

Microsoft

Exam Questions PL-600

Microsoft Power Platform Solution Architect



NEW QUESTION 1

DRAG DROP - (Topic 1)

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.

Technologies	Group of users	Technology
Microsoft Teams	First Up employees	
Power Apps portals	Workers	
Microsoft 365 Business Voice		

Answer:

Technologies	Group of users	Technology
Microsoft Teams	First Up employees	Microsoft Teams
Power Apps portals	Workers	Microsoft 365 Business Voice
Microsoft 365 Business Voice		

- 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.

NEW QUESTION 2

HOTSPOT - (Topic 2)

You need to recommend tools for agents and management.

Which tools should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

User type	Tool
Agent	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;">▼</div><div style="padding: 2px;"><p>Power BI</p><p>Dashboard</p><p>Microsoft Power Automate</p><p>Microsoft Power Apps</p></div></div>
Management	<div style="border: 1px solid black; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;">▼</div><div style="padding: 2px;"><p>Power BI</p><p>Microsoft Power Apps</p><p>Microsoft AppSource</p><p>Microsoft Power Automate</p></div></div>

Answer:

User type	Tool
Agent	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Power BI</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Dashboard</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Microsoft Power Automate</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Microsoft Power Apps</div> </div>
Management	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Power BI</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Microsoft Power Apps</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Microsoft AppSource</div> <div style="border-top: 1px solid gray; border-bottom: 1px solid gray; padding: 2px;">Microsoft Power Automate</div> </div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Dashboard
 Agents need dashboards to show a current count of all reservations on the entity.
 Box 2: Power BI
 Management requires paginated reports for stakeholders.

NEW QUESTION 3

- (Topic 2)
 You need to recommend a feature that erases agent workloads and resolves reported issues.
 What should you recommend?

- A. Dynamics 365 Customer Service default functionality
- B. Microsoft AppSource
- C. Microsoft Store

Answer: A

Explanation:

Scenario: Agents need a way to track reservation issues. Use Dynamics 365 Customer Service to:
 ? Track customer issues through cases
 Reference:
<https://docs.microsoft.com/en-us/dynamics365/customer-service/overview>

NEW QUESTION 4

- (Topic 2)

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>

NEW QUESTION 5

- (Topic 3)

You need to recommend a solution for creating the initial inspection checklists. What should you recommend?

- A. Power Apps Maker portal
- B. Dataverse for Teams
- C. Power Apps Studio
- D. Data Migration utility

Answer: B

Explanation:

Scenario: Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated.

Dataverse for Teams – built on Microsoft Dataverse – provides relational data storage, rich data types, enterprise-grade governance, and one-click solution deployment to the Microsoft Teams app store.

Dataverse for teams table creation has all of the things that are great about Microsoft Lists, without the major downsides.

Reference:

<https://docs.microsoft.com/en-us/powerapps/teams/create-table>

NEW QUESTION 6

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.

	▼
Business rule	
Security role	
User permission	

Prepare documentation for failed inspection steps.

	▼
Data flow	
Business rule	
Form property	

- 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 7

- (Topic 4)

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 8

- (Topic 4)

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 9

HOTSPOT - (Topic 4)

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.

Notify the sales manager when an Opportunity changes sales stage.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector</div> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 users</div> <div style="background-color: #f0f0f0; padding: 2px;">Microsoft Power Automate, data alerts, and Microsoft Office 365 connector</div> </div>
Notify the sales managers when the pipeline drops below 2.5 USD.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector</div> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Microsoft Power Automate, Power BI data alerts, and Microsoft Office 365 connector</div> <div style="background-color: #f0f0f0; padding: 2px;">Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector</div> </div>
When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Power BI, Power Apps, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector</div> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Microsoft Power Automate, Data alerts, Microsoft Dataverse connector, and Microsoft Office 365 users</div> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 2px;">Microsoft Power Automate, Data alerts, and Microsoft Office 365 connector</div> <div style="background-color: #f0f0f0; padding: 2px;">Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector</div> </div>

- 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

NEW QUESTION 10

- (Topic 4)

A company wants to create a Power Automate flow that posts marketing events to social media.

The company must ensure that the postings adhere to regulatory requirements for handling of personally identifiable information (PII) data. The company will not post events to unauthorized social media platforms.

You need to ensure that the requirement is met.

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

NOTE: Each correct selection is worth one point.

- A. Configure the relevant connector so that is part of the Non-Business data group category.
- B. Create a security role to prevent data export.
- C. Configure an Azure Active Directory (AAD) security role for the maker to the environment.
- D. Create a Data Loss Protection (DLP) policy.
- E. Configure the relevant connector so that it is part of the Blocked data group category.

Answer: DE

Explanation:

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.

Reference:

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

NEW QUESTION 10

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.

