

# Microsoft

## Exam Questions PL-600

Microsoft Power Platform Solution Architect



**NEW QUESTION 1**

DRAG DROP - (Topic 1)

You need to recommend the appropriate messaging channel solutions for the organization.

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

NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Omnichannel for Customer Service dashboard

Scenario: Workers must be able to communicate in near real-time with worker support agents.

The company has a team of worker support agents that respond to inquiries from current and prospective workers. Some of the worker support agents are multilingual.

If you choose to expand your customer service offering to provide chat and channels, the Customer Service workspace seamlessly adjusts to support managing conversations as well.

Note: As an agent with the Customer Service Representative security role, when you open Customer Service workspace, you start on the Customer Service Agent Dashboard unless your administrator has changed the default view. This dashboard shows you your active cases, cases you can work in queues you are assigned to, and your open activities. You can open existing cases and activities or begin working new cases from the queues you are assigned to and create activities.

Box 2: Dynamics 365 Customer Service

Scenario: First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.

**NEW QUESTION 2**

- (Topic 1)

You need to recommend a solution for handling data entry requirements for the mobile audit teams.

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

NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Scenario:

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.

When you create an app, or someone shares an app with you, you can run that app on the Power Apps mobile app or in a web browser.

Reference:

<https://docs.microsoft.com/en-us/powerapps/user/run-app-browser>

**NEW QUESTION 3**

- (Topic 2)

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

- A.

one app for each job role

- B. one app for each user
- C. one app for all employees of the team
- D. one app for each team of employees

**Answer:** A

**Explanation:**

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

**NEW QUESTION 4**

- (Topic 2)

You need to recommend a feature that erases agent workloads and resolves reported issues. What should you recommend?

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

**Answer:** A

**Explanation:**

Scenario: Agents need a way to track reservation issues. Use Dynamics 365 Customer Service to:

? Track customer issues through cases

Reference:

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

**NEW QUESTION 5**

- (Topic 2)

You need to recommend an authentication solution for the planned implementation of Dynamics 365.

What should you include in the recommendation?

- A. Use synchronized identities.
- B. Use the Office 365 tenant for Dynamics 365 Customer Service.
- C. Create a new tenant for Dynamics 365 Customer Service.
- D. Use federated identities

**Answer:** A

**Explanation:**

Scenario: Ensure that employees can sign in to all Microsoft apps by using one set of credentials per employee.

Synchronized identity. Synchronize on-premises directory objects with Microsoft 365 and manage your users on-premises. You can also synchronize passwords so that the users have the same password on-premises and in the cloud, but they will have to sign in again to use Microsoft 365.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/manage-user-account-synchronization>

**NEW QUESTION 6**

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	<input type="text"/>
Virtual table	Passenger	<input type="text"/>
Activity table		
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 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 style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Microsoft Teams</p> <p>Notes</p> <p>Power Apps portal</p> <p>Posts</p> </div> </div>
Aircraft maintenance vendors	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Dynamics 365 Workspace</p> <p>Notes</p> <p>Power Apps portal</p> <p>Posts</p> </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 recommend solutions to meet the inspection requirements.

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

NOTE: Each correct selection is worth one point.

Requirement	Solution
View, assign, and resolve inspection bottlenecks.	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Booking rules</p> <p>Schedule board</p> <p>Proficiency models</p> </div> </div>
Automatically input measurement readings from inspection gauges	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span></span> <span>▼</span> </div> <div style="padding: 2px;"> <p>Custom connector</p> <p>Azure IoT Hub connector</p> <p>Azure IoT Central connector</p> <p>Microsoft Dataverse connector</p> </div> </div>

Answer:

**Requirement**

**Solution**

View, assign, and resolve inspection bottlenecks.

▼
Booking rules
Schedule board
Proficiency models

Automatically input measurement readings from inspection gauges

▼
Custom connector
Azure IoT Hub connector
Azure IoT Central connector
Microsoft Dataverse connector

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Schedule board

The Dynamics 365 Field Service schedule board provides an overview of resource availability and bookings you can make.

Box 2: Azure IoT Central connector

Information about each machine produced must be transferred to Dynamics 365 Field Service.

The difference between IoT hub and IoT central is that IoT is an application platform that simplifies the creation of Internet of Things solutions. IoT central helps to reduce the challenges of implementing IoT development, operations, and management. IoT Central is a fully managed Software as a Service solution.

Note: There are three ways you can use to connect IoT-enabled devices into the Field Service solution:

? Connected Field Service for Azure IoT Central

? Connected Field Service for Azure IoT Hub

? Connected Field Service for non-Azure IoT providers using the extensible IoT provider framework

**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.

▼
Create and embed a Power BI radial gauge.
Create and embed a custom visualization component.
Create and embed a standard Power Apps donut chart.

Add visibility to the manufacturing inspection records for onsite technicians.

▼
Configure mobile offline synchronization.
Add an inspection order to the work order form
Modify the sitemap for Dynamics 365 Field Service.

- 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

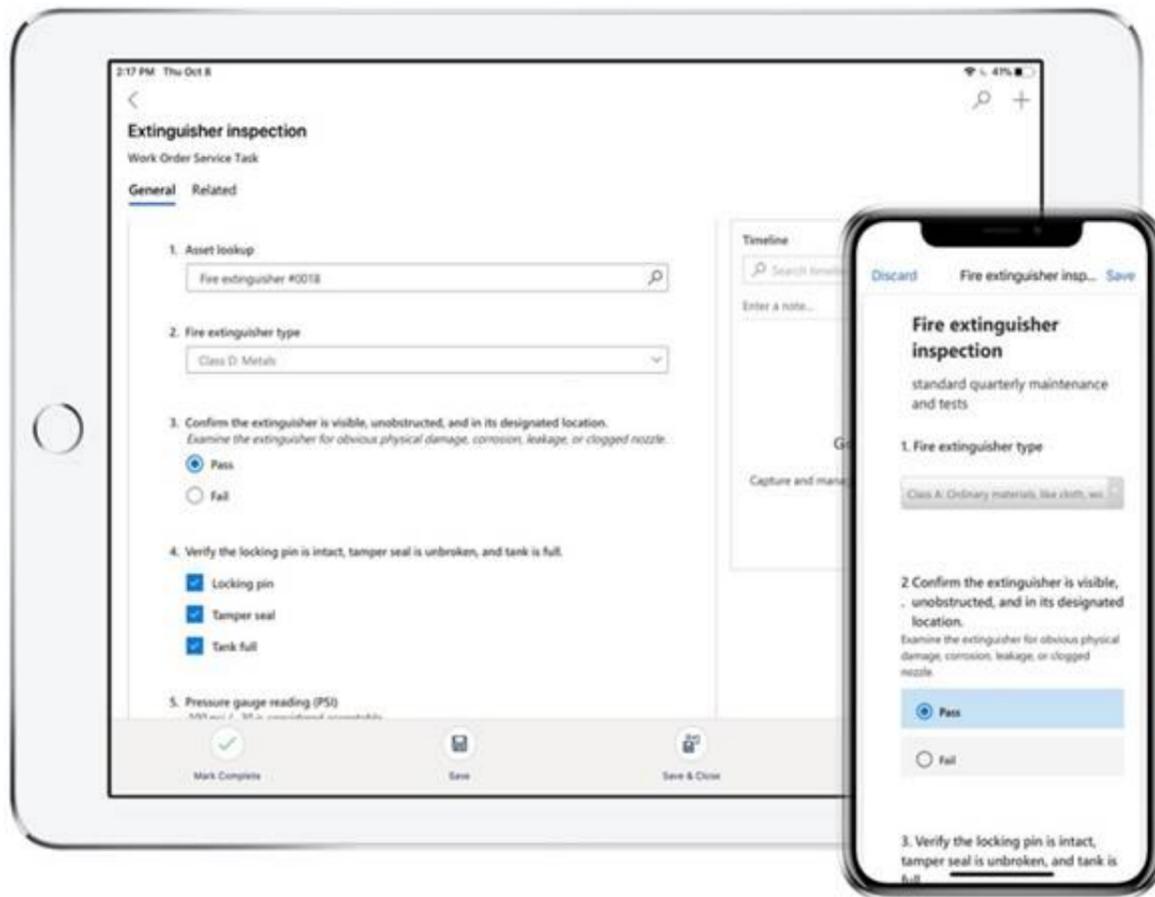
average sales is 0 and the maximum is 200. The blue shading shows that the team is averaging approximately 120 sales this month.

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 10**

- (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 13**

- (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 16**

- (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 19**

DRAG DROP - (Topic 4)

You are designing a solution to automate the following processes:

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

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

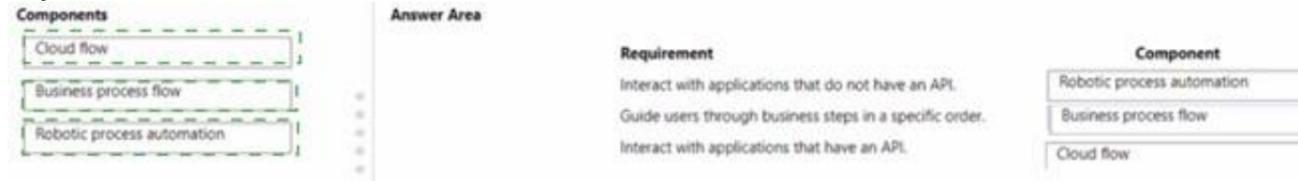
NOTE: Each correct selection is worth one point



- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**



**NEW QUESTION 20**

- (Topic 4)

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

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

You need to ensure that the requirement is met.

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

NOTE: Each correct selection is worth one point.

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

**Answer: DE**

**Explanation:**

DLP policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.

Reference:

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

**NEW QUESTION 22**

HOTSPOT - (Topic 4)

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

? Users cannot search for specific records by using a user-friendly ID or record identifier.

? Users occasionally enter data into fields that is not required.

? The record form displays all fields. Many of the fields are not used.

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

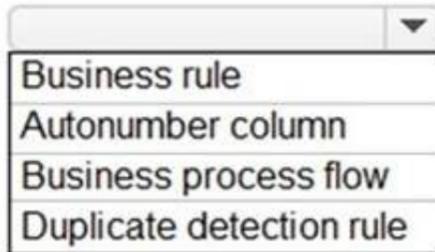
Which component should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Requirement**

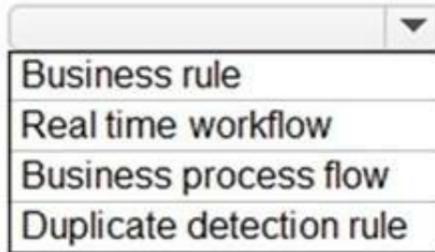
**Solution**

Ensure that users can search for specific records by using a unique identifier.



A dropdown menu with a downward arrow icon. The menu is open, showing four options: Business rule, Autonumber column, Business process flow, and Duplicate detection rule.

You must prevent data entry into columns that do not require entry.



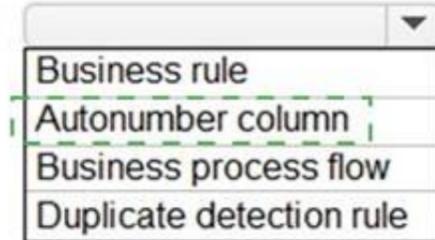
A dropdown menu with a downward arrow icon. The menu is open, showing four options: Business rule, Real time workflow, Business process flow, and Duplicate detection rule.

Answer:

**Requirement**

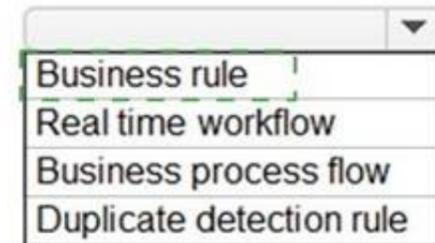
**Solution**

Ensure that users can search for specific records by using a unique identifier.



A dropdown menu with a downward arrow icon. The menu is open, showing four options: Business rule, Autonumber column, Business process flow, and Duplicate detection rule. The 'Autonumber column' option is highlighted with a green dashed border.

You must prevent data entry into columns that do not require entry.



A dropdown menu with a downward arrow icon. The menu is open, showing four options: Business rule, Real time workflow, Business process flow, and Duplicate detection rule. The 'Business rule' option is highlighted with a green dashed border.

- 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 27**

DRAG DROP - (Topic 4)

You are a Microsoft Power Platform architect reviewing requirements for an online shopping app.

You need to identify requirement types for the app.

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

NOTE; Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

**NEW QUESTION 30**

- (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 34**

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	<ul style="list-style-type: none"> <li>Review workflows associated with the form events.</li> <li>Review QuickFind properties for the fields on the form.</li> <li>Review the fields that are on the form.</li> </ul>
Overall slow system performance	<ul style="list-style-type: none"> <li>Change all security roles from global read permissions to business unit permissions.</li> <li>Review one to many relationships to verify whether cascade settings are necessary.</li> <li>Change security roles from global read access to business unit to provide better performance.</li> </ul>

- 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 35**

DRAG DROP - (Topic 4)

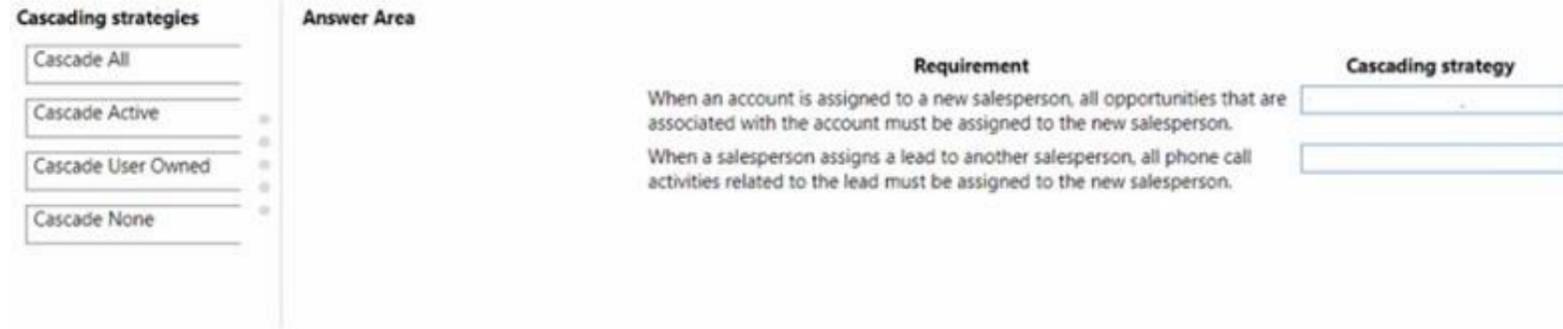
You are designing a data model for a Microsoft Power Platform solution. The data model must meet the following requirements:

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

You need to recommend cascading strategies for the data model.

