# Microsoft

## Exam Questions PL-600

Microsoft Power Platform Solution Architect

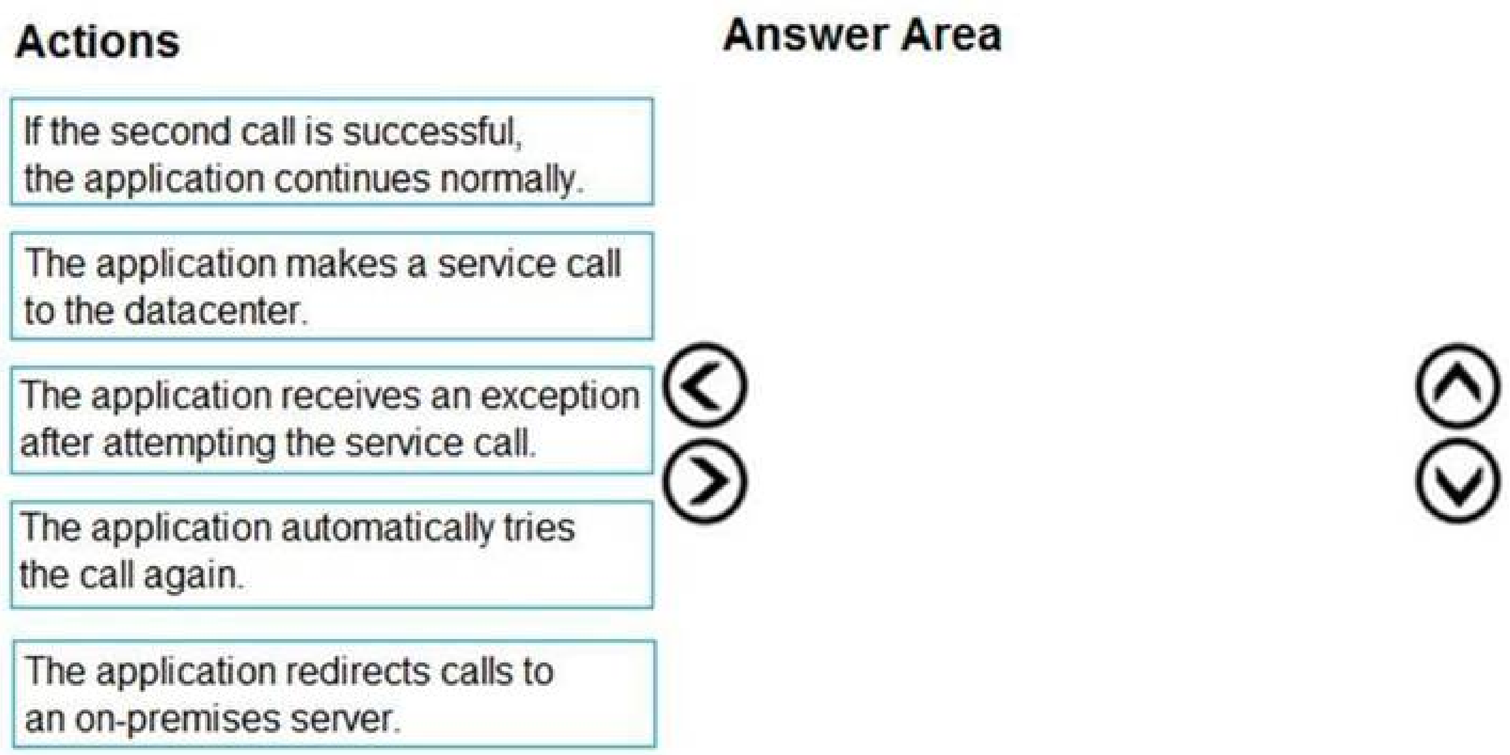
**NEW QUESTION 1**
A company uses two separate unlinked apps to manage sales leads: a Power Apps app and a third-party application. The client has the following requirements:
Manage all leads by using the Power Apps app.
Create a lead in the Power Apps app when a user creates a lead in the third-party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