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.	<ul style="list-style-type: none"> Split the import data into smaller import batches. Import the data by using an application user. Split the import data into smaller import batches. Disable all Power Automate flows, plug-ins, and workflows. Run data migration in a specific order.
Data is being added to the contacts table that is not part of the data migration.	<ul style="list-style-type: none"> Disable all Power Automate flows, plug-ins, and workflows. Disable auditing. Import the data by using an application user. Disable all Power Automate flows, plug-ins, and workflows. Split the import data into smaller import batches.
Various users do not appear in the list of users available for record assignment.	<ul style="list-style-type: none"> Add to a security group. Add to a security group. Add a security role. Add a Microsoft 365 role. Add a field security profile.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 12

HOTSPOT - (Topic 4)

A company uses Power Pages for article submissions. The article properties are stored in a table in Microsoft Dataverse and the content of the article is stored in a related Microsoft SharePoint library. The company invites different experts outside its organization to review an article before publishing it. The reviewers are granted access to the articles in Microsoft Dataverse. The company has the following requirements:

- Provide a app to canvas the reviewers that exposes both the article properties and content in read-only mode.
- Once the review is completed, the reviewer saves the review data, and the article and the review no longer appear in the app.

You need to recommend the components to be used for each requirement. Which options should you use?

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Security configuration for reviewers	<ul style="list-style-type: none"> Create a dedicated access team and add the reviewers to the team. Create a dedicated access team and add the reviewers to the team. Create a dedicated access team template and add it to the article record. Create a dedicated owner team in the Microsoft Dataverse environment and add the reviewers to the team. Create a dedicated Microsoft Teams channel with a security role for the article and add the reviewers as members.
Access to the app	<ul style="list-style-type: none"> Embed app in Power Pages portal. Embed app in Power Pages portal. Share app through the Power Apps maker portal. Register app in Azure AD and email the registration link. Publish the app in Power Apps Studio and email the link to the app.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Option
Security configuration for reviewers	<ul style="list-style-type: none"> Create a dedicated access team and add the reviewers to the team. Create a dedicated access team and add the reviewers to the team. Create a dedicated access team template and add it to the article record. Create a dedicated owner team in the Microsoft Dataverse environment and add the reviewers to the team. Create a dedicated Microsoft Teams channel with a security role for the article and add the reviewers as members.
Access to the app	<ul style="list-style-type: none"> Embed app in Power Pages portal. Embed app in Power Pages portal. Share app through the Power Apps maker portal. Register app in Azure AD and email the registration link. Publish the app in Power Apps Studio and email the link to the app.

NEW QUESTION 16

- (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 19

- (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 22

- (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.

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 custom connector. Create a cloud flow for approval and use the custom connector to add data to the SQL Server database.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

NEW QUESTION 24

- (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 customer-based 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 28

HOTSPOT - (Topic 4)

You are a Microsoft Power Platform architect designing integrations for a project. You have the following integration requirements:

- Post requests to a system that is not always available and limited in its ability to process high volumes of messages.
- Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.
- Stream large volumes of data from the company's website to a live Power BI dashboard.
- Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.

You need to use an Azure service for the integration requirements.

Which Azure services should you use? To answer, select the appropriate options in the answer area?

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	<ul style="list-style-type: none"> Azure Service Bus Azure Service Bus Azure Notification Hub Azure Active Directory Azure ExpressRoute
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	<ul style="list-style-type: none"> Azure Relay Azure Relay Azure SQL Azure Cognitive Services Azure API Management
Stream large volumes of data from the company's website to a live Power BI dashboard.	<ul style="list-style-type: none"> Azure Event Hubs Azure Event Hubs Azure Service Bus Azure SQL
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	<ul style="list-style-type: none"> Azure Functions Azure Logic Apps Azure Functions Azure Service Bus

Answer:

Answer Area

Requirement	Service
Post requests to a system that is not always available and limited in its ability to process high volumes of messages.	<ul style="list-style-type: none"> Azure Service Bus Azure Service Bus Azure Notification Hub Azure Active Directory Azure ExpressRoute
Allow peer-to-peer communication between on-premises services and cloud-based model-driven Microsoft Power Platform apps.	<ul style="list-style-type: none"> Azure Relay Azure Relay Azure SQL Azure Cognitive Services Azure API Management
Stream large volumes of data from the company's website to a live Power BI dashboard.	<ul style="list-style-type: none"> Azure Event Hubs Azure Event Hubs Azure Service Bus Azure SQL
Support enterprise-level integrations with Dynamics 365 that can be billed on a consumption basis.	<ul style="list-style-type: none"> Azure Functions Azure Logic Apps Azure Functions Azure Service Bus

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 29

DRAG DROP - (Topic 4)

A company has a call center that manages customer-related issues.