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

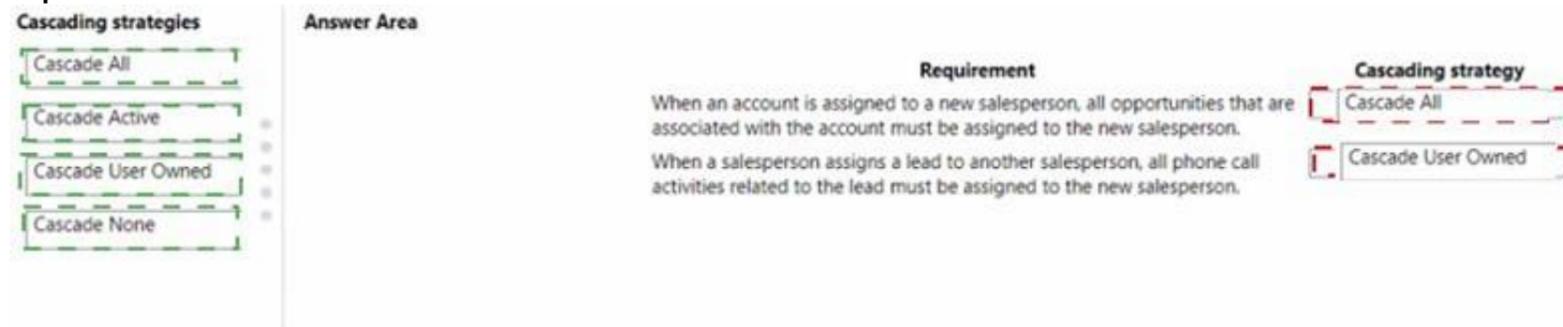
NOTE: Each correct selection is worth one point.



A. Mastered  
 B. Not Mastered

**Answer:** A

**Explanation:**



**NEW QUESTION 40**

- (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 42**

HOTSPOT - (Topic 4)

You are conducting performance testing for a Microsoft Power Platform solution. The

solution uses Power Automate cloud flows to query and synchronize data across 10 different tables based on various criteria. You

make the following observations:

- Internet speed during testing is fast (500 Mbps).
- There are 50 Dynamics real-time workflows in use.
- There are 63 Dynamics asynchronous workflows in use.

• There are 76 Power Automate cloud flows in use. You identify the following performance issues; You need to recommend steps to resolve the performance issues. What should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Performance issue	Recommendation
Data changes are slow to save.	<div style="border: 1px solid black; padding: 5px;">                     Reduce usage of near real-time workflows                      Convert all Dynamics 365 workflows to Power Automate cloud flows.                      Review and revise filters in cloud flow queries and conditional logic.                 </div>
Background processes often take hours to complete.	<div style="border: 1px solid black; padding: 5px;">                     Reduce usage of near real-time workflows.                      Convert all Dynamics 365 workflows to Power Automate cloud flows.                      Review and revise filters in cloud flow queries and conditional logic.                 </div>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Box 1: Reduce usage of near real-time workflows

A real-time workflow can be converted to asynchronous workflow and back to real-time.

Box 2: Convert all Dynamics 365 workflows to Power Automate cloud flows. Workflows are limited to Microsoft Dynamics 365/CRM application only. Power Automate can span across multiple web-based services or applications at the same time.

Dynamics 365 CRM Workflows can be converted to Power Automate flows.

**NEW QUESTION 44**

- (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 46**

HOTSPOT - (Topic 4)

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.

**Business requirement**

**Solution**

Users in the human resources department must be able to create tasks.

▼

- Assign only Create rights to activities.
- Assign Create and Read rights to activities.
- Assign user-level assign rights to the human resources case table.
- Assign organization-level rights to the human resources case table.

Users in the human resources department must be able to assign cases to other users.

▼

- Assign only Create rights to activities.
- Assign Create and Read rights to activities.
- Assign user-level assign rights to the human resources case table.
- Assign organization-level assign rights to the human resources case table.

Answer:

Business requirement	Solution
Users in the human resources department must be able to create tasks.	<ul style="list-style-type: none"> <li>Assign only Create rights to activities.</li> <li>Assign Create and Read rights to activities.</li> <li>Assign user-level assign rights to the human resources case table.</li> <li>Assign organization-level rights to the human resources case table.</li> </ul>
Users in the human resources department must be able to assign cases to other users.	<ul style="list-style-type: none"> <li>Assign only Create rights to activities.</li> <li>Assign Create and Read rights to activities.</li> <li>Assign user-level assign rights to the human resources case table.</li> <li>Assign organization-level assign rights to the human resources case table.</li> </ul>

- 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.

**NEW QUESTION 49**

- (Topic 4)

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:** CD

**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 52**

- (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 56**

- (Topic 4)

You are designing a Power Platform solution.

The company wants its development team to adopt the construction of repeatable components for its implementation team to reuse on different entities and forms.

You need to recommend a technology that meets these requirements. Which technology would you recommend the developers adopt to assist the implementation team?

- A. JavaScript
- B. Power Apps Component Framework control
- C. Web resource
- D. Canvas app

**Answer: B**

**Explanation:**

Power Apps component framework empowers professional developers and app makers to create code components for model-driven and canvas apps (public preview) to provide enhanced user experience for the users to work with data on forms, views, and dashboards.

Reference:

<https://docs.microsoft.com/en-us/powerapps/developer/component-framework/overview>

**NEW QUESTION 60**

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 62**

- (Topic 4)

A company is implementing Dynamics 365 Sales.

The company has turned off out-of-the-box quote calculations in order to implement its own custom calculations.

When users update a line item on a quote, they expect to see an updated total for the quote in real time. Users are reporting inconsistent behavior, with some aggregations taking up to two hours.

You review the system design and notice many asynchronous workflows. You need to recommend a solution to enable the calculation in real time.

Which two options should you recommend? Each answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Consolidate asynchronous workflow into a single real-time workflow.
- B. Consolidate multiple asynchronous workflows into a single asynchronous workflow.
- C. Implement a business process flow to replace the existing workflows.
- D. Convert the asynchronous workflows to a synchronous plug-in.