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

**Answer:** ADE

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

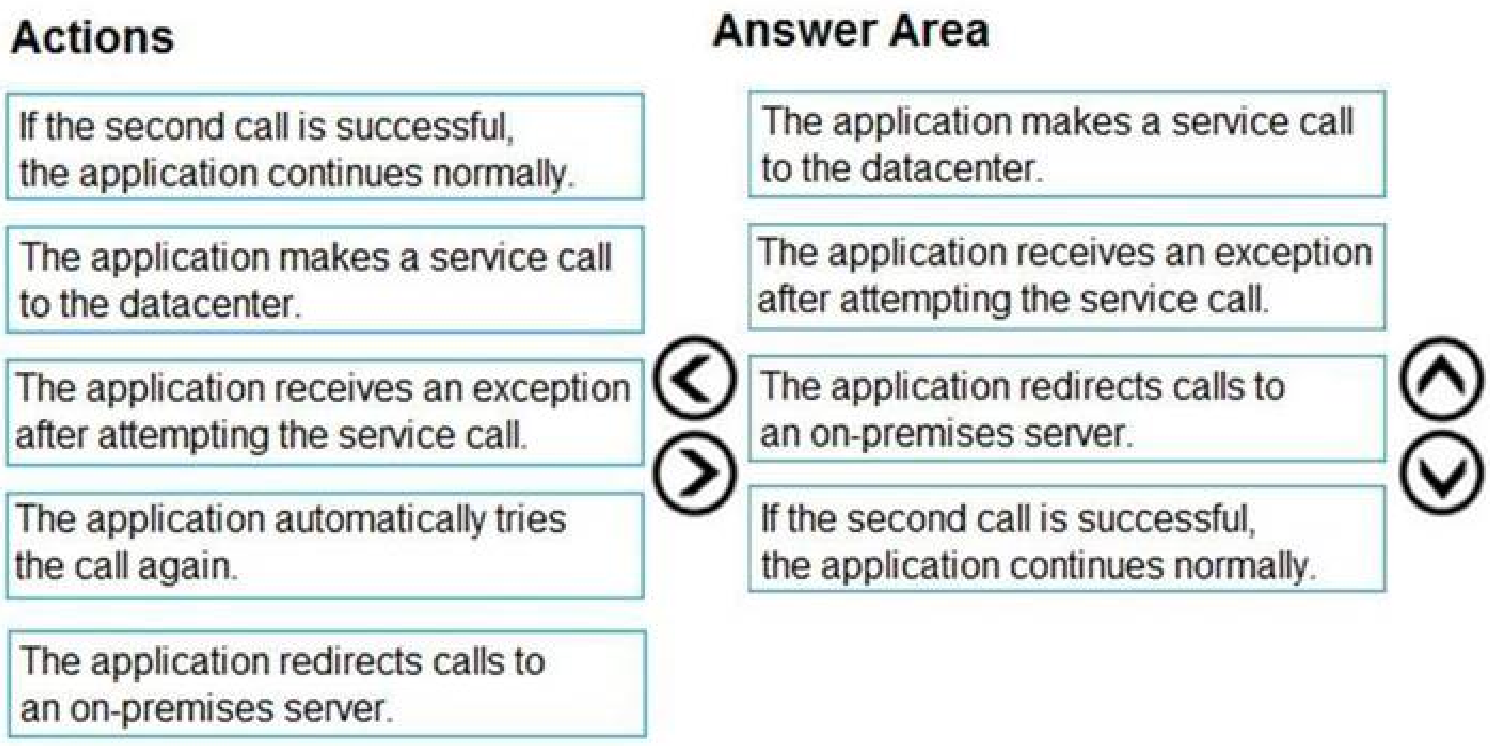
**NEW QUESTION 2**
DRAG DROP
You are designing a business strategy for a client who has a Power Platform solution. The client works with critical data where any data loss creates a high risk.
You need to document the failover process for the stakeholders.
Which four actions should you perform in sequence?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




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**



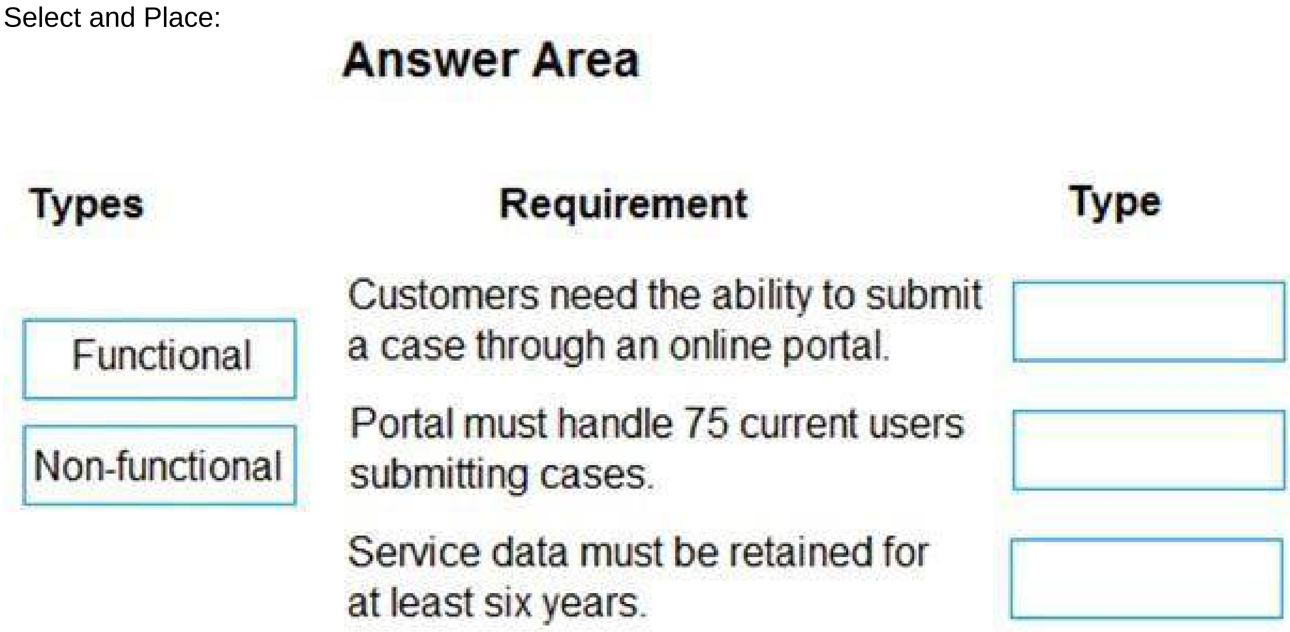

**NEW QUESTION 3**
A client uses Dynamics 365 Sales, Power BI datasets, and Power BI dataflows.
The Dynamics 365 Sales implementation has security roles that restrict data export. You need to ensure that data has the same restrictions in Power BI as it does in Dynamics 365 Sales. You need to design the 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 4**
DRAG DROP
You need to recommend methods for assigning security to each group of users. The customer provides the following requirements:
Customers need the ability to submit a case through an online portal. Portal must handle 75 concurrent users submitting cases.
Service data must be retained for at least six years.
You need to determine which requirements are functional or non-functional.
Which requirements are functional or non-functional? To answer, drag the appropriate types to the correct requirements. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.
Select and Place:




A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**

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

**NEW QUESTION 5**
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:** B

**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 6**
You are designing a self-service portal for a company.
The portal must meet the following requirements:
Customers must be able to submit and review cases.
Customers must be able to chat with service representatives in near real time.
▪ Allow service representatives to select cases from queues and use knowledge articles to resolve customer concerns. You need to recommend solutions for the company that do not require custom development.
Which three apps or services should you recommend? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Dynamics 365 Field Service
B. Dynamics 365 Customer Service
C. Omnichannel for Customer Service
D. Customer Insights
E. Customer self-service portal

**Answer:** BCE

**Explanation:**
▪ B: Use Dynamics 365 Customer Service to: Track customer issues through cases Record all interactions related to a case Share information in the knowledge base
Create queues and route cases to the right channels
C: 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.
E: 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).
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 Testlet 2
Case study
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Background
First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies. The company operates offices in multiple countries/regions.
First Up has both full-time and part-time employees. 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.
The company does not have a standardized tool used for reporting purposes. The organization engages you to implement a new Power Platform solution. Workers

are managed by a dedicated team that includes one primary recruiter and a contract assistant. Many client companies live in areas that do not allow for mobile data connections.
Current environment
Existing systems and processes
First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.
The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.
An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's
primary recruiter.
First Up has no current capabilities for forecasting future worker needs based on the data held.
Client company visits
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. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.
First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.
Requirements General
There is no standardized communication tool across the company, and this causes communication issues between different teams. First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.
Workers must be able to communicate in near real-time with worker support agents.
Client company visits
Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality. Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information. The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency. When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.
Job history information
The solution must provide a worker appointment booking system that can access worker historical job placement data.
The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker. Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.
Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.
First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.
Worker access
The solution must support workers that speak different languages. The solution must provide automatic translation capabilities. The solution must support near real-time communications between workers and recruiters.
Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters. The solution must provide workers a way to search for general information about available positions.
Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.
Data platform
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.
Reporting and analytics
The reporting and analytics team must be able to create reports that include data from all facilities and all workers. Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.
Security
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users. Worker records must only be viewed by the recruiting office that the worker visits.
Worker still records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system. User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes. Issues
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data. Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.
Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity. The testing ream reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

**NEW QUESTION 7**
DRAG DROP
You need to recommend the appropriate messaging channel solutions for the organization.
What should you recommend? To answer, drag the appropriate messaging options to the correct user types. Each messaging option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.
[MISSING]

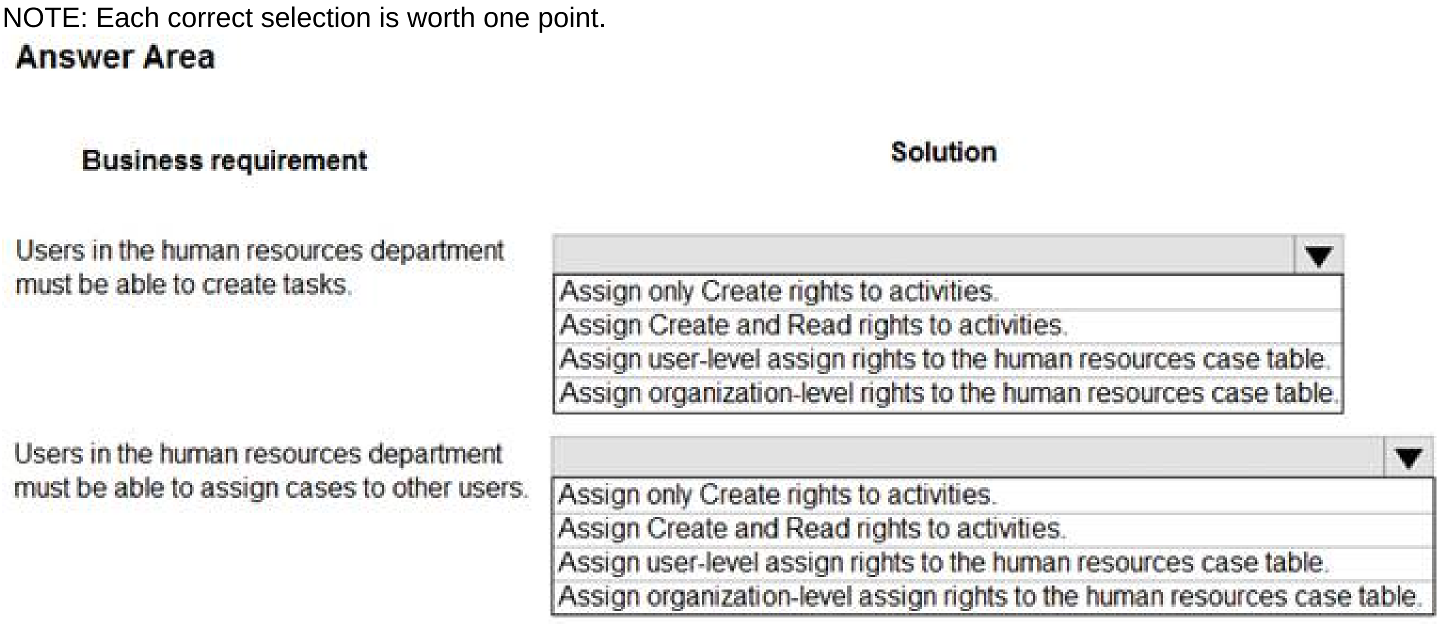
A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Box 1: Omnichannel for Customer Service dashboard
Scenario: Workers must be able to communicate in near real-time with worker support agents.

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

**NEW QUESTION 8**
HOTSPOT
You are designing a Power Platform solution for a company. You have the following requirements:
Users in the human resources department must be able to create tasks.
Users in the human resources department must be able to assign cases to other users.
You need to recommend security settings to the company.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.




A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 9**
HOTSPOT
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.
Hot Area:

## Answer Area

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

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.
Incorrect Answers:
Self Scope allows you to define the rights a user has to their own Contact (Identity) record. Users can use entity forms or web forms to make changes to their own Contact record linked with their profile.
Parental scope: In this most complex case, permissions are granted for an entity that is a relationship away from an entity for which an Entity Permission record has already been defined. This permission is actually a child record of the parent entity permission.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/portals/configure/assign-entity-permissions

**NEW QUESTION 10**
HOTSPOT
A company offers continuing education courses for medical professionals. Each time a course is offered, the company tracks that the session has taken place in an Excel workbook. The company maintains a list of required qualifications for an educator to teach a course. Educator qualifications range from languages spoken to advanced degrees.
The company needs the following custom table relationships defined:
Associate educators with a list of their professional qualifications. Assign a primary educator to each course that is held.
Collect information about every course that is held.
You need to determine the type of relationship that best fits the requirement.
Which type of table relationship should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

## Answer Area

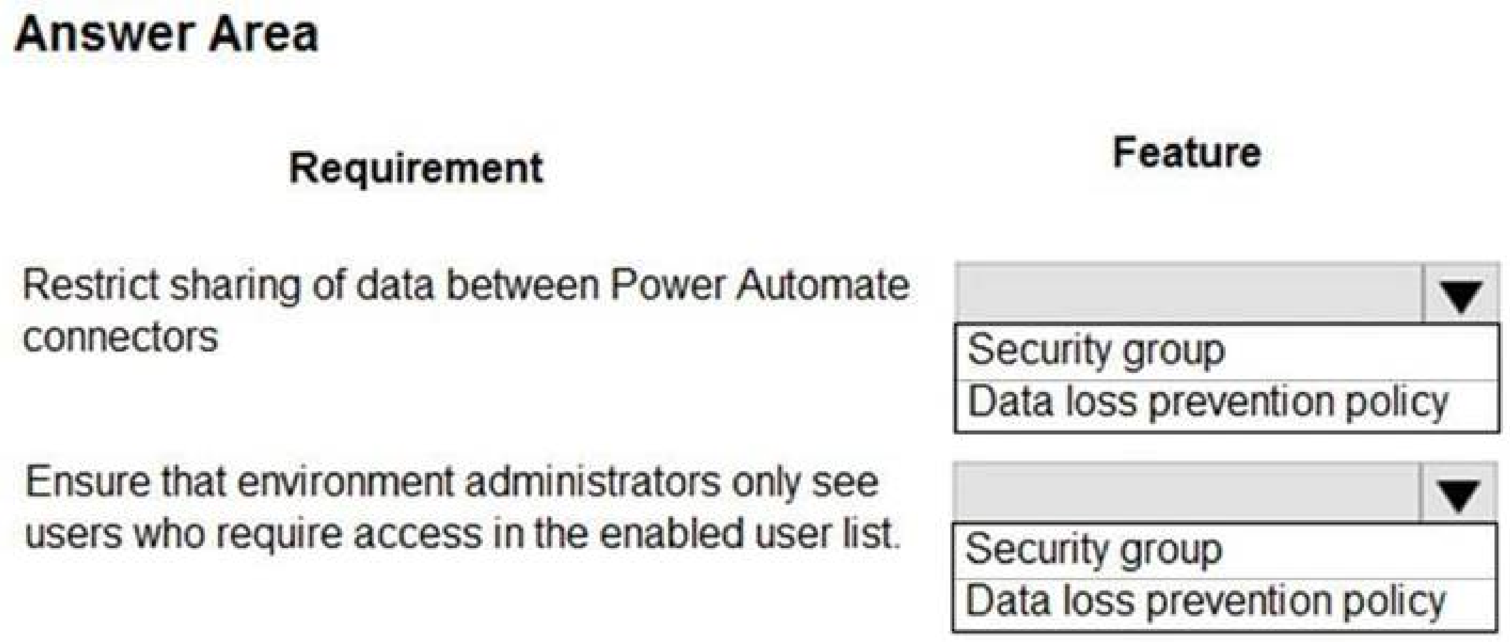
| Requirement | Relationship |
|---|---|
| Educators must be associated with their qualifications. | Many-to-many relationship that uses a system generated table<br>Many-to-many relationship that uses a custom table<br>One-to-many relationship |
| When a course is held there must be a primary educator assigned. | Many-to-many relationship that uses a system generated table<br>Many-to-many relationship that uses a custom table<br>One-to-many relationship |
| When a course is held, the company needs to collect information on that session. | Many-to-many relationship that uses a system generated table<br>Many-to-many relationship that uses a custom table<br>One-to-many relationship |

A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 10**
HOTSPOT
You are designing the security model for a Power Platform solution. The security model must meet the following requirements:
Restrict sharing of data between Power Automate connectors.
Ensure that environment administrators only see users who require access in the enabled user list. You need to recommend security features for the solution.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:




A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 13**
You are designing a database table for a client.
You have the following requirements:
- Maintain a comprehensive list of colors and their corresponding RGB values and hexadecimal values. Prevent the addition of duplicate colors based on the hexadecimal value for the color.
You need to recommend a design for the table.
Which two actions should the client perform after the table is created? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

