

# Microsoft

## Exam Questions PL-600

Microsoft Power Platform Solution Architect



NEW QUESTION 1

HOTSPOT - (Topic 1)

You need to recommend solutions for the organization’s technical challenges.

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

NOTE: Each correct selection is worth one point.

Requirement	Solution
Provide workers a self-service option for viewing personal and skills information.	<div><div></div><div>Power Automate</div><div>QnA Maker</div><div>Azure Cognitive Services</div></div>
Authenticate workers who use the self-service option for updating skills information.	<div><div></div><div>Azure Active Directory B2B</div><div>Azure Active Directory B2C</div><div>Dynamics 365 owner team</div></div>
Plan routes for audit teams.	<div><div></div><div>Azure traffic routing</div><div>Address input component</div><div>Dynamics 365 Field Service</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Power Automate

Self-service purchase is available for Power Platform (Power BI, Power Apps, and Power Automate), Project, and Visio.

Box 2: Azure Active Directory B2B

Scenario: First Up Consulting recruits information technology (IT) workers for temporary or permanent positions at client companies.

Azure Active Directory (Azure AD) business-to-business (B2B) collaboration is a feature within External Identities that lets you invite guest users to collaborate with your organization. With B2B collaboration, you can securely share your company's applications and services with guest users from any other organization, while maintaining control over your own corporate data. Work safely and securely with external partners, large or small, even if they don't have Azure AD or an IT department. A simple invitation and redemption process lets partners use their own credentials to access your company's resources.

Note, Scenario:

? Workers must be able to sign into a portal by using their own email address.

Workers must be required to use a secure method of authentication to be able to view their data.

? User security roles must be customized to ensure that users are able to interact

only with the specific data in which they need access. Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service functionality include:

An interactive schedule board helps dispatchers assign work orders to the best resources based on location, availability, skill set, priority, and more. This is done via a manual drag- and-drop method, a semi-automated scheduling assistant, or fully automated with Resource Scheduling Optimization.

The schedule board displays each resource--whether an employee, contractor, or equipment--and their scheduled work orders. Resources and their assigned jobs are also displayed on a map along with routes and traffic patterns in real time.

NEW QUESTION 2

DRAG DROP - (Topic 1)

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

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

NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Box 1: Omnichannel for Customer Service dashboard

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

The company has a team 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 3

HOTSPOT - (Topic 1)

You need to design tables 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.

Data type	Technical solution
Job placement record	<div><div></div><div>Custom table</div><div>Activity table</div><div>Virtual table</div></div>
Security clearance record	<div><div></div><div>Lookup (N:1)</div><div>Choice</div><div>Lookup (N:N)</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Virtual Table

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.

Scenario:

- ? First Up uses an on-premises system to manage current and historical patient data including medications and medical visits.
- ? The company plans to reference historical data in the existing system. The records held in these systems will not be migrated to the new solution except for medication information.
- ? The solution must provide a worker appointment booking system that can access worker historical job placement data.
- ? First Up staff members must be able to view and update worker records. They must be able to see current and historical job placement data on the same form in the new solution.

Box 2: Lookup (N:1)

Each worker can have many security clearances, so need a 1:N relationship.

Scenario: The solution must support tracking of security clearance information for a worker including the date, status, and certifying agency.

NEW QUESTION 4

- (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 5**

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 6**

- (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 7

- (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 8

- (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 9**  
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 10**  
- (Topic 3)  
You need to recommend a method for transferring machine information to Dynamics 365 Field Service.  
What should you recommend?

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

Answer: A

Explanation:

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

NEW QUESTION 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
- C. Data Migration utility
- D. Power Apps Studio

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 11

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><div></div><div>Booking rules</div><div>Schedule board</div><div>Proficiency models</div></div>
Automatically input measurement readings from inspection gauges	<div><div></div><div>Custom connector</div><div>Azure IoT Hub connector</div><div>Azure IoT Central connector</div><div>Microsoft Dataverse connector</div></div>

Answer:

Requirement	Solution
View, assign, and resolve inspection bottlenecks.	<div><div></div><div><u>Booking rules</u></div><div><u>Schedule board</u></div><div>Proficiency models</div></div>
Automatically input measurement readings from inspection gauges	<div><div></div><div>Custom connector</div><div><u>Azure IoT Hub connector</u></div><div><u>Azure IoT Central connector</u></div><div>Microsoft Dataverse connector</div></div>

- 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 13

- (Topic 3)

You need to resolve the issue reported during testing. What should you do?