**Answer:** AB

**Explanation:**

**NEW QUESTION 64**

DRAG DROP - (Topic 4)

A new customer asks you to design a solution for a Power Apps app that uses Microsoft Dataverse.

The customer wants to keep the service process simple and save on both licensing and development time.

You need to recommend solutions for the customer.

What should you recommend? To answer, drag the appropriate setting to the correct drop targets. Each source 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	Answer Area	
	Scenario	Solution
Canvas app	Show the app in Microsoft Outlook.	Solution
Model-driven app	Use Universal Resource Scheduling.	Solution
Dynamics 365 Customer Service	Take notes on a mobile phone and record GPS coordinates automatically.	Solution

Answer:

Solutions	Answer Area	
	Scenario	Solution
Canvas app	Show the app in Microsoft Outlook.	Model-driven app
Model-driven app	Use Universal Resource Scheduling.	Dynamics 365 Customer Service
Dynamics 365 Customer Service	Take notes on a mobile phone and record GPS coordinates automatically.	Canvas app

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Model-drive app

Integration with Microsoft Outlook requires a Model-driven app.

Box 2: Dynamics 365 Customer Service

Schedule anything in Dynamics 365 using Universal Resource Scheduling. You can enable scheduling for any entity in Dynamics 365 Sales, Field Service, Customer Service, and Project Service Automation, including custom entities.

Box 3: Canvas app

**NEW QUESTION 69**

- (Topic 4)

A client uses Dynamics 365 Sales, Power BI datasets, and Power BI dataflows.

The Dynamics 365 Sales implementation has security roles that restrict data export. You need to ensure that data has the same restrictions in Power BI as it does in Dynamics 365 Sales.

You need to design the security to avoid sensitive data from being seen.

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

NOTE: Each correct selection is worth one point.

- A. Use Microsoft Dataverse restrictions before setting up the Power BI reports.

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

**Answer:** AB

**Explanation:**

A: When you share a dashboard or report, the people you share it with can view it and interact with it, but can't edit it. They see the same data that you see in the dashboard and reports and get access to the entire underlying dataset unless row-level security (RLS) is applied to the underlying dataset.

B: Depending on the sensitivity of an organization's data, it is often necessary to disable the ability to export or print reports.

Reference:

<https://docs.microsoft.com/en-us/power-bi/collaborate-share/service-share-dashboards>

**NEW QUESTION 74**

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 answer area contains a dashed red box enclosing the following sequence of actions:

- 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 75**

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.	Model-driven app Model-driven app Power Virtual Agents Dynamics 365 Customer Voice
Manage project accounting and recognize revenue compliant with international financial reporting standards.	Dynamics 365 Finance Dynamics 365 Project Operations Dynamics 365 Field Service Dynamics 365 Finance
Notify users of their overdue tasks on a daily basis.	Power Automate Power Automate Power Virtual Agents AppSource

- 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.	Model-driven app Model-driven app Power Virtual Agents Dynamics 365 Customer Voice
Manage project accounting and recognize revenue compliant with international financial reporting standards.	Dynamics 365 Finance Dynamics 365 Project Operations Dynamics 365 Field Service Dynamics 365 Finance
Notify users of their overdue tasks on a daily basis.	Power Automate Power Automate Power Virtual Agents AppSource

**NEW QUESTION 80**

- (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 85**

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.

Data policy groups	Connector	Data policy group
Business	HTTP connector	
Non-business	Azure DevOps connector	
Blocked	Microsoft Forms 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 88**

- (Topic 4)

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

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

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

- A. Direct basic level
- B. Azure AD security group
- C. Team
- D. Shared app access

**Answer:** C

**NEW QUESTION 89**

- (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 90**

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 94**

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.

Answer Area

Requirement	Solution
Show or hide tabs in the main form based on the column value selected.	<ul style="list-style-type: none"> <li>Business process flow</li> <li>Plug-in</li> <li>Client script</li> <li>Business rule</li> <li><b>Business process flow</b></li> </ul>
Add a discount code automatically when a new patient row is added.	<ul style="list-style-type: none"> <li>Business rule</li> <li>Client script</li> <li><b>Business rule</b></li> <li>Classic workflow</li> <li>Business process flow</li> </ul>

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Answer Area

Requirement	Solution
Show or hide tabs in the main form based on the column value selected.	<ul style="list-style-type: none"> <li>Business process flow</li> <li>Plug-in</li> <li>Client script</li> <li>Business rule</li> <li><b>Business process flow</b></li> </ul>
Add a discount code automatically when a new patient row is added.	<ul style="list-style-type: none"> <li>Business rule</li> <li>Client script</li> <li><b>Business rule</b></li> <li>Classic workflow</li> <li>Business process flow</li> </ul>

**NEW QUESTION 96**

- (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 100**

- (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 103**

HOTSPOT - (Topic 4)

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

- ? Restrict sharing of data between Power Automate connectors.
- ? Ensure that environment administrators only see users who require access in the enabled user list.

You need to recommend security features for the solution.

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

NOTE: Each correct selection is worth one point.

**Requirement**

**Feature**

Restrict sharing of data between Power Automate connectors

▼

Security group  
 Data loss prevention policy

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

▼

Security group  
 Data loss prevention policy

Answer:

**Requirement**

**Feature**

Restrict sharing of data between Power Automate connectors

▼

Security group  
 Data loss prevention policy

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

▼

Security group  
 Data loss prevention policy

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Data loss prevention policy

Data loss prevention (DLP) policies enforce rules for which connectors can be used together by classifying connectors as either Business or Non-Business. If you put a connector in the Business group, it can only be used with other connectors from that group in any given app or flow. Sometimes you might want to block the usage of certain connectors altogether by classifying them as Blocked.

Box 2: Security group

If your company has multiple Microsoft Dataverse environments, you can use security groups to control which licensed users can be a member of a particular environment.

**NEW QUESTION 108**

HOTSPOT - (Topic 4)

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

The following issues have been identified:

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

You need to resolve the issues.

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

**Answer Area**

Issue	Resolution
The superuser team cannot set the environment variables.	<input type="text" value="Assign the System Customizer role."/> <ul style="list-style-type: none"> <li>Assign the System Customizer role.</li> <li>Assign the Basic User role.</li> <li>Assign the Service Reader role.</li> <li>Assign the Office Collaborator role.</li> </ul>
Users cannot access the model-driven app.	<input type="text" value="Assign the Basic User role."/> <ul style="list-style-type: none"> <li>Assign the Basic User role.</li> <li>Assign the Service Reader role.</li> <li>Assign the Office Collaborator role.</li> <li>Add the Azure AD Security Group.</li> </ul>
Users cannot access the canvas app.	<input type="text" value="Add users to an Azure AD Security Group."/> <ul style="list-style-type: none"> <li>Add users to an Azure AD Security Group.</li> <li>Assign the System Customizer role.</li> <li>Assign the Service Reader role.</li> <li>Add users to the superuser team.</li> <li>Add users to an Azure AD Security Group.</li> </ul>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**Answer Area**

Issue	Resolution
The superuser team cannot set the environment variables.	<input type="text" value="Assign the System Customizer role."/> <ul style="list-style-type: none"> <li>Assign the System Customizer role.</li> <li>Assign the Basic User role.</li> <li>Assign the Service Reader role.</li> <li>Assign the Office Collaborator role.</li> </ul>
Users cannot access the model-driven app.	<input type="text" value="Assign the Basic User role."/> <ul style="list-style-type: none"> <li>Assign the Basic User role.</li> <li>Assign the Service Reader role.</li> <li>Assign the Office Collaborator role.</li> <li>Add the Azure AD Security Group.</li> </ul>
Users cannot access the canvas app.	<input type="text" value="Add users to an Azure AD Security Group."/> <ul style="list-style-type: none"> <li>Add users to an Azure AD Security Group.</li> <li>Assign the System Customizer role.</li> <li>Assign the Service Reader role.</li> <li>Add users to the superuser team.</li> <li>Add users to an Azure AD Security Group.</li> </ul>

**NEW QUESTION 111**

DRAG DROP - (Topic 4)

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

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

How should you categorize the risks? To answer, drag the appropriate categories to the correct risks. Each category may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Categories	Answer Area	Risk	Category
<input type="text" value="Resource risk"/> <input type="text" value="Business risk"/> <input type="text" value="External risk"/> <input type="text" value="Security risk"/>	<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>	<p>The project requires integration to custom-built on-premises systems that store business-sensitive data.</p> <p>The organization is currently making significant go-to-market strategy adjustments.</p> <p>The customer has a limited budget in relation to the project requirements.</p>	<input type="text"/> <input type="text"/> <input type="text"/>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Categories	Answer Area	Risk	Category
<input type="text" value="Resource risk"/> <input type="text" value="Business risk"/> <input type="text" value="External risk"/> <input type="text" value="Security risk"/>	<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>	<p>The project requires integration to custom-built on-premises systems that store business-sensitive data.</p> <p>The organization is currently making significant go-to-market strategy adjustments.</p> <p>The customer has a limited budget in relation to the project requirements.</p>	<input type="text" value="Security risk"/> <input type="text" value="Business risk"/> <input type="text" value="Resource risk"/>

**NEW QUESTION 115**

HOTSPOT - (Topic 4)

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

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

- Confirmation that an app can manage expected peak loads.
- Which test types should you use? To answer, select the appropriate options in the answer area.  
 NOTE: Each correct selection is worth one point.

**Answer Area**

Scenario	Test type
Mimic a user using an app.	<ul style="list-style-type: none"> <li>Acceptance testing</li> <li>UI testing</li> <li>Acceptance testing</li> <li>Performance testing</li> <li>Load testing</li> </ul>
Obtain formal approval that an app meets customer-provided criteria.	<ul style="list-style-type: none"> <li>Acceptance testing</li> <li>Migration testing</li> <li>Acceptance testing</li> <li>Performance testing</li> <li>UI testing</li> </ul>
Confirmation that an app can manage expected peak loads.	<ul style="list-style-type: none"> <li>Performance testing</li> <li>Unit testing</li> <li>Acceptance testing</li> <li>Performance testing</li> <li>Integration testing</li> </ul>

Answer:

**Answer Area**

Scenario	Test type
Mimic a user using an app.	<ul style="list-style-type: none"> <li>Acceptance testing</li> <li>UI testing</li> <li>Acceptance testing</li> <li>Performance testing</li> <li>Load testing</li> </ul>
Obtain formal approval that an app meets customer-provided criteria.	<ul style="list-style-type: none"> <li>Acceptance testing</li> <li>Migration testing</li> <li>Acceptance testing</li> <li>Performance testing</li> <li>UI testing</li> </ul>
Confirmation that an app can manage expected peak loads.	<ul style="list-style-type: none"> <li>Performance testing</li> <li>Unit testing</li> <li>Acceptance testing</li> <li>Performance testing</li> <li>Integration testing</li> </ul>

- A. Mastered
- B. Not Mastered

**Answer: A**

**NEW QUESTION 118**

- (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 123**

- (Topic 4)

You are designing a Power Platform solution for a company.