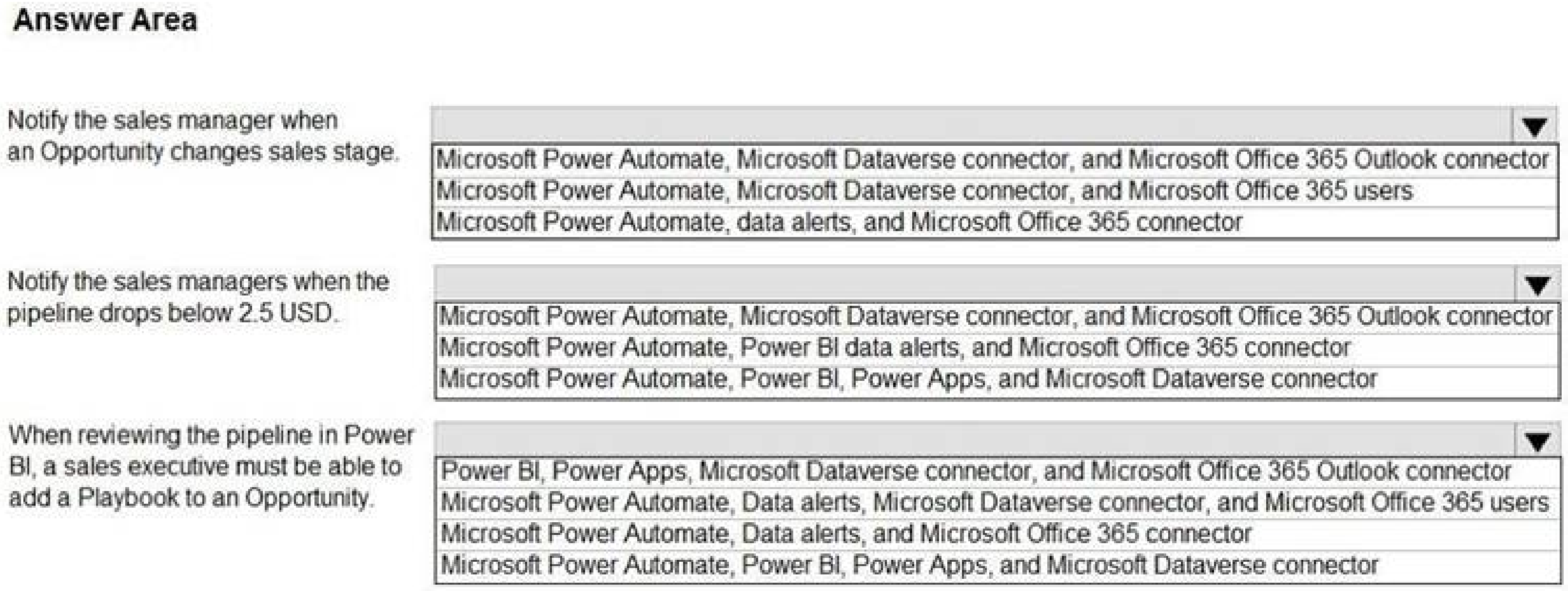
A. Mark the hex value column as business required.
B. Configure and schedule a recurring bulk record deletion job.
C. Create alternate keys for the table.
D. Mark the RGB value column as business required.

**Answer:** BC

**Explanation:**
B: Setting a column to Business Required means that the default behavior of a model-driven or canvas app will enforce this requirement in the app.
C: With alternate keys you can now define a column in a Dataverse table to correspond to a unique identifier (or unique combination of columns) used by the external data store. This alternate key can be used to uniquely identify a record in Dataverse in place of the primary key. You must be able to define which

columns represent a unique identity for your records. Once you identify the columns that are unique to the table, you can declare them as alternate keys through the customization user interface (UI) or in the code.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-portal https://docs.microsoft.com/en-us/powerapps/developer/data-platform/define-alternate-keys-entity

**NEW QUESTION 17**
HOTSPOT
A company uses Dynamics 365 Sales and Power BI.
- Sales managers must be able to keep track of changes to their pipeline in the following ways: Notify the sales managers when an Opportunity changes sales stage.
Notify the sales managers when the pipeline drops below 2.5M USD.
When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity. You need to recommend a solution that meets the company requirements.
Which combination of solutions should you recommend? To answer, select the appropriate option in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:




A. Mastered
B. Not Mastered

**Answer:** A

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

**NEW QUESTION 19**
HOTSPOT
You are supporting the go-live process for a company. The company is responsible for migrating data to the 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.
Hot Area:

**Answer Area**

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

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Box 1: Increase multithreading and/or batch size settings Box 2: Ensure you are loading data in a specific order.
Load the base tables in the hierarchies first.
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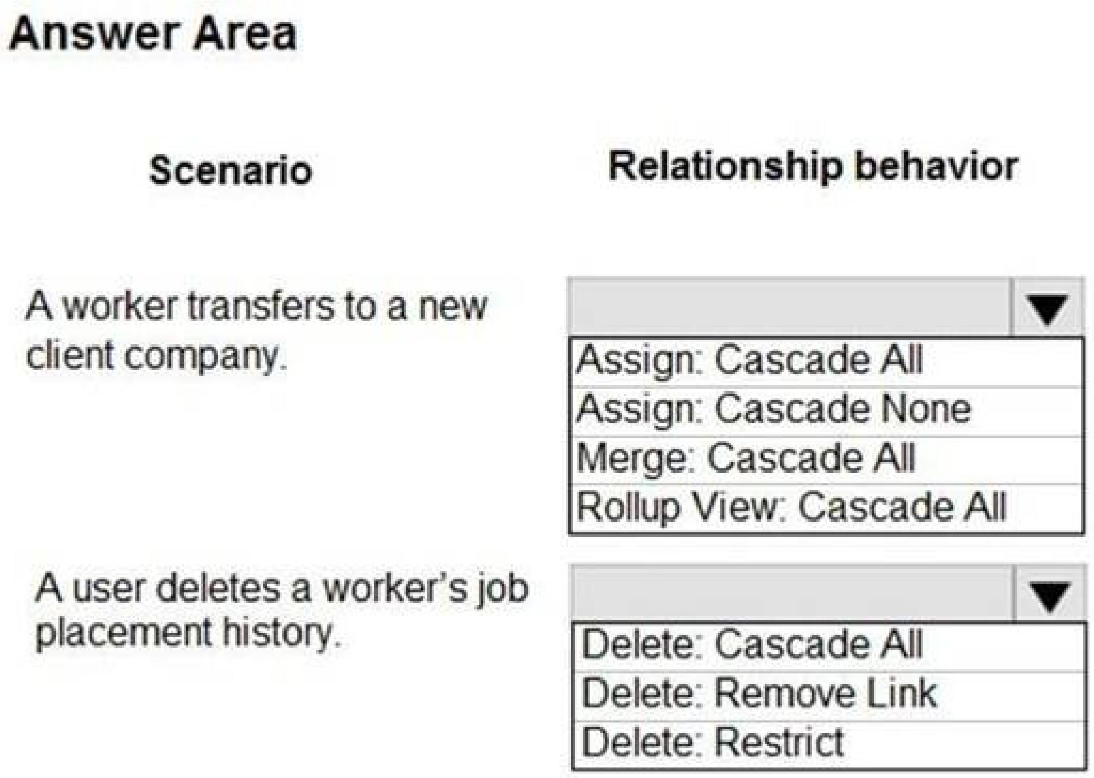
First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.
The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information. Employee authentication with the existing system is provided by an on-premises Active Directory instance that is linked to Azure Active Directory.
An appointment record is created for each visit with a worker. The record includes worker contact information, preferred language, the date and time of the appointment, and other relevant data. This information is reviewed by the worker's
primary recruiter.
First Up has no current capabilities for forecasting future worker needs based on the data held.
Client company visits
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. Audit team members currently record information about workers on paper forms. Team members enter information from paper forms into the system when they return to the office.
First Up audits client companies at least once each year but may schedule additional visits based on feedback from workers that they place at a client company.
Requirements General
There is no standardized communication tool across the company, and this causes communication issues between different teams. First up employees must be able to contact each other by using a secure system to ask and answer questions about medical cases.
Workers must be able to communicate in near real-time with worker support agents.
Client company visits
Audit team records must be locked after they have been reviewed by a First Up manager. No further edits to the record can be carried out. This must be implemented using standard available system functionality. Audit teams must be able to enter records of their visits to the companies where they have or may place workers. Audit teams must be able to update any necessary records with the latest information. The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency. When a worker makes an appointment, the appointments must appear in the timeline for the worker's contact record.
Job history information
The solution must provide a worker appointment booking system that can access worker historical job placement data.
The solution must allow employees to associate a primary recruiter with each worker. The solution must also allow multiple secondary recruiters to be associated with each worker. Every worker assessment performed must be validated and countersigned by the primary recruiter for a worker.

Job posting data from previous work engagements must be accessible by the Power Platform solution to ensure that new job postings are accurate.
First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.
Worker access
The solution must support workers that speak different languages. The solution must provide automatic translation capabilities. The solution must support near real-time communications between workers and recruiters.
Workers must be able to view their records online. Workers must be able to enter any additional information that is required by or may be helpful to recruiters.
The solution must provide workers a way to search for general information about available positions.
Workers must be able to request copies of their records by using a chatbot. Workers must be able to provide information to a recruiter as needed.
Data platform
Audit teams must have the ability to view worker information on their mobile devices.
Audit teams must be able to record data during visits to locations where workers are placed.
The solution must support the ability for a corporate governance auditing team to periodically audit the organization's records, policies, and procedures.
Reporting and analytics
The reporting and analytics team must be able to create reports that include data from all facilities and all workers. Management reports must present an overview of the entire organization. Other reports may be limited to specific offices.
You must create dashboards that show the status across all groups of workers. The dashboards must be embedded into the Power Platform apps. Updates to data must be displayed in near real time.
Security
Authentication for all user types must be managed by a single platform. IT teams must use PowerShell to apply security permissions for users. Worker records must only be viewed by the recruiting office that the worker visits.
Worker still records must be archived after ten years and are then removed from the main system. Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system. User security roles must be customized to ensure that users are able to interact only with the specific data in which they need access.
Workers must be able to sign into a portal by using their own email address. Workers must be required to use a secure method of authentication to be able to view their data.
Alerts regarding the number of recruited and placed at client companies must be updated as background processes. Issues
The organization reports the following issues:
Recruiters report that they cannot see historical job placement data for workers.
API usage reports show that the number of API calls made exceeds limits. This causes delays saving data. Users cannot view Power BI reports within the Power Platform apps.
Some security clearance information for workers not visible from within the Power Platform solution.
Audit teams report that they cannot view or edit worker data when the device on which they access the solution does not have network connectivity. The testing ream reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.

**NEW QUESTION 23**
HOTSPOT
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.
Hot Area:




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.
Incorrect Answers:
Cascade All: Perform the action on all referencing table records associated with the referenced table record. Box 2: Delete: Restrict
Scenario: Worker information must not be deleted from the system while skill and job placement history records for the worker exist in the system.
Referential, Restrict Delete: In a referential, restrict delete relationship between two tables, you can navigate to any related rows. Actions taken on the parent row will not be applied to the child row, but the parent row cannot be deleted while the child row exists. This is useful if you do not want child rows to become orphaned. This forces the user to delete all of the children before deleting the parent.
Reference: https://docs.microsoft.com/en-us/powerapps/maker/data-platform/data-platform-entity-lookup

Testlet 3 Case study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.
Background
Relecloud provides regional air service in North America. The company uses a variety of systems, apps, and services to manage the business. You are hired to design a new solution to manage passenger information, reservations, and maintenance.
Current environment
The company uses Microsoft Office 365.
The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.
For flights longer than four hours, passengers receive a meal. Customers can select a meal when they make a reservation and can save the meal choices as a customer preference.
The company offers two types of meals: standard and vegetarian. Meal types can be temporarily unavailable. The airline is considering offering other meal types, such as gluten-free and low-sodium options. The company uses paper-based reservation checklists to help ensure that all the steps for a reservation are complete.
The company uses vendors to service aircraft.
Environment
Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee. Minimize the use of third-party products and custom development.
Reduce customer support call volumes by having the system automatically resolve common issues.
The security rule for agents must contain the privileges in the default Customer Service Representative security role.
Log issues as cases. The case form must show variable sections based on the case type. Include a custom entity named Seats and grant agents access to the entity. Application use layout should be role specific.
Agents
You must standardize the format used by agents to enter customer phone numbers. Agents need a solution to replace paper reservation checklists.
Agents need dashboards to show a current count of all reservations on the entity. Agents need a way to track reservation issues.
Agents need a visual indicator in the interface to determine the reservation step to provide a seamless customer experience.
Agents need different versions of cancellation policies to send customers. One version must be controllable within the system. Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.
IT
IT staff needs a mobile solution to see IT cases at the top of the menu since this is their primary focus. IT staff needs a system that is easy to navigate to active cases.
IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system. IT specialists need a solution that is visual rather than text-based so they can quickly complete their tasks.
Management
Management requires paginated reports for stakeholders.
Management wants to provide frequent flyers with better service when the flyers call.
Managers need to see all customer dashboards at the top of their menu on their mobile device.
Maintenance
Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts. Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts. Contracts with maintenance companies must be stored in Dynamics 365 Customer Service.