- A. Create an image data type within the Inspection Order table.
- B. Create a relationship within the Inspection Order table to the originating inspection order.
- C. Create a Quick View form for the inspection order.

**Answer: B**

#### Explanation:

Need to store the image in the table.

Scenario: The company uses photos of employees to generate employee badges. Photos are uploaded into Microsoft 365 user profiles.

### NEW QUESTION 16

- (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 17

- (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
- Office 365 Outlook connector
- ☒ B. Microsoft Dataverse 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 18

HOTSPOT - (Topic 3)

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

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

NOTE: Each correct selection is worth one point.

## Requirement

## Solution

Prevent editing of finalized inspection orders.

	▼
Business rule	
Security role	
User permission	

Prepare documentation for failed inspection steps.

	▼
Data flow	
Business rule	
Form property	

- A. Mastered
- B. Not Mastered

**Answer:** A

### Explanation:

Box 1: Security role

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

Scenario:

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

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

Box 2: Data flow

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

Scenario: Provide a visual representation of the testing measurement limits for each step. Include an indication of how the measured value compares to measurement limits and whether the measurement is within tolerance. Users must be able to configure the visualizations to display the minimum value and maximum value, and whether the reading is within the tolerance of a single targeted value. It must also be able to be used for maintenance inspections once the machine has been installed.

### NEW QUESTION 21

HOTSPOT - (Topic 4)

A company uses Dynamics 365 Sales and Power BI.

Sales managers must be able to keep track of changes to their pipeline in the following ways:

? Notify the sales managers when an Opportunity changes sales stage.

? Notify the sales managers when the pipeline drops below 2.5M USD.

? When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

You need to recommend a solution that meets the company requirements.

Which combination of solutions should you recommend? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Notify the sales manager when an Opportunity changes sales stage.

	▼
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector	
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 users	
Microsoft Power Automate, data alerts, and Microsoft Office 365 connector	

Notify the sales managers when the pipeline drops below 2.5 USD.

	▼
Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector	
Microsoft Power Automate, Power BI data alerts, and Microsoft Office 365 connector	
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector	

When reviewing the pipeline in Power BI, a sales executive must be able to add a Playbook to an Opportunity.

	▼
Power BI, Power Apps, Microsoft Dataverse connector, and Microsoft Office 365 Outlook connector	
Microsoft Power Automate, Data alerts, Microsoft Dataverse connector, and Microsoft Office 365 users	
Microsoft Power Automate, Data alerts, and Microsoft Office 365 connector	
Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector	

- A. Mastered
- B. Not Mastered

**Answer:** A

### Explanation:

Box 1: Microsoft Power Automate, Microsoft Dataverse connector, and Microsoft 365 Outlook connector

Use Microsoft Dataverse as the data source.

While Power Automate is a robust tool with ever-expanding capabilities, it also handles simple tasks with grace. A universal business need for many organizations is the ability to automate email notifications based on certain criteria: an opportunity is won, send an email to the sales manager; a case is closed, send an email to the customer; a work order is completed, send an email to the customer.

Power Automate can easily accommodate this using the Microsoft 365 Outlook connector.

Box 2: Microsoft Power Automate, Power Bi data alerts, and Microsoft 365 connector Data alerts in the Power BI service: Set alerts to notify you when data in your dashboards changes beyond limits you set.

Box 3: Microsoft Power Automate, Power BI, Power Apps, and Microsoft Dataverse connector

NEW QUESTION 22

- (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 25

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 28

- (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 30

DRAG DROP - (Topic 4)

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

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

You need to recommend cascading strategies for the data model.

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

NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

**Answer: A**

#### Explanation:

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

#### NEW QUESTION 31

- (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 35

- (Topic 4)  
A company uses manual processes to track interactions with customers. The company wants to use Power Platform to improve productivity. The company has the following requirements:

- ? Provide customers with an online portal where they can submit and review cases.
- ? Ensure that customers can chat online with a customer service representative at any time.
- ? Route chats to customer service representatives based on skill and availability.

You need to recommend a solution to the company. Which three components should you recommend? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Virtual Agents chatbots
- B. Customer self-service portal
- C. Dynamics 365 Field Service
- D. Business process flows
- E. Omnichannel for Customer Service

Answer: BDE

**Explanation:**  
B: Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback. Note: Based on the selected environment in Power Apps, you can create a Dataverse starter portal or a portal in an environment containing customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation). E: Omnichannel for Customer Service offers a suite of capabilities that extend the power of Dynamics 365 Customer Service Enterprise to enable organizations to instantly connect and engage with their customers across digital messaging channels. Reference:  
<https://docs.microsoft.com/en-us/powerapps/maker/portals/portal-templates> <https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal>

NEW QUESTION 39

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.

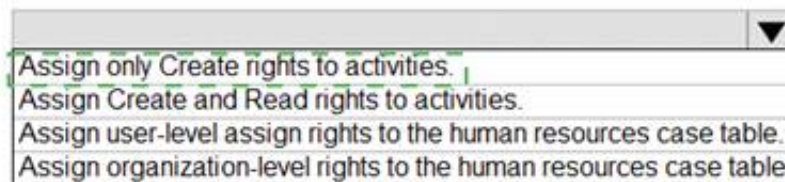
Business requirement	Solution
Users in the human resources department must be able to create tasks.	<div><div></div><div>Assign only Create rights to activities. Assign Create and Read rights to activities. Assign user-level assign rights to the human resources case table. Assign organization-level rights to the human resources case table.</div></div>
Users in the human resources department must be able to assign cases to other users.	<div><div></div><div>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.</div></div>

Answer:

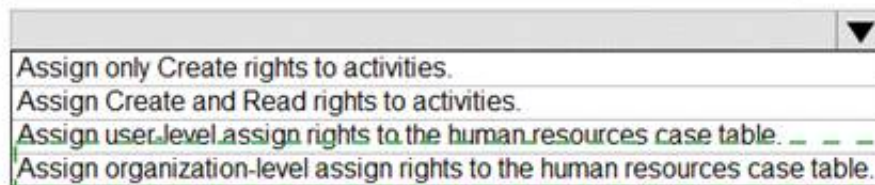
### Business requirement

### Solution

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.



- 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 43

- (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 46

- (Topic 4)

You are a Microsoft Power Platform solution architect working on a project. API calls are being sent between external applications and a Microsoft Power Platform solution.

The number of requests per user within a given time frame varies. Some users may be exceeding the service protection API limits.

You need to ensure that the API conforms to service protection limits.

Which three metrics should you review? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. The number of requests that a user can make each day.
- B. The total number of requests that can be processed each day.
- C. The number of concurrent requests that a user can make.
- D. The total execution time for requests by all users.
- E. The combined execution time required to process requests from a user.

**Answer:** ACE

#### Explanation:

Three types of service protection API limit errors that can be returned:

? Number of requests This limit counts the total number of requests during the preceding 300 second period.

? Execution time This limit tracks the combined execution time of incoming requests during the preceding 300 second period.

? Concurrent requests This limit tracks the number of concurrent requests. Reference:

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

### NEW QUESTION 49

DRAG DROP - (Topic 4)

You are reviewing a list of business requirements submitted by a plumbing company. The company has the following requirements:



- ? Send articles to technicians to allow technicians to help customers resolve issues.
- ? Track work progress and inspections at customer sites.
- ? Schedule technicians for service appointments.

You need to recommend solutions to meet the customer's requirements.

What should you recommend? To answer, drag the appropriate solutions to the correct business 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	Answer Area	
	Business requirement	Solution
Dynamics 365 Field Service	Send articles to technicians to allow technicians to help customers resolve issues.	Solution
Dynamics 365 Customer Voice	Track work progress and inspections at customer sites.	Solution
Dynