSPOT - (Topic 4)

You are designing a Power Platform solution for a company that provides in-home appliance maintenance. When a customer schedules a service appointment, a dispatcher assigns one technician for a specific time and location.

The solution must capture information about the technician assigned to each appointment and the list of tools that the technician must bring to the appointment.

You need to recommend the data type for the captured information.

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

NOTE: Each correct selection is worth one point.

Requirement

Data type

Capture information about the technician assigned to each service appointment.

Choice

Choices

Customer

Lookup

Select the tools that the technician must bring to an appointment.

Choices

Customer

Lookup

Text

A. Mastered  
B. Not Mastered

Answer: A

Explanation:

Box 1: Choice

Like Choices below, but can only select one of the option.

Box 2: Choices

You can customize forms (main, quick create, and quick view) and email templates by adding multi-select columns that are called Choices. When you add a choices column, you can specify multiple values that will be available for users to select. When users fill out the form they can select one, multiple, or all the values displayed in a drop-down list.

NEW QUESTION 130

- (Topic 4)

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.

A company plans to automate the expense approval process.

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Users currently enter data into an on-premises SQL Server database. You need to allow users to submit expenses from mobile devices.  
Solution: Create a canvas app for expense data entry. Create a desktop flow. Create a cloud flow for approval and trigger the desktop flow to add data to the SQL Server database.  
Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

#### NEW QUESTION 134

- (Topic 4)

You are designing a Microsoft Power Platform solution.

You need to identify the non-functional requirements for the organization.

Which three non-functional requirements should you identify? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. usability of business process flows
- B. customer maintenance procedures
- C. business rules to identify top customers
- D. solution regulatory compliance
- E. time-to-load forms

**Answer: BDE**

#### Explanation:

Non-functional requirements capture the elements that users might not directly care about but are important to support the proposed architecture and operational viability of the solution. Non-functional requirements often influence user adoption and perceived satisfaction with the solution.

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/4-non-functional-requirements>

#### NEW QUESTION 135

- (Topic 4)

You are designing a Power Platform solution.

During quality assurance testing the API limits are reached. You need to identify and resolve the issue.

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

NOTE: Each correct selection is worth one point.

- A. Allocate Microsoft Dataverse capacity add-on subscriptions.
- B. Use the out-of-the-box User Summary report from the Reports section of the solution's model-driven app.
- C. In the Power Platform admin center Review the Home tab Dataverse analytics dashboard.
- D. In the Power Platform admin center, review the Usage section of the Power Apps analytics dashboard.
- E. In the Power Platform admin center, review the Runs section of the Power Automate analytics dashboard.

**Answer: AC**

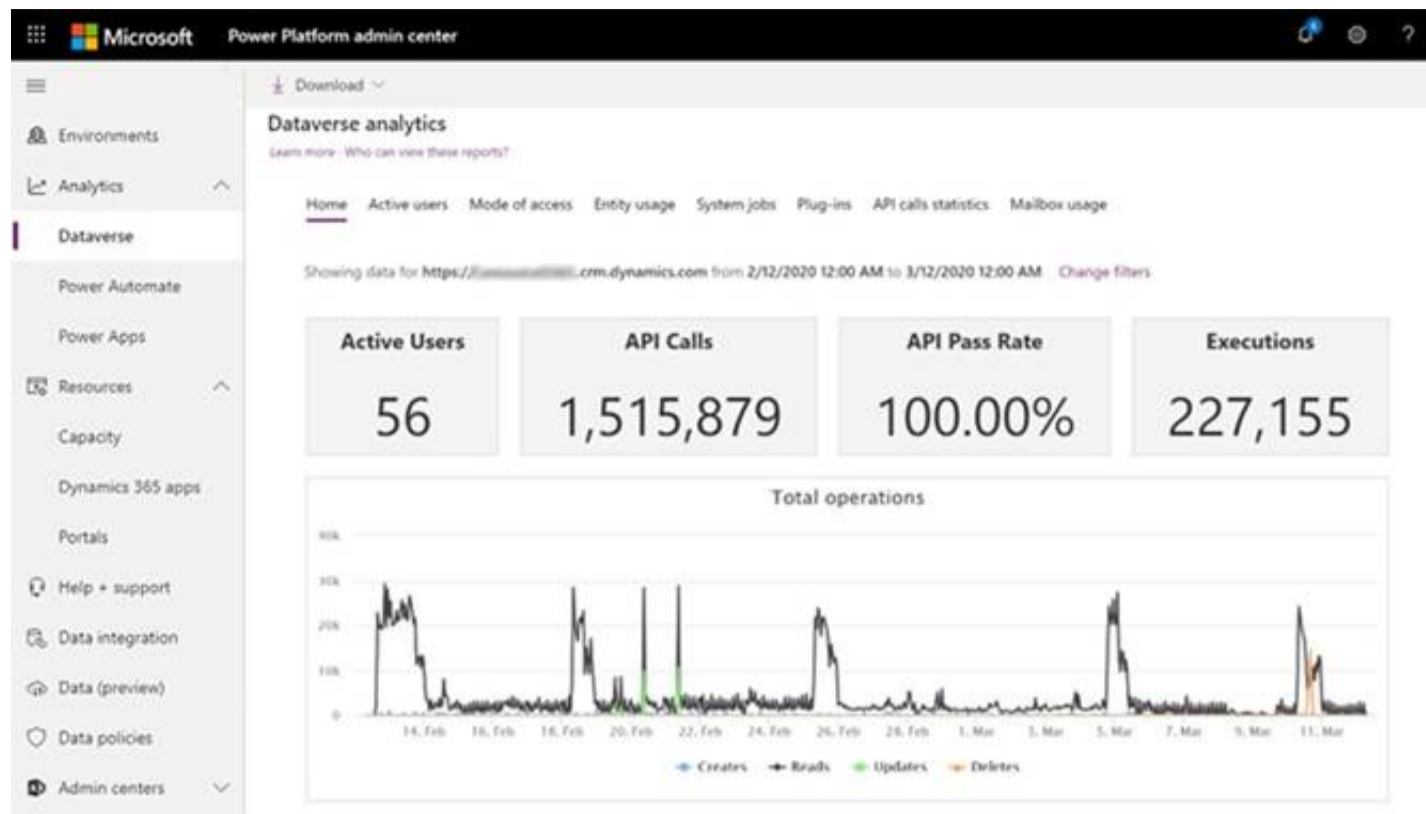
#### Explanation:

A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following:

- ? Adjust the app or flow to use fewer API requests
- ? Purchase the Power Apps and Power Automate capacity add-on for your organization.

C: Home (default) Dashboard.

This is the default dashboard that provides information on the number of active Dataverse users, storage usage, the most active workflows, and more.



API Calls: API Calls Number of API calls that were made by the Dataverse environment for the selected time period.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/api-request-limits-allocations> <https://docs.microsoft.com/en-us/power-platform/admin/analytics-common-data-service>

### NEW QUESTION 136

- (Topic 4)

You are implementing a solution that includes applications which perform high-volume Microsoft Dataverse operations. The applications must not experience a loss of functionality or loss of performance due to service protection API limits. You need to evaluate metrics for the service protection API limits.

Which three metrics should you evaluate? Each correct answer part of the solution. NOTE Each correct selection is worth one point.

- A. Number of concurrent connections per user account.
- B. Number of API requests per web server.
- C. Amount of API calls made within plug-in code.
- D. Amount of execution time that can be used for each connection.
- E. Number of API requests per connection.

Answer: ADE

### NEW QUESTION 138

HOTSPOT - (Topic 4)

A company is creating a Power Platform solution to manage employees.

The company has the following requirements:

- ? Allow only the human resource manager to change an employee's employment status when an employee is dismissed.
- ? Allow only approved device types to access the solution and company data.

You need to recommend a solution that meets the requirements.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Allow only the human resource manager to change an employee's employment status when an employee is dismissed.	<div> <div></div> <div>Team access</div> <div>Privacy preference</div> <div>Field security profile</div> <div>Hierarchy security profile</div> </div>
Allow only approved device types to access the solution and company data.	<div> <div></div> <div>Endpoint security</div> <div>Compliance policy</div> <div>Conditional access</div> <div>Mobile threat integration</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Field security profile

Record-level permissions are granted at the entity level, but you may have certain fields associated with an entity that contain data that is more sensitive than the

other fields. For these situations, you use field-level security to control access to specific fields.

