



Microsoft

Exam Questions PL-600

Microsoft Power Platform Solution Architect

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NEW QUESTION 1

HOTSPOT - (Topic 1)

You need to ensure that the solution meets the data security and compliance requirements.

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

NOTE: Each correct selection is worth one point.

Scenario

Relationship behavior

A worker transfers to a new client company.

	▼
Assign: Cascade All	
Assign: Cascade None	
Merge: Cascade All	
Rollup View: Cascade All	

A user deletes a worker's job placement history.

	▼
Delete: Cascade All	
Delete: Remove Link	
Delete: Restrict	

Answer:

Scenario

Relationship behavior

A worker transfers to a new client company.

	▼
Assign: Cascade All	
Assign: Cascade None	
Merge: Cascade All	
Rollup View: Cascade All	

A user deletes a worker's job placement history.

	▼
Delete: Cascade All	
Delete: Remove Link	
Delete: Restrict	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 2

- (Topic 1)
You need to investigate the canvas app functionality issues.
Which two tools can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. App checker
- B. Errors function
- C. Solution checker
- D. Power Platform admin center

Answer: AC

Explanation:
Scenario: The testing team reports that one of the canvas apps is not working as expected. An error message displays as specific pages load.
A: The App checker is now available to help provide a clear list of formula issues in your app, and to provide items to fix to make your app accessible. The App checker is an area that the PowerApps team will continue to invest in, and build on in order help to make debugging, performance and best practice decisions an easier and more guided experience.
C: With the solution checker feature, you can perform a rich static analysis check on your solutions against a set of best practice rules and quickly identify these problematic patterns. After the check completes, you receive a detailed report that lists the issues identified, the components and code affected, and links to documentation that describes how to resolve each issue.
Reference:
<https://powerapps.microsoft.com/en-us/blog/new-app-checker-helps-you-fix-errors-and-make-accessible-apps/>

NEW QUESTION 3

DRAG DROP - (Topic 2)
You need to propose a solution for form requirements.
What 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
Field controls	Phone number format	
Workflow	Sections of Agents case form	
Custom development		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Field controls

You must standardize the format used by agents to enter customer phone numbers.

Box 2: Workflow

Log issues as cases. The case form must show variable sections based on the case type.

NEW QUESTION 4

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

	▼
Power BI	
Dashboard	
Microsoft Power Automate	
Microsoft Power Apps	

Management

	▼
Power BI	
Microsoft Power Apps	
Microsoft AppSource	
Microsoft Power Automate	

Answer:

User type	Tool
Agent	<div><div></div><div><div>Power BI</div><div>Dashboard</div><div>Microsoft Power Automate</div><div>Microsoft Power Apps</div></div></div>
Management	<div><div></div><div><div>Power BI</div><div>Microsoft Power Apps</div><div>Microsoft AppSource</div><div>Microsoft Power Automate</div></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 5

DRAG DROP - (Topic 2)
You need to recommend a solution for integrating luggage information.
What should you recommend? To answer, drag the appropriate types to the correct tables. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Types	Table	Type
Custom table	Luggage	
Virtual table		
Activity table	Passenger	
Custom activity table		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Luggage: Custom activity table

An activity can be thought of as any action for which an entry can be made on a calendar. An activity has time dimensions (start time, stop time, due date, and duration) that help determine when the action occurred or will occur. Activities also contain data that helps determine what action the activity represents, for example, subject and description.

Passenger: Customer table

The account and contact tables in Microsoft Dataverse are essential for identifying and managing customers, selling products and services, and providing superior service to the customers. A customer address table is used to store address and shipping information for a customer.

Scenario: The company has a custom app for managing and tracking passenger luggage. The app uses Microsoft Dataverse.

Agents need to view which pieces of luggage match to each passenger, and then need to add the total on the passenger record.

NEW QUESTION 6

- (Topic 2)

You need to select an appropriate app for Relecloud. Which app should you recommend?

- A. Dynamics 365 Field Service
- B. Dynamics 365 Sales
- C. Dynamics 365 Project Operations
- D. Dynamics 365 Customer Service

Answer: D

Explanation:

Microsoft Dynamics 365 Customer Service is a module for customer service automation that streamlines case and knowledge management, enables personalized customer service with a 360-degree customer view, and provides visibility into customer service department performance with dashboards and reports.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/overview>

NEW QUESTION 7

- (Topic 2)

You need to provide the IT specialists with design diagrams. What should you provide?

- A. Business process modeler (BPM) B AI Builder
- B. Entity relationship diagram (ERD)
- C. Dynamics 365 Product Visualize

Answer: A

Explanation:

Scenario: IT specialists want to design Power BI reports. They need to understand the underlying table relationships of the system.

Business process modeler (BPM) in Microsoft Dynamics Lifecycle Services (LCS) is a tool that you can use to create, view, and modify repeatable implementations that are based on business process libraries. BPM helps you align your business processes with industry- standard processes that are described by the American Productivity & Quality Center

(APQC)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/bpm-overview>

NEW QUESTION 8

HOTSPOT - (Topic 2)

You need to recommend a collaboration tool for each group.

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

NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Microsoft Teams

Maintenance supervisors must not have access to Dynamics 365 Customer Service. The supervisors must be able to communicate with the contracts team about contracts.

Box 2: Dynamics 365 Workspace

Aircraft maintenance vendors must have only view and upload privileges to their invoices and receipts.

The Expense management mobile workspace lets users capture and upload a receipt, so that they can attach it to an expense report later.

NEW QUESTION 9

HOTSPOT - (Topic 3)

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.

Requirement	Action
Obtain the serial number and other machine attributes for use in the inspection order.	<div><div></div><div>Use a virtual table.</div><div>Import to a custom table.</div><div>Create a lookup to Dynamics 365 Field Service.</div></div>
Configure the relationship between inspection orders and inspection ratings.	<div><div></div><div>Create a one-to-many relationship and set the behavior to Parental.</div><div>Create a many-to-many relationship and set the behavior to Parental.</div><div>Create a one-to-many relationship and set the behavior to Cascade None.</div><div>Create a many-to-many relationship and set the behavior to Cascade None.</div></div>

- 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.

NEW QUESTION 10

- (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
- Power Apps Studio
- B: 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 10

HOTSPOT - (Topic 3)

You need to recommend a solution to meet user interface 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
Visual representation of gauge readings with minimum and maximum tolerances.	<div><div></div><div>Create and embed a Power BI radial gauge. Create and embed a custom visualization component. Create and embed a standard Power Apps donut chart.</div></div>
Add visibility to the manufacturing inspection records for onsite technicians.	<div><div></div><div>Configure mobile offline synchronization. Add an inspection order to the work order form Modify the sitemap for Dynamics 365 Field Service.</div></div>

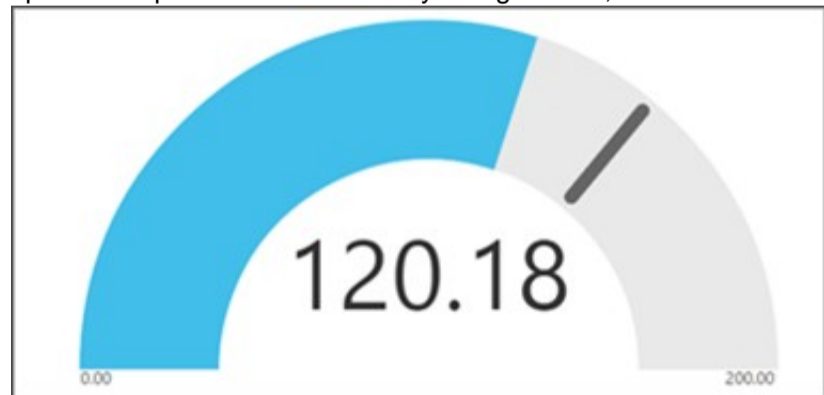
- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Create and embed a Power Bi radial gauge

A radial gauge chart has a circular arc and shows a single value that measures progress toward a goal or a Key Performance Indicator (KPI). The line (or needle) represents the goal or target value. The shading represents the progress toward that goal. The value inside the arc represents the progress value. Power BI spreads all possible values evenly along the arc, from the minimum (left-most value) to the maximum (right-most value).



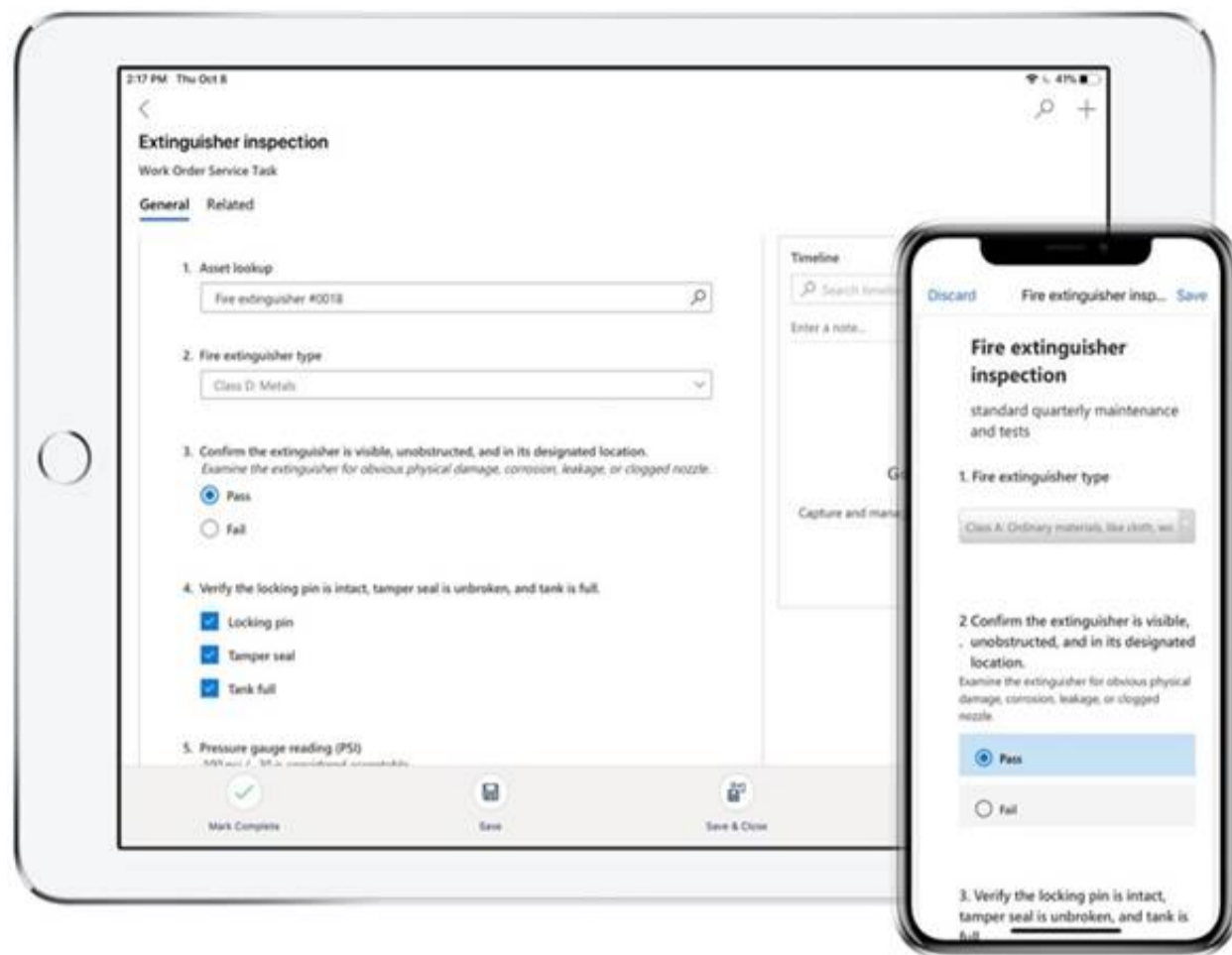
In this example, you're a car retailer tracking the sales team's average sales per month. The needle represents a 140 cars sales goal. The minimum possible average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

Box 2: Add an inspection order to the work order form

You can add inspections to work orders in Dynamics 365 Field Service.