Users must be granted access only to data that is relevant to them.

You need to recommend actions to meet the requirements.

Which two recommendations should you make? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

**Answer: BD**

**Explanation:**

To control data access, you must set up an organizational structure that both protects sensitive data and enables collaboration. You do this by setting up business units, security roles, and field security profiles.

Reference:  
<https://docs.microsoft.com/en-us/power-platform/admin/security-roles-privileges>

**NEW QUESTION 126**

DRAG DROP - (Topic 4)

You are performing a requirements analysis for a customer. The customer provides the following requirements:

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

You need determine if the requirements are functional or non-functional.

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

NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Box 1: Non-functional

Non-functional requirements commonly describe non-behavior aspects of the solution such as performance requirements.

Box 2: Functional

Functional requirements describe what the solution needs to do or its behaviors. Box 3: Functional

Box 4: Non-functional

Examples of common non-functional requirement types include:

- ? Availability
- ? Compliance/regulatory
- ? Data retention/residency
- ? Performance (response time, and so on)
- ? Privacy
- ? Recovery time
- ? Security
- ? Scalability

**NEW QUESTION 129**

- (Topic 4)

A company uses two separate unlinked apps to manage sales leads: a Power Apps app and a third-party application.

The client has the following requirements:

- ? Manage all leads by using the Power Apps app.
- ? Create a lead in the Power Apps app when a user creates a lead in the third-party application.
- ? Update leads in the Power Apps app when a user updates a lead in the third-party application.
- ? Connect to the third-party application by using an API.

You need to recommend strategies to integrate the Power Apps app and the third-party application.

Which three options can you use to achieve the goal? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

**Answer: ADE**

**Explanation:**

A: Customers should be able to adopt business applications from Microsoft and expect they speak the same language and seamlessly work together. Dual Write allows our customers to not think about these apps as different systems to write to independently; rather, the underlying infrastructure makes it seamless for these apps to write simultaneously.

D: Use Custom APIs to create your own APIs in Dataverse. With a Custom API you can consolidate a group of operations into an API that you and other developers can call in their code. The Common Data Service (current environment) connector enables calling Custom APIs actions in Power Automate.

E: Common Data Service provides access to the environment database on the Microsoft Common Data Service. It is available for Logic Apps, Power Automate, and Power Apps. Reference:  
<https://docs.microsoft.com/en-us/business-applications-release-notes/april19/cdm-data-integration/dual-writelink-common-data-service-apps>  
<https://docs.microsoft.com/en-us/connectors/commondataservice/> <https://docs.microsoft.com/en-us/powerapps/developer/data-platform/custom-api>

**NEW QUESTION 134**

HOTSPOT - (Topic 4)

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

Answer Area

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

Answer:

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Box 1: Azure Data Lake  
 A data warehouse is a centralized repository of integrated data from one or more disparate sources. Data warehouses store current and historical data and are used for reporting and analysis of the data.

**NEW QUESTION 136**

- (Topic 4)

A local bank uses Microsoft Power Platform apps to store customer data. The bank IT director discovers that all employees can see the social security numbers of their customers. The IT team does not understand how field-level security works and needs help with the design.

You need to recommend a solution to the bank that meets the following requirements:

- The system must restrict access to customer social security numbers to the vice president of finance only.  
 The vice president of finance must be able to read and update customer social security numbers.

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

NOT: Each correct selection is worth one point

- A. Set the values for the read permission and for the update permission for social security number to yet
- B. Enable field-level security for the member table.
- C. Create a held-level security profile.
- D. Enable field-level security for the social security number column.

Answer: CD

**Explanation:**

Field-level security is managed by the security profiles. To implement field-level security, a system administrator performs the following tasks.  
 ? Enable field security on one or more fields for a given entity.  
 ? Associate one more existing security profiles, or create one or more new security profiles to grant the appropriate access to specific users or teams.

Reference:  
<https://docs.microsoft.com/en-us/power-platform/admin/field-level-security>

**NEW QUESTION 137**

- (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: Record the actions required to complete the loan application process in the process advisor feature. Use task mining to discover inefficiencies in the process.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 142**

HOTSPOT - (Topic 4)

A multinational organization uses a single Microsoft Power Platform environment. The instance hosts multiple customizations for different users in different regions.

Users in some regions complain about slow load time of the customizations. You need to architect a solution based on the main requirement.

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

NOTE: Each correct selection is worth one point.