Field-level security is available for the default fields on most out-of-box entities, custom fields, and custom fields on custom entities. Field-level security is managed by the security profiles.

Box 2: Compliance policy

Compliance policy settings – Tenant-wide settings that are like a built-in compliance policy that every device receives. Compliance policy settings set a baseline for how compliance policy works in your Intune environment, including whether devices that haven't received any device compliance policies are compliant or noncompliant.

Note: Mobile device management (MDM) solutions like Intune can help protect organizational data by requiring users and devices to meet some requirements. In Intune, this feature is called compliance policies.

Compliance policies in Intune:

Define the rules and settings that users and devices must meet to be compliant.

Include actions that apply to devices that are noncompliant. Actions for noncompliance can alert users to the conditions of noncompliance and safeguard data on noncompliant devices.

Can be combined with Conditional Access, which can then block users and devices that don't meet the rules.

### NEW QUESTION 143

HOTSPOT - (Topic 4)

A company plans to transition from an existing proprietary solution to a Power Platform solution. The company is consolidating data from several sources.

The company reports the following data quality issues with the existing solution:

? Users often encounter a character limit when entering data.

? The database includes multiple instances of duplicate records.

You need to recommend solutions to ensure that the data quality issues are not present in the Power Platform solution.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Issue	Solution
Users often encounter a character limit when entering data.	<div>Define a data mask.</div> <div>Define and implement duplicate detection rules.</div> <div>Define the data type and format for each column.</div>
The database includes multiple instances of some records.	<div>Define requirements for data entry.</div> <div>Define and implement duplicate detection rules.</div> <div>Define the data type and format for each column.</div>

- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

Box 1: Define the data type and format for each column Increase the data type size of the column.

Box 2: Define and implement duplicate detection rules

### NEW QUESTION 146

- (Topic 4)

You are a Microsoft Power Platform architect supporting the go-live phase of a canvas app. The canvas app accesses data on-premises and in the cloud.

Users are reporting the app is very slow to respond, especially upon initial launch. You need to optimize the performance of the app.

Which three actions should you complete? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Move data calls from the OnStart event to the Onload event.
- B. Reduce data row limits.
- C. Increase data row limits.
- D. Move data calls from the Onload event to the OnStart event.
- E. Review the settings of the data gateway for on-premises data sources.

**Answer:** ABE

### NEW QUESTION 151

DRAG DROP - (Topic 4)

A client plans to implement Microsoft Power Platform solutions.

The client identifies the following requirements for handling opportunities:

- Users must follow the same set of steps each time they process opportunities
- For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.
- An error message must display if a follow-up date is not within seven days of the opportunity creation date.

You need to recommend tools to meet the client requirements.

What should you recommend? To answer, drag the appropriate tools to the correct requirement. Each tool 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.

Tools

Business Rule

Business process flow

Workflows

Answer Area

Requirement

Users must follow the same set of steps each time they process opportunities.

For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.

An error message must display if a follow-up date is not within seven days of the opportunity creation date.

Tool

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Tools

Business Rule

Business process flow

Workflows

Answer Area

Requirement

Users must follow the same set of steps each time they process opportunities.

For opportunities with values greater than \$20,000, a follow-up date and second contact field must appear on the form.

An error message must display if a follow-up date is not within seven days of the opportunity creation date.

Tool

Business process flow

Business Rule

Workflows

NEW QUESTION 154

HOTSPOT - (Topic 4)

A company plans to deploy multiple Microsoft Dataverse environments. You are supporting the go-live process. The company reports the following access issues:

- Users can access account records but cannot read a column in the table.  
A licensed user receives an insufficient permission error when opening leads.
  - A licensed user does not appear in the list of users available for security assignment. You need to resolve the issues.
- What should you do? To answer, select the appropriate options in the answer area NOTE: Each correct selection is worth one point.

Answer Area

Issue

Users can access account records but cannot read a column in the table.

A licensed user receives an insufficient permission error when opening leads.

A licensed user does not appear in the list of users available for security assignment.

Action

Security role

Security group

Field security profile

Security role

Security group

Field security profile

Security role

Security group

Field security profile

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References:  
https://docs.microsoft.com/en-us/powerapps/developer/data-platform/field-security-entities

NEW QUESTION 155

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