The company has the following customer experience improvement requirements:

- Simulate a human conversation with a customer by providing a chat interface.
 - Ensure the initial conversation is passed to a live agent upon escalation. You need to recommend a solution for each requirement.
- Which solutions should you recommend? 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.
 NOTE: Each correct selection is worth one point.

Solutions	Requirement	Solution
Power Virtual Agents	Provide an automated chat interface.	
Dynamics 365 Remote Assist	Pass conversation to a live agent upon escalation.	
Dynamics 365 Customer Service		
Omnichannel for Customer Service		

Answer:

Solutions	Requirement	Solution
Power Virtual Agents	Provide an automated chat interface.	Power Virtual Agents
Dynamics 365 Remote Assist	Pass conversation to a live agent upon escalation.	Omnichannel for Customer Service
Dynamics 365 Customer Service		
Omnichannel for Customer Service		

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 31

- (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 36

- (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.

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. Install the Power Automate app in Microsoft Teams. Create a cloud flow for approval to add data to the SQL Server database.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION 38

- (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 43

DRAG DROP - (Topic 4)

You are a Microsoft Power Platform architect.

You need to design a process to transport configuration and test data from one environment to a separate environment

Which four actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer area
Import the ZIP file data.	1
Import the CSV file data.	2
Define the schema of the source data to be exported.	3
Use the schema to export data.	4
Download the Configuration Migration tool from NuGet.	
Create personal views to define the source data to be exported.	
Download the schema of the source data to be exported.	
Download the Configuration Migration tool from AppSource.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
<https://learn.microsoft.com/en-us/power-platform/admin/manage-configuration-data>

NEW QUESTION 44

HOTSPOT - (Topic 4)

You are designing a Microsoft Power Platform solution for a national repair service. The service has a 24-hour call center for customers to call and schedule repairs. The solution dispatches a technician to troubleshoot and repair customer issues. Customers sign into a customer portal to view and log information concerning the repairs.

The repair service contracts with third party technicians for repair jobs. The solution must meet the following requirements:

- Dispatch technicians to troubleshoot and repair customer issues
- Call center must log customer issues.
- Third -party technicians must be able to access assigned repair service jobs. You need to recommend an authentication strategy.

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

Answer Area

User type

Authentication model

Call center employee

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Repair service customer

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

Third-party technician

- Azure AD and a security role
- Azure AD and a web role
- Authenticated user and a security role
- Authenticated user and a web role

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

User type

Authentication model

Call center employee

<input type="checkbox"/>	Azure AD and a security role
<input type="checkbox"/>	Azure AD and a web role
<input type="checkbox"/>	Authenticated user and a security role
<input type="checkbox"/>	Authenticated user and a web role

Repair service customer

<input type="checkbox"/>	Azure AD and a security role
<input type="checkbox"/>	Azure AD and a web role
<input type="checkbox"/>	Authenticated user and a security role
<input type="checkbox"/>	Authenticated user and a web role

Third-party technician

<input type="checkbox"/>	Azure AD and a security role
<input type="checkbox"/>	Azure AD and a web role
<input type="checkbox"/>	Authenticated user and a security role
<input type="checkbox"/>	Authenticated user and a web role

NEW QUESTION 48

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

<input type="checkbox"/>	Security group
<input type="checkbox"/>	Data loss prevention policy

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

<input type="checkbox"/>	Security group
<input type="checkbox"/>	Data loss prevention policy

Answer:

Requirement

Feature

Restrict sharing of data between Power Automate connectors

<input type="checkbox"/>	Security group
<input checked="" type="checkbox"/>	Data loss prevention policy

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

<input type="checkbox"/>	Security group
<input type="checkbox"/>	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 52

- (Topic 4)

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.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/about> <https://docs.microsoft.com/en-us/dynamics365/customer-voice/data-flow>

NEW QUESTION 57

DRAG DROP - (Topic 4)

You are a Microsoft Power Platform architect. You have identified several project risks.

You need to categorize potential risks that are specific to your customer.

How should you categorize the risks? To answer, drag the appropriate categories to the correct risks. Each category 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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 58

- (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 62

- (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 64

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 68

- (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 72

- (Topic 4)

A company has a model-driven app. The app has forms with both Business Rules and JavaScript added to handle the business logic on the form. The form contains logic that is enforced by using business rules. The company wants to apply the business rules to all forms in the app. You need to recommend a simplified form setup so the form can be maintained moving forward. What should you recommend?

- A. Manage the business logic with a Power Apps Component Framework (PCF) control.
- B. Evaluate whether complex parts of the logic can be solved by using Power Apps Component Framework (PCF) controls.
- C. Use Business Rules for the remaining functionality.
- D. Remove the Business Rules and use only JavaScript.
- E. Update logic to ensure Business Rules are optimized.
- F. Use JavaScript for the remaining functionality.