**NEW QUESTION 27**
You need to recommend the field type to use for configuring meal selections during reservation.
Which field type should you recommend?

A. Global Option Set
B. Lookup
C. Option Set
D. Two Options

**Answer:** C

**Explanation:**
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 |

Incorrect Answers:
A: Typically, you use global option sets to set fields so that different fields can share the same set of options, which are maintained in one location. Unlike local options sets which are defined only for a specific attribute, you can reuse global option sets. You will also see them used in request parameters in a manner similar to an enumeration.
Reference: https://michalguzowski.pl/how-to-work-with-option-set-in- powerapps/

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

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

**Answer:** BEF

**Explanation:**
Scenario: The security rule for agents must contain the privileges in the default Customer Service Representative security role.
Create a security role by Copy Role:
Step 1 (E): Copy the Customer Service Representative role. Step 2 (F): Select the New Role Name.
Step 3: (B): When Copying Role is complete, navigate to each tab, ie Core Records, Business Management, Customization, etc. Set the privileges on each tab.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-edit-security-role
Case study
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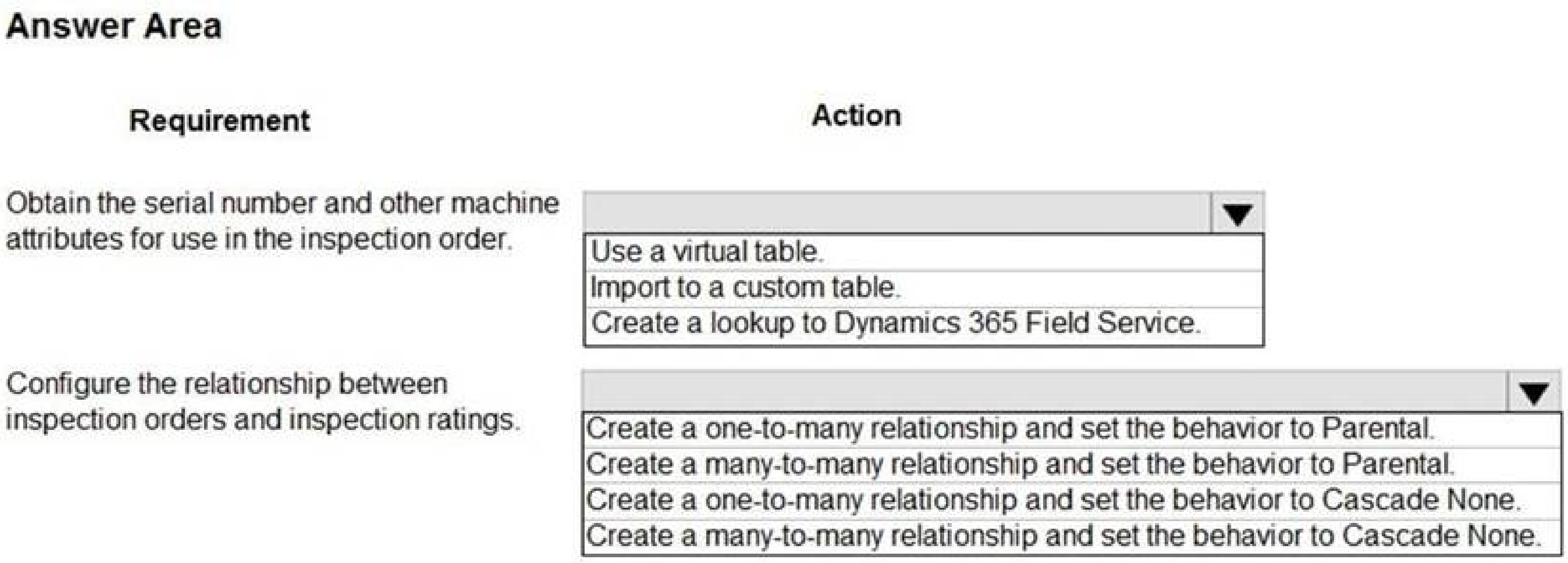
Background
Fabrikam, Inc. manufactures industrial metal cutting machines. The company installs and services the machines for customers.
Fabrikam has manufacturing plants in Canada, France, and China. The company also has regional service organizations that are responsible for installation and maintenance of the machines.
Current environment Overview
Operations for the company are managed very informally. Only a small number of long-term employees are aware of all manufacturing processes. The company has been experiencing quality issues associated with its manufacturing operations and installations.
The company wants to implement a way to capture quality inspection results for each machine produced. Current inspection checklists are stored in the Files section of a Teams channel for inspectors. Inspectors commonly print the incorrect inspection checklist.
The company has specific inspection stations for certain inspection steps. Each station has the gauges and equipment required for related inspection steps. There is often a backlog at specific inspection stations. This results in delays in shipping machines to customers.
Accounting system
The current system does not handle shop floor or manufacturing planning functionality. Machines are assigned serial numbers and placed in stock until they are shipped to customers.
Employee information is maintained only within the accounting system. Access to the information is strictly controlled due to privacy regulations and company policies.
Other systems
The company has an enterprise Microsoft 365 subscription. The company uses Microsoft 365 only for sending and receiving email. The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.
The company recently started using Dynamics 365 Field Service to manage and maintain the machines that it installs for its customers. The app has not been customized.
- The company has added roles, skills, and certification proficiencies to Dynamics 365 Field Service resources to support both customer onsite inspections and final manufacturing inspections.
Requirements
Quality inspection app
Fabrikam is evaluating Microsoft Power Platform to determine whether it can meet the company's requirements for a manufacturing defect and quality inspection solution. Each machine produced must be subjected to a quality inspection at various points during production. Each machine must undergo a more extensive quality inspection before the machine can be shipped to the customer. Inspection orders
Inspection orders must:
- Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated.
- Include information about the person who performed each inspection step and any comments made by the inspector.- Be automatically marked as failed if one inspection step rating is marked as failed.
- e.
Inspection standardization
Standardized checklists must be stored in the solution for use by inspectors. A copy must be created when a new inspection is initiated. The solution must:
Prevent an inspector from proceeding to the next step of the checklist until required information for a step is entered. Support the addition of steps to inspections to support custom features added to a machine for a customer.
Support the direct input of measurements from testing gauges to avoid incorrect readings being entered by inspectors.
Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been