Field Service inspections are digital forms that technicians use to quickly and easily answer a list of questions as part of a work order. The list of questions can include safety protocols, pass-and-fail tests for a customer asset, an interview with a customer, or other audits and assessments performed before, during, or after a work order.

Example:



NEW QUESTION 15

- (Topic 3)

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

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

Answer: A

Explanation:

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

The solution must:

? Provide metrics including existing and upcoming demand by inspection station, average time spent per user at a station, and average time a machine spends at each inspection point.

? Provide metrics per inspector including number of inspections performed by month, and number of inspections per rating type (pass, fail).

? Provide a printed quality certificate to be included with each machine.

Reference:

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

NEW QUESTION 18

- (Topic 3)

You need to manage user access to the app.

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

NOTE: Each correct selection is worth one point.

- A. Virtual table with a customer connector
- B. Microsoft Dataverse connector
- C. Office 365 Outlook connector
- D. Office 365 Users connector

Answer: CD

Explanation:

Office 365 Users lets you access user profiles in your organization using your Office 365 account. You can use the Use the connection in your Power Platform app. Dataverse is part of the Microsoft 365 collaboration and productivity tools. Using federation, applications can connect to Dataverse using the same system user identities and credentials available in an Azure Active Directory based network.

Scenario:

? Users must be active employees of Fabrikam.

? 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.

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/canvas-apps/connections/connection-office365-users>

NEW QUESTION 19

- (Topic 3)

You need to recommend an environment for the inspection solution. Where should you recommend installing the solution?

- A. within the Dynamics 365 Field Service environment
- B. in a separate Microsoft Dataverse environment in the same instance as the Dynamics 365 Field Service environment
- C. in a separate Dataverse environment with Dynamics 365 apps enabled
- D. within the default Dynamics 365 Field Service environment

Answer: A

NEW QUESTION 24

- (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 27

- (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 32

- (Topic 4)

A car dealership has a custom financing table.

You are working with a developer to add a button to a ribbon that displays a hidden section of a form when specific criteria are met.

You need to recommend tools and technologies for the developer

Which two tools or technologies should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

- A. Write a business rule. Write JavaScript code.
- B. Use the Ribbon Workbench.
- D. Use the form editor.

Answer: BC

Explanation:

Client-side scripting using JavaScript is one of the ways to apply custom business process logic for displaying data on a form in a model-driven app. You can use a community tool, Ribbon Workbench, to visually edit ribbons using the UI. Reference:
<https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/client-scripting>
<https://docs.microsoft.com/en-us/powerapps/developer/model-driven-apps/customize-commands-ribbon>

NEW QUESTION 34

HOTSPOT - (Topic 4)

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

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer:

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Autonumber column

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

Box 2: Business rule

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

- ? Enable or disable columns
- ? Set column values
- ? Clear column values
- ? Set column requirement levels

- ? Show or hide columns
- ? Validate data and show error messages
- ? Create business recommendations based on business intelligence.

NEW QUESTION 39

- (Topic 4)

An organization plans to implement a solution to deliver the complete sales process for its sales teams. The organization does NOT have any physical barcode scanners.

To meet the organization business requirements, the proposed solution must include the following capabilities:

- ? Create and qualify leads to contacts
- ? Generate quotes and convert quotes to orders
- ? Scan product barcodes as part of the order generation process

You need to recommend a solution to help the organization achieve its business requirements.

What should you recommend?

- A. Dynamics 365 mobile app and a Power Apps canvas app
- B. Dynamics 365 for Phones only
- C. Dynamics 365 Customer Service and Dynamics 365 Sales
- D. Unified Service Desk

Answer: A

Explanation:

There is barcode scanner control in Power Apps. The control opens a native scanner on an Android or iOS device. The scanner automatically detects a barcode, a QR code, or a data- matrix code when in view.

Use the Dynamics 365 for phones or Dynamics 365 for tablets app to run customer engagement apps (such as Dynamics 365 Sales, Dynamics 365 Customer

Service, and Dynamics 365 Marketing), built on Microsoft Dataverse on your mobile device.

Reference:
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system- barcode-scanning>

<https://docs.microsoft.com/en-us/dynamics365/mobile-app/overview>

NEW QUESTION 40

HOTSPOT - (Topic 4)

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

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

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

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

NOTE: Each correct selection is worth one point.

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 45

- (Topic 4)

You are designing a Microsoft Power Platform solution for an automobile parts manufacturer. You create the following tables:

Table	Comments
Assemblies	For each assembly record, there will be one or more rows in the Parts table. When the ownership for an assembly record changes, the related parts records must be updated.
Parts	Rows in the Parts table must not be deleted when an assembly is deleted.

You need to recommend a relationship behavior. Which relationship behavior should you recommend?

- A. Referential, Restrict Delete
- B. Custom
- C. Parental

D. Referential, Remove Link

Answer: A

Explanation:

Restrict Delete: Prevent the Referenced table record from being deleted when referencing tables exist.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/configure-entity-relationship-cascading-behavior>

NEW QUESTION 47

HOTSPOT - (Topic 4)

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

The customer reports the following performance issues:

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

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

You need to recommend how to troubleshoot system performance.