Answer: B

Explanation:

PCF controls are reusable. Reference:
<https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview>

NEW QUESTION 76

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 81

- (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.

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 85

- (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 87

- (Topic 4)

You are designing a solution for a national vehicle repair company. You have the following requirements:

- Customers must search for vehicle issues by using natural language expressions.
- Customers must contact a customer service agent as required. You need to recommend a solution.

Which two features should you include? Each correct answer presents part of the solution.

- A. Power Virtual Agents
- B. Business process flow
- C. Power Apps portal
- D. Customer Insights

Answer: BC

NEW QUESTION 92

- (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

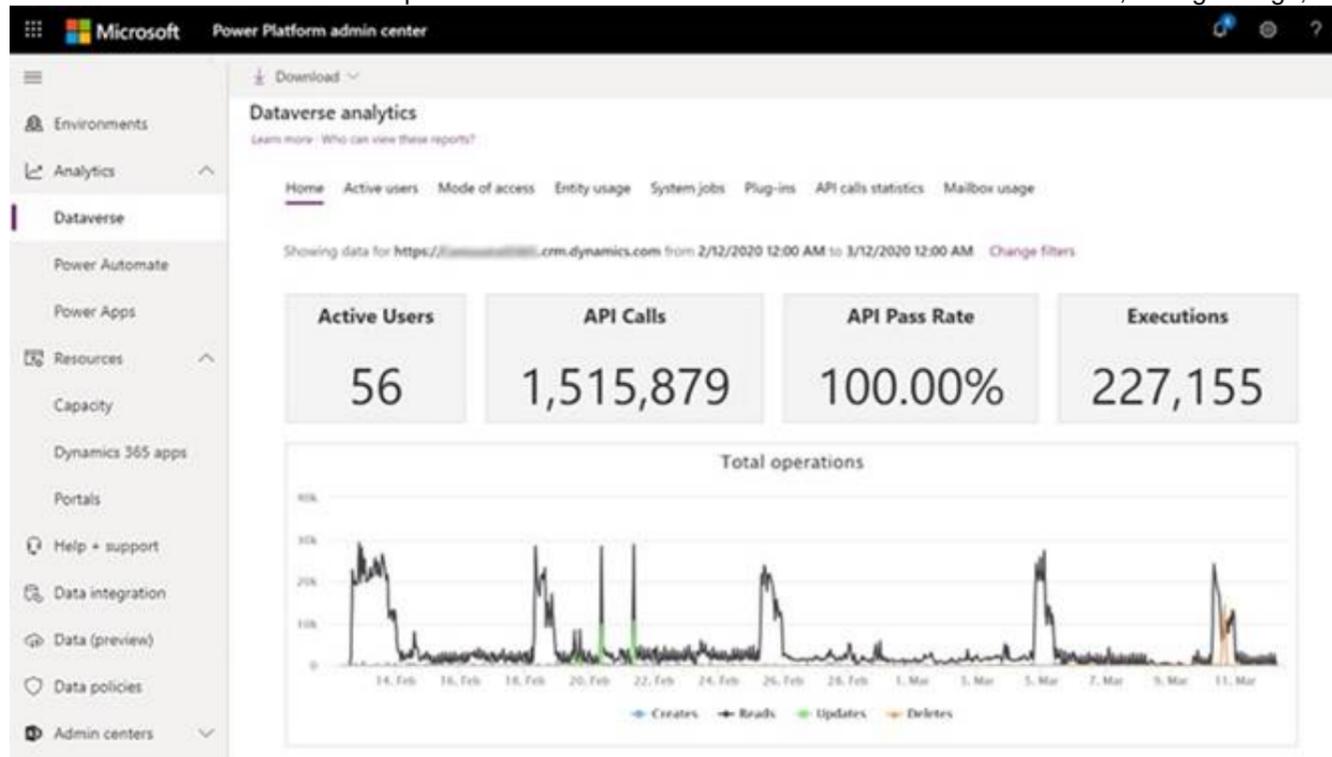
Explanation:

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 97

- (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 98

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 style="border: 1px solid gray; padding: 5px;"> <input type="text" value=""/> <ul style="list-style-type: none"> Define a data mask. Define and implement duplicate detection rules. Define the data type and format for each column. </div>
The database includes multiple instances of some records.	<div style="border: 1px solid gray; padding: 5px;"> <input type="text" value=""/> <ul style="list-style-type: none"> Define requirements for data entry. Define and implement duplicate detection rules. 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 99

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 101

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.

Issue	Action
Users can access account records but cannot read a column in the table.	Security role Security group Field security profile
A licensed user receives an insufficient permission error when opening leads.	Security role Security group Field security profile
A licensed user does not appear in the list of users available for security assignment.	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 104

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