Answer Area

Goal	Suggested solution
Divisions actively collaborate on customers.	<ul style="list-style-type: none"> <li>Single instance; use Microsoft Azure Traffic Manager where needed</li> <li>Multi-tenant with one Power Platform environment in each region</li> <li>Multiple instances in different regions; Power BI for reporting</li> <li>Single multi-geo instance</li> </ul>
Regions have separate customers but use the same functionality and need global reporting.	<ul style="list-style-type: none"> <li>Multiple instances in different regions with data replication</li> <li>Multi-tenant with one Power Platform environment in each region</li> <li>Multiple instances in different regions; Power BI for reporting</li> <li>Single multi-geo instance</li> </ul>
Regions have separate functionality and customers but need global reporting on data.	<ul style="list-style-type: none"> <li>Single instance; use Microsoft Azure Traffic Manager</li> <li>Multi-tenant with one Power Platform environment in each region</li> <li>Multiple instances in different regions; Power BI for reporting</li> <li>Single multi-geo instance</li> </ul>

- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Answer Area

Goal	Suggested solution
Divisions actively collaborate on customers.	<ul style="list-style-type: none"> <li>Single instance; use Microsoft Azure Traffic Manager where needed</li> <li>Multi-tenant with one Power Platform environment in each region</li> <li>Multiple instances in different regions; Power BI for reporting</li> <li>Single multi-geo instance</li> </ul>
Regions have separate customers but use the same functionality and need global reporting.	<ul style="list-style-type: none"> <li>Multiple instances in different regions with data replication</li> <li>Multi-tenant with one Power Platform environment in each region</li> <li>Multiple instances in different regions; Power BI for reporting</li> <li>Single multi-geo instance</li> </ul>
Regions have separate functionality and customers but need global reporting on data.	<ul style="list-style-type: none"> <li>Single instance; use Microsoft Azure Traffic Manager</li> <li>Multi-tenant with one Power Platform environment in each region</li> <li>Multiple instances in different regions; Power BI for reporting</li> <li>Single multi-geo instance</li> </ul>

**NEW QUESTION 145**

- (Topic 4)

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

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

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

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

**Answer: BC**

**NEW QUESTION 146**

**HOTSPOT - (Topic 4)**

A company plans to create a Power Platform solution that integrates with Dynamics 365 Sales.

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.

NOTE: Each correct selection is worth one point.

**Integration requirement**

**Solutions**

Have read-only visibility of data from an external Azure SQL database.

Use virtual tables.  
 Use a custom plug-in.  
 Use Dynamics 365 Web API.  
 Use a web resource to display data.

External system sends data to Dynamics 365 Sales.

Use a custom plug-in.  
 Use Dynamics 365 Web API.  
 Use a web resource to display data.

Answer:

**Integration requirement**

**Solutions**

Have read-only visibility of data from an external Azure SQL database.

Use virtual tables.  
 Use a custom plug-in.  
 Use Dynamics 365 Web API.  
 Use a web resource to display data.

External system sends data to Dynamics 365 Sales.

Use a custom plug-in.  
 Use Dynamics 365 Web API.  
 Use a web resource to display data.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Use Virtual tables

A virtual entity is a custom entity in Dynamics 365 Customer Engagement (on-premises) that has fields containing data from an external data source. Virtual entities appear in your app to users as regular entity records, but contain data that is sourced from an external database, such as an Azure SQL Database. Records based on virtual entities are available in all clients including custom clients developed using the Dynamics 365 Customer Engagement Web Services.

Box 2: Use Dynamics 365 Web API.

Dynamics 365 Web Services API: Many times, straight database-to-database integrations aren't a possibility. In these cases, the development of a solution may depend on utilization of the Dynamics 365 Customer Engagement web services API (Application Programming Interface).

**NEW QUESTION 147**

- (Topic 4)

You are implementing a solution that includes applications which perform high-volume Microsoft Dataverse operations.

The applications must not experience a loss of functionality or loss of performance due to service protection API limits.

You need to evaluate metrics for the service protection API limits.

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

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

**Answer:** ADE

**NEW QUESTION 151**

HOTSPOT - (Topic 4)

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

The company has the following requirements:

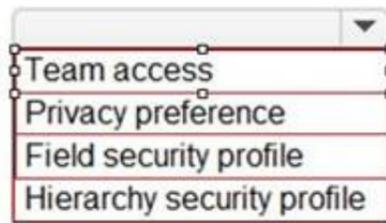
? Allow only the human resource manager to change an employee's employment status when an employee is dismissed.

? 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.

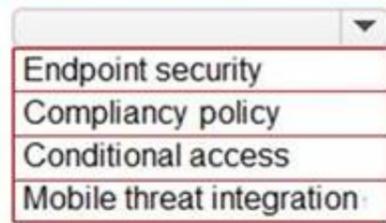
**Requirement**

**Configuration**

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



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



- 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: Compliancy 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**

- (Topic 4)

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

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

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

NOTE: Each correct selection is worth one point.

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

**Answer:** ABE

**NEW QUESTION 156**

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

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 157**

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.	<input type="checkbox"/> Security role <input type="checkbox"/> Security group <input type="checkbox"/> Field security profile
A licensed user receives an insufficient permission error when opening leads.	<input type="checkbox"/> Security role <input type="checkbox"/> Security group <input type="checkbox"/> Field security profile
A licensed user does not appear in the list of users available for security assignment.	<input type="checkbox"/> Security role <input type="checkbox"/> Security group <input type="checkbox"/> Field security profile

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

References:

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

**NEW QUESTION 158**

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