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

NOTE: Each correct selection is worth one point.

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

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Box 1: Review the fields that are on the form

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

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

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

NEW QUESTION 49

- (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 52

- (Topic 4)

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

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

? Handle multiple customer interactions at once

? Ensure that users can access information from several business applications.

? Interact with customers by using the following channels: chat, phone calls, emails, and online reviews.

? Implement all functionality in a single interface.

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

A. Omnichannel for Customer Service

B. Live Assist for Microsoft Dynamics 365 Powered by CafeX

C. LinkedIn connector

D. Unified Service Desk

Answer: A

Explanation:

Omnichannel for Customer Service is a robust application that extends the power of Dynamics 365 Customer Service to enable organizations to instantly connect and engage with their customers via channels like Live Chat and SMS.

Omnichannel for Customer Service also provides a modern, customizable, high- productivity app that allows agents to engage with customers across different channels. The application offers contextual customer identification, real-time notification, integrated communication, and agent productivity tools like KB integration, search, and case creation

to ensure agents are effective.

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

NEW QUESTION 54

- (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 57

HOTSPOT - (Topic 4)

An organization is optimizing its Microsoft Power Platform solution architecture. The optimization needs to address the following:

- ? Label names for option sets and multiselect option sets should be added as separate fields for reporting.
- ? Users complain that when a case is assigned to another user, all the activities are also assigned.
- ? Some Power BI reports based on Microsoft Dataverse data need near-real-time updating.

You need to recommend a design solution to meet these requirements.

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

NOTE: Each correct selection is worth one point.

Requirement	Design
Users report that when a case is assigned to another user, all activities are also assigned.	<div><div></div><div><div>For each activity entity relationship, set Cascading rules to Configurable Cascading and Assign to Cascade None</div><div>Do not implement, but train users on best practices for assigning cases.</div><div>Create a 1:N relationship between the user entity/table and the Activities table.</div></div></div>
Some Power BI reports based on Microsoft Dataverse data require near-real-time updates.	<div><div></div><div><div>Create Power BI reports using the Microsoft Dataverse connector.</div><div>Implement the Data Export Service; create Power BI reports that point to Microsoft Azure SQL Database.</div><div>Create Power BI dataflows based on the Microsoft Dataverse connector; point the Power BI report to the dataflows.</div></div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Requirement	Design
Users report that when a case is assigned to another user, all activities are also assigned.	<div>▼</div> <div>For each activity entity relationship, set Cascading rules to Configurable Cascading and Assign to Cascade None</div> <div>Do not implement, but train users on best practices for assigning cases.</div> <div>Create a 1:N relationship between the user entity/table and the Activities table.</div>
Some Power BI reports based on Microsoft Dataverse data require near-real-time updates.	<div>▼</div> <div>Create Power BI reports using the Microsoft Dataverse connector.</div> <div>Implement the Data Export Service; create Power BI reports that point to Microsoft Azure SQL Database.</div> <div>Create Power BI dataflows based on the Microsoft Dataverse connector; point the Power BI report to the dataflows.</div>

NEW QUESTION 61

DRAG DROP - (Topic 4)

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.

Types	Requirement	Type
Functional	Customers need the ability to submit a case through an online portal.	
Non-functional	Portal must handle 75 current users submitting cases.	
	Service data must be retained for at least six years.	

Answer:

Types	Requirement	Type
Functional	Customers need the ability to submit a case through an online portal.	Functional
Non-functional	Portal must handle 75 current users submitting cases.	Non-functional
	Service data must be retained for at least six years.	Non-functional

- 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

NEW QUESTION 65

- (Topic 4)

A company has a Power Platform solution that integrates with a third-party system. The client reports that unexpected updates are being made to the Accounts table. You need to determine the root cause of the issue.

In which three locations should you investigate? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Audit summary view
- B. Solution history
- C. SDK Message Processing Steps
- D. Plug-in trace log
- E. System job run history

Answer: ABD

Explanation:

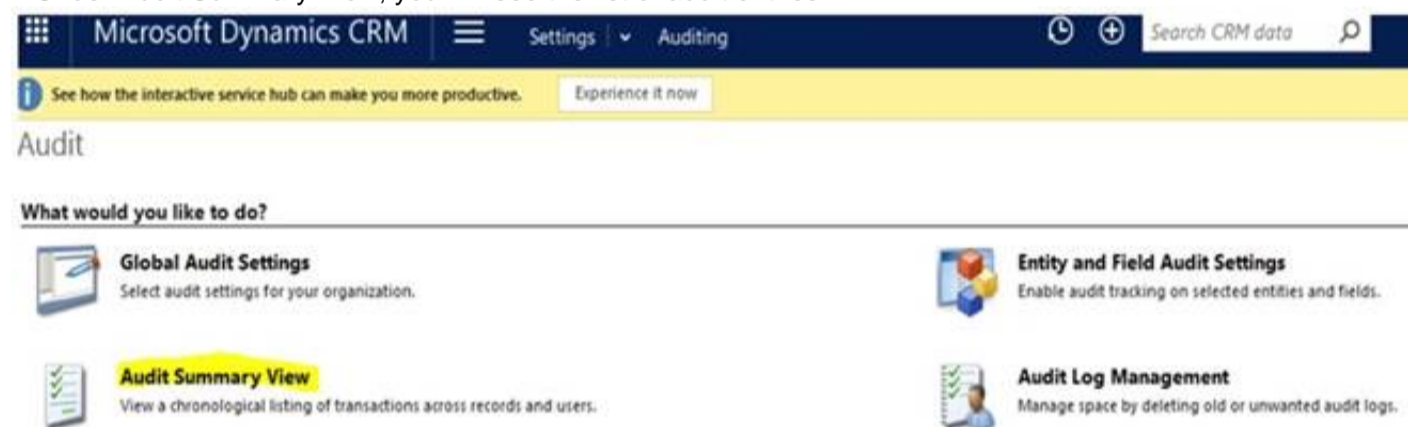
A: How to View Auditing Log Details?

System administrators can see activities for the entities that are enabled for audit logging. To view the audit logs:

? Go to Settings > System > Auditing.

? Choose Audit Summary View.

? Under Audit Summary View, you will see the list of audit entries



B: You can view details about solution operations from the Solutions area of Power Apps. An operation can be a solution import, export, or uninstall. The solution history displays information such as solution version, solution publisher, type of operation, operation start and end time, and operation status.

D: Trace log records are written to the PluginTraceLog Table. Writing of these records is controlled by the trace settings mentioned in

Enable trace logging.

This data can be found in model-driven applications by navigating to Settings and choosing the Plug-in Trace Log tile.

Reference:

<https://www.sherweb.com/blog/dynamics-365/audits-dynamics-365/> <https://docs.microsoft.com/en-us/powerapps/developer/data-platform/logging-tracing>

NEW QUESTION 68

HOTSPOT - (Topic 4)

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

Users report the following issues:

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

You need to resolve the mobile app performance issues.

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

NOTE: Each correct selection is worth one point.

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

Answer:

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

- A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 70

- (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 73

DRAG DROP - (Topic 4)

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.

Actions

Answer Area

- If the second call is successful, the application continues normally.
- The application makes a service call to the datacenter.
- The application receives an exception after attempting the service call.
- The application automatically tries the call again.
- The application redirects calls to an on-premises server.



- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Actions

Answer Area

- If the second call is successful, the application continues normally.
- The application makes a service call to the datacenter.
- The application receives an exception after attempting the service call.
- The application automatically tries the call again.
- The application redirects calls to an on-premises server.



- The application makes a service call to the datacenter.
- The application receives an exception after attempting the service call.
- The application redirects calls to an on-premises server.
- If the second call is successful, the application continues normally.

NEW QUESTION 77

DRAG DROP - (Topic 4)

You are overseeing the data migration for a Microsoft Power Platform solution.

The migration team is performing a test migration with a subset of data. The migration team reports the following findings:

- ? Users who own account rows are receiving system generated emails.
- ? Data that is not part of the migration is being added to the Contact and Appointment tables.
- ? The size of the log listed on the Power Platform admin center Capacity page has increased significantly.

You need to recommend strategies to resolve the reported issues.

What should you recommend? To answer, drag the appropriate resolution to the correct migration problem. Each resolution 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.

Resolution strategies

Migration issue

Resolution strategy

- Disable auditing.
- Disable duplicate detection.
- Disable all custom JavaScript functions.
- Disable all workflows, plug-ins, and Power Platform admin center

- Users who own account rows are receiving system generated emails.
- Data that is not part of the migration is being added to the Contact and Appointment tables.
- The size of the log listed on the Power Platform admin center Capacity page has increased significantly.

Answer:

Resolution strategies	Migration issue	Resolution strategy
Disable auditing.	Users who own account rows are receiving system generated emails.	Disable duplicate detection.
Disable duplicate detection.	Data that is not part of the migration is being added to the Contact and Appointment tables.	Disable all workflows, plug-ins, and Power Platform admin center
Disable all custom JavaScript functions.	The size of the log listed on the Power Platform admin center Capacity page has increased significantly.	Disable auditing.
Disable all workflows, plug-ins, and Power Platform admin center		

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

Box 1: Disable duplicate detection

Duplicate detection has rules for sending emails.

Box 2: Disable all workflows, plug-ins, and Power Platform admin center

Box 3: Disable auditing

Auditing affects the size of the log file.

NEW QUESTION 78

HOTSPOT - (Topic 4)

You are performing a fit gap requirements analysis.

You need to select Microsoft Power Platform components to satisfy the requirements. Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	<div>Model-driven app</div> <div>Model-driven app</div> <div>Power Virtual Agents</div> <div>Dynamics 365 Customer Voice</div>
Manage project accounting and recognize revenue compliant with international financial reporting standards.	<div>Dynamics 365 Finance</div> <div>Dynamics 365 Project Operations</div> <div>Dynamics 365 Field Service</div> <div>Dynamics 365 Finance</div>
Notify users of their overdue tasks on a daily basis.	<div>Power Automate</div> <div>Power Automate</div> <div>Power Virtual Agents</div> <div>AppSource</div>
Notify users of their overdue tasks on a daily basis.	<div>Power Automate</div> <div>Power Automate</div> <div>Power Virtual Agents</div> <div>AppSource</div>

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement	Component
Coordinate long-term end-to-end delivery of financial counseling services to farmers.	<div>Model-driven app</div> <div>Model-driven app</div> <div>Power Virtual Agents</div> <div>Dynamics 365 Customer Voice</div>
Manage project accounting and recognize revenue compliant with international financial reporting standards.	<div>Dynamics 365 Finance</div> <div>Dynamics 365 Project Operations</div> <div>Dynamics 365 Field Service</div> <div>Dynamics 365 Finance</div>
Notify users of their overdue tasks on a daily basis.	<div>Power Automate</div> <div>Power Automate</div> <div>Power Virtual Agents</div> <div>AppSource</div>
Notify users of their overdue tasks on a daily basis.	<div>Power Automate</div> <div>Power Automate</div> <div>Power Virtual Agents</div> <div>AppSource</div>

NEW QUESTION 79

- (Topic 4)

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

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

- Track opportunities and reasons for the win or loss of opportunities in the context of other related data.
- Display data to users as charts and tables and provide drill-through capabilities.

You need to recommend a Microsoft Power Platform tool to help the client visualize the data. Which two technologies should you recommend? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

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

Answer: AC

NEW QUESTION 80

HOTSPOT - (Topic 4)

An animal welfare organization wants to track the movement of wolf packs in a region. Cameras at specific locations capture images when motion is detected within the camera sensor range. Staff upload the images manually to a shared drive and then analyze the images.

The organization wants to automate image capture and analysis. The organization has the following requirements:

- ? Save captured images in an appropriate location.
- ? Analyze saved images by using an image recognition process.
- ? Display data in real-time dashboards.

You need to recommend the correct technology for the requirements.
What should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Technology option
Save captured images in an appropriate location.	<div><div></div><div>Business process flow</div><div>Desktop flow</div><div>Instant cloud flow</div><div>Automated cloud flow</div></div>
Analyze saved images by using an image recognition process.	<div><div></div><div>Instant cloud flow and AI Builder</div><div>Automated cloud flow and AI Builder</div><div>Desktop flow and AI Builder</div></div>
Display data in real-time dashboards.	<div><div></div><div>Dynamics 365 interactive experience dashboard</div><div>Model-driven app dashboard with native graphs</div><div>Model-driven app dashboard with Power BI</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Automated cloud flow.

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

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

Box 2: Desktop flow and AI Builder

Desktop flows are used to automate tasks on the Web or the desktop. Using Power Automate Desktop you can automate tasks on the desktop as well as the Web.

Box 3: Model-driven app dashboard with Power BI

The Power BI cloud service works with Microsoft Dataverse apps to provide a self-service analytics solution. Power BI automatically refreshes the app's data displayed.

NEW QUESTION 82

DRAG DROP - (Topic 4)

You are designing data loss policies for a Microsoft Power Platform implementation. You have the following requirements:

- Solutions that use the HTTP connector must not include any other connectors.
- Prevent the use of the Microsoft Forms connector.
- Allow the use of the Azure DevOps connector.

You need to determine in which data policy group to add each connector.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: 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.

Box 2: Non-business

DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business.

Box 3: Blocked

Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.

Data policy group Business blocked

NEW QUESTION 83

- (Topic 4)

A company sells antique books. The company stores data about book locations in an existing system by using the following database fields: Room, Shelf.

The company must import the data from the existing system into a Power Platform solution. Existing data into must be modified to match the design of the new solution.

You need to recommend a solution to combine the room and shelf fields into a single column during the import process.

Which tool should you recommend?

- A. Power Platform dataflows
- B. Data Import Wizard
- C. import from CSV
- D. Microsoft Excel Online

Answer: B

Explanation:

Dataverse includes a web application tool called Import Data Wizard. You use this tool to import data records from one or more comma-separated values (.csv), XML Spreadsheet 2003 (.xml), or text files.

Use transformation mapping to modify data before importing it. For example, split a full name that is contained in the source file into a first name and a last name to match the target columns for a table.

Note:

? To implement data import, you typically do the following:

? Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.

? Create a data map or use an existing data map.

? Create a comma-separated values (CSV), XML Spreadsheet 2003 (XMLSS), or text source file.

? Create a data map or use an existing data map.

? Associate an import file with a data map.

? Upload the content from a source file to the associated import file.

? Parse the import file.

? Transform the parsed data.

? Upload the transformed data into the target Dataverse server.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/import-data>

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/add-transformation-mappings-import>

NEW QUESTION 87

- (Topic 4)

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer: AB

Explanation:

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

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

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

Reference:

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

NEW QUESTION 88

- (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 89

HOTSPOT - (Topic 4)

A company plans to create a Microsoft Power Platform solution that integrates with Dynamics 365 Sates. The solution must meet the following requirements:

- Connect directly with a Microsoft Azure SQL database as an external data source at run time where specific data is available in the Dynamics 365 Sales solution without the need for data replication.
- An external system needs to send data to the company's Dynamics 365 Sales solution. You need to recommend the most suitable solution to integrate Dynamics 365 Sales with both systems.

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

Answer Area

Integration requirement	Solutions
Have read-only visibility of data from an external Azure SQL database.	<div>Use virtual tables.</div> <div>Use a custom plug-in.</div> <div>Use Dynamics 365 Web API.</div> <div>Use a web resource to display data.</div>
External system sends data to Dynamics 365 Sales.	<div>Use a custom plug-in.</div> <div>Use Dynamics 365 Web API.</div> <div>Use a web resource to display data.</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Integration requirement	Solutions
Have read-only visibility of data from an external Azure SQL database.	<div>Use virtual tables.</div> <div>Use a custom plug-in.</div> <div>Use Dynamics 365 Web API.</div> <div>Use a web resource to display data.</div>
External system sends data to Dynamics 365 Sales.	<div>Use a custom plug-in.</div> <div>Use Dynamics 365 Web API.</div> <div>Use a web resource to display data.</div>

NEW QUESTION 92

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 93

HOTSPOT - (Topic 4)

A company uses Microsoft Dataverse to store patient Information-Patient information is managed using Dataverse forms. The company must enforce the following rules to manage data quality:

- Show or hide tabs in the main form based on the column value selected.
- Add a discount code automatically when a new patient row is added. 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.

Requirement	Solution
Show or hide tabs in the main form based on the column value selected.	<div>Business process flow</div> <div>Plug-in</div> <div>Client script</div> <div>Business rule</div> <div>Business process flow</div>
Add a discount code automatically when a new patient row is added.	<div>Business rule</div> <div>Client script</div> <div>Business rule</div> <div>Classic workflow</div> <div>Business process flow</div>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Requirement	Solution
Show or hide tabs in the main form based on the column value selected.	<div>Business process flow</div> <div>Plug-in</div> <div>Client script</div> <div>Business rule</div> <div>Business process flow</div>
Add a discount code automatically when a new patient row is added.	<div>Business rule</div> <div>Client script</div> <div>Business rule</div> <div>Classic workflow</div> <div>Business process flow</div>

NEW QUESTION 95

- (Topic 4)

You are designing a Microsoft Power Platform solution that will include multiple applications.

You have the following requirements:

- Support agents managing cases.
- Project managers reviewing and updating their projects.
- Stock managers managing warehouses.
- New site visitors self-registering.
- Employees tracking time entries.

Which three requirements can you meet by implementing role-based applications? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. New site visitors self-resisting.
B. Project managers reviewing and updating their projects.
C. Stock managers managing warehouses.
D. Support agents managing cases.
E. Staff tracking time entries.

Answer: BCD

NEW QUESTION 97

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

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Repair service customer

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Third-party technician

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 102

- (Topic 4)

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

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

? context of other related data.

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer: AD

Explanation:

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

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

Reference:

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

NEW QUESTION 106

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	<div><div></div><div>Security group</div><div>Data loss prevention policy</div></div>
Ensure that environment administrators only see users who require access in the enabled user list.	<div><div></div><div>Security group</div><div>Data loss prevention policy</div></div>

Answer:

Requirement	Feature
Restrict sharing of data between Power Automate connectors	<div><div></div><div>Security group</div><div>Data loss prevention policy</div></div>
Ensure that environment administrators only see users who require access in the enabled user list.	<div><div></div><div>Security group</div><div>Data loss prevention policy</div></div>

- 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 108

- (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 112

- (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 116

- (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 121

HOTSPOT - (Topic 4)

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

- Migration processes fail due to operation timeouts.
- Records that include lookup columns often fail to load. You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

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

NEW QUESTION 126

- (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 131

- (Topic 4)

You are designing tables and columns for a Microsoft Power Platform solution. The solution will contain an interactive experience dashboard.

You need to ensure that the columns you create can be used as global filters for the dashboard.

Which two data types can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Yes/No
- B. Choice
- C. Text
- D. Multiline Text
- E. Lookup

Answer: AB

Explanation:

<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/create-edit-field-solution-explorer#column-data-types>

With interactive dashboards, a chart uses the color assigned to the categories that make up the different values, even if the chart is configured to use random colors, when the chart is configured to be grouped by any of the following column types:

Choice Yes/No

Status Reason

Reference:

<https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/configure-interactive-experience-dashboards>

NEW QUESTION 133

DRAG DROP - (Topic 4)

You are a Microsoft Power Platform solution architect capturing requirements for a national retail chain project. The project has the following requirements:

- Retail employees must use the application on a company-provided tablet device.
- The app must store data offline.
- Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.
- Apps are shared with security group teams for users to access.

You need to identify the project's functional and non-functional requirements.

How should you categorize the requirements? To answer, drag the appropriate categories to the correct requirements. 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.

Categories

Functional

Non-functional

Requirement

Retail employees must use the application on a company-provided tablet device.

The app must store data offline.

Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.

Apps are shared with security group teams for users to access.

Category

Functional

Non-functional

Answer:

Functional

Non-functional

Requirement

Retail employees must use the application on a company-provided tablet device.

The app must store data offline.

Environment capacity must be monitored to ensure usage stays within 80 percent of available capacity.

Apps are shared with security group teams for users to access.

Category

Functional

Functional

Non-functional

Non-functional

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 138

DRAG DROP - (Topic 4)

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

The solution must meet the following security requirements:

- Restrict Contoso, Ltd. users from seeing the Contoso Pharmaceuticals company.
- Restrict access to specific forms.
- Restrict access to specific tables.

What should you recommend? To answer, drag the appropriate security types to the correct restrictions. Each security type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Security objects

Security role

Team

Security group

User profile

Answer Area

Restriction

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

Restrict access to specific forms.

Restrict access to specific tables.

Security object

Answer:

Security objects

Security role

Team

Security group

User profile

Answer Area

Restriction

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

Restrict access to specific forms.

Restrict access to specific tables.

Security object

Team

Security group

Security role

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 141

HOTSPOT - (Topic 4)

You need to design a Power Platform solution that meets the following requirements:

? Capture data from a row during deletion to be used in an automated process.

? Use AI to process forms and automate data entry from paper-based forms.

Which requirements can be met by using out-of-the box Power Platform components?

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

NOTE: Each correct selection is worth one point.

	Yes	No
Capture data from a row during deletion to be used in an automated process.	<input type="radio"/>	<input type="radio"/>
Use AI to process forms and automate data entry from paper-based forms.	<input type="radio"/>	<input type="radio"/>

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Box 1: Yes

This can be done with Dataverse flows: The When a row is added, modified or deleted trigger runs a flow whenever a row of a selected table and scope changes or is created.

Box 2: Yes

AI Builder is a Microsoft Power Platform capability that provides AI models that are designed to optimize your business processes. AI Builder enables your business to use AI to automate processes and glean insights from your data in Power Apps and Power Automate.

NEW QUESTION 143

- (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 task mining to discover inefficiencies in the process.

Does the solution meet the goal?

A. Mastered
B. Not Mastered

Answer: A

NEW QUESTION 146

- (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.

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Answer: AC

Explanation:

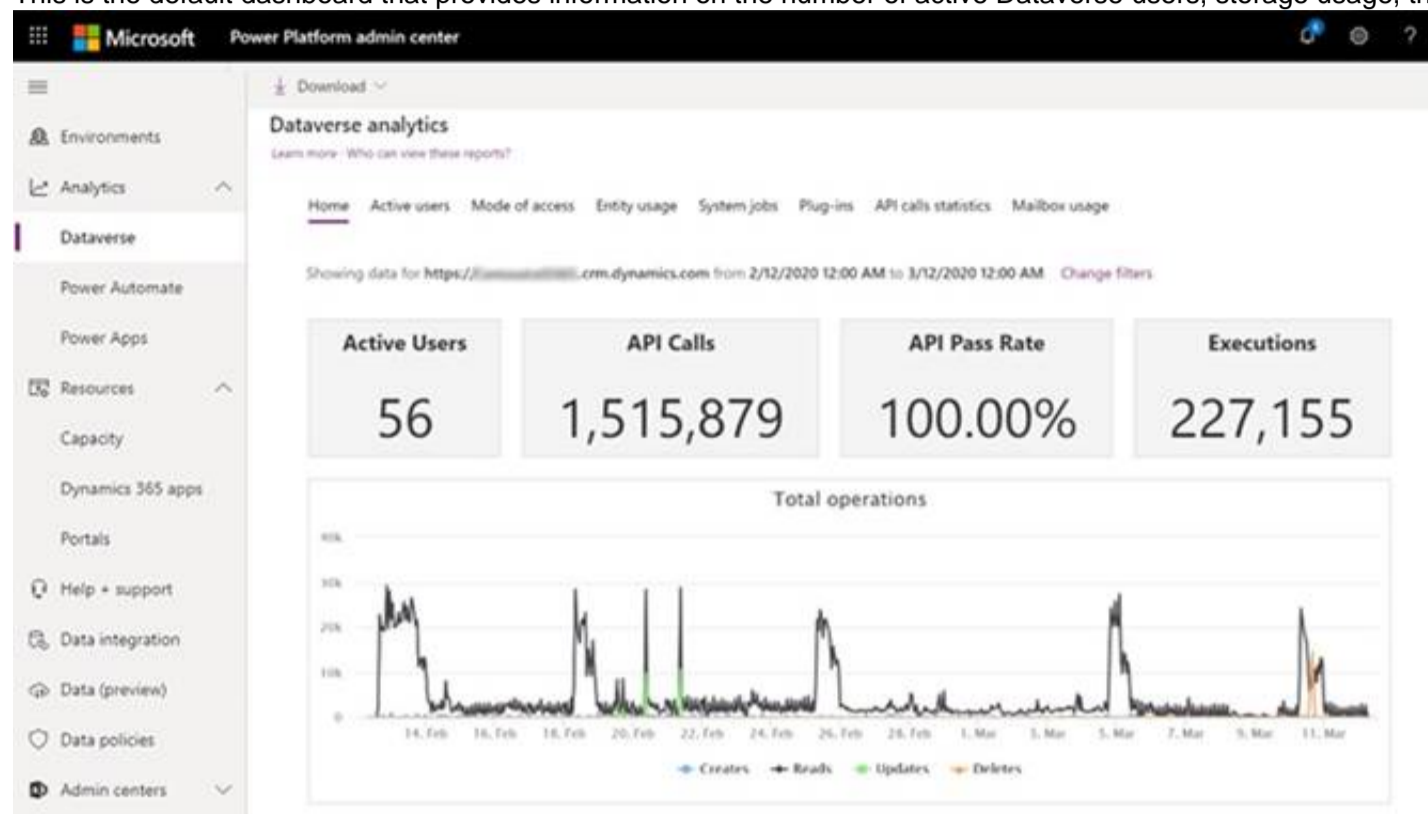
A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following:

? 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 147

- (Topic 4)

You are designing an integration between an Azure SQL database and a model-driven app-You have the following requirements:

- Audit updates to the data.
- Assign security role access to tables at the user level.
- Assign security role access to tables at the organization level.
- Enable change tracking.
- Add and update data.

You need to implement virtual tables.

Which two requirements can you meet by using virtual tables? Each correct answer presents a complete solution.

NOTE Each correct selection is worth one point.

- A. Enable change tracking.
- B. Assign security role access to tables at the user level.
- C. Add and update data.
- D. Assign security role access to tables at the organization level.
- E. Audit updates to the data.

Answer: BD

NEW QUESTION 152

HOTSPOT - (Topic 4)

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

The company has the following requirements:

? Allow only the human resource manager to change an employee's employment status when an employee is dismissed.

? Allow only approved device types to access the solution and company data.

You need to recommend a solution that meets the requirements.

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

NOTE: Each correct selection is worth one point.

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

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Box 1: Field security profile

Record-level permissions are granted at the entity level, but you may have certain fields associated with an entity that contain data that is more sensitive than the other fields. For these situations, you use field-level security to control access to specific fields.

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

Box 2: Compliance policy

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

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

Compliance policies in Intune:

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

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

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

NEW QUESTION 154

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><div></div><div>Define a data mask.</div><div>Define and implement duplicate detection rules.</div><div>Define the data type and format for each column.</div></div>
The database includes multiple instances of some records.	<div><div></div><div>Define requirements for data entry.</div><div>Define and implement duplicate detection rules.</div><div>Define the data type and format for each column.</div></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 157

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 160

- (Topic 4)

You are designing forms for a Microsoft Power Platform solution. Each person must see only the columns required for their department.

Department	Requirements
Inside sales	<ul style="list-style-type: none"> • Use only a browser-based app. • Include fields for contact name, phone number, product, order date, and total amount owed.
Fulfillment	<ul style="list-style-type: none"> • Use either a mobile or browser-based app. • Include fields for contact name, product, and order date.
Field sales	<ul style="list-style-type: none"> • Use only a mobile app. • Include fields for contact name, address, phone number, and product.

You need to ensure that the forms open correctly, display only the fields needed, and that data can be entered quickly. How should you design the form?

- A. Create one form for each department Add only columns needed on the form for each departmen
- B. Assign the appropriate security role to each form.
- C. Create a shared form for all department
- D. Add all the column
- E. Add column-level security to columns not needed for each department
- F. Create one form for each departmen
- G. Add all columns needed for all department
- H. Use business rules to hide columns.
- I. Add new columns to an existing for
- J. Grant all departments security roles for that form.

Answer: A

NEW QUESTION 162

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 m the table.
 A licensed user receives an insufficient permission error when opening leads.
- A licensed user does not appear in the list of users available for security assignment. You need to resolve the issues.

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

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

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

NEW QUESTION 164
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