installed.
Support the ability to store photo references within each inspection step to document defects found during inspections. Security
- Users must be active employees of Fabrikam.
When a user signs into the inspection solution, the solution must display a picture of the employee who has signed in. Supervisors must be able to modify standard checklists. Other employees must be prevented from modifying checklists.
You must prevent users from changing inspection order data once an inspection is marked as final. Analytics and reporting The solution must:
- Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point. Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).
Provide a printed quality certificate to be included with each machine. Issues
During initial testing of the solution, testers report that they cannot see the photos taken during a previously failed inspection.

**NEW QUESTION 32**
HOTSPOT
You need to design the quality inspection order data model.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:




A. Mastered
B. Not Mastered

**Answer:** A

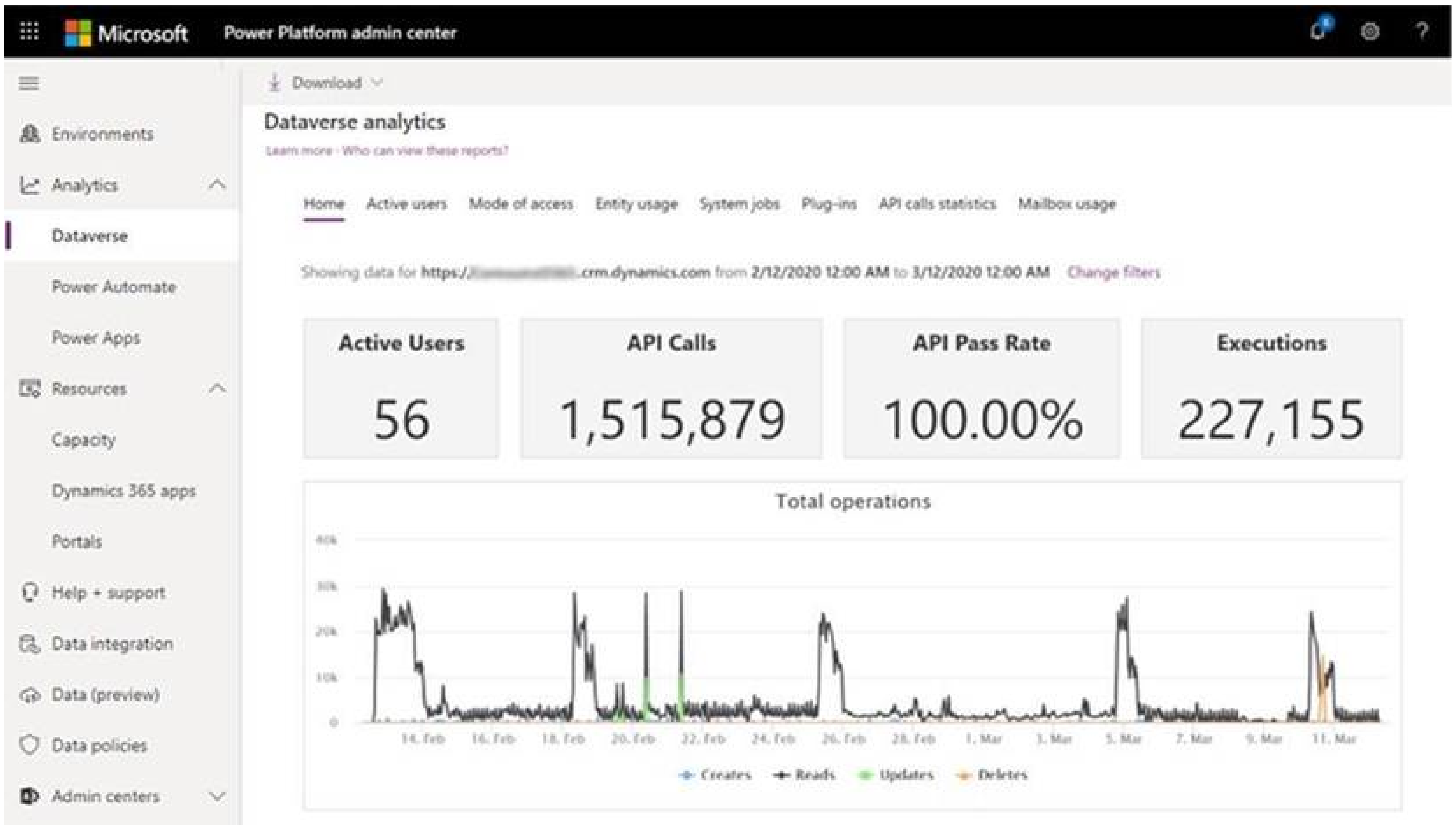
**Explanation:**
Box 1: Create a lookup to Dynamics 365 Field Service
Scenario: Machines are assigned serial numbers and placed in stock until they are shipped to customers.
Entity lookup: Allows technicians to choose a Dynamics 365 record. In the inspection designer interface, admins must select an entity and a field to display. For a chosen entity, the Name field and mandatory fields are the entity attributes that can be displayed in the lookup.
Box 2: Create a one-to-many relationship and set the behavior to Parental Scenario: Inspection orders must:
Allow entry of quality ratings of passed or failed for each quality metric identified for the machine being rated. Be automatically marked as failed if one inspection step rating is marked as failed.
Each inspection order can have one or many inspection steps, and each inspection step has a rating.
Note: Each pair of tables that are eligible to have a 1:N relationship can have multiple 1:N relationships between them. Yet usually only one of those relationships can be considered a parental table relationship.
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/inspections https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-entity-relationships

**NEW QUESTION 34**
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. 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 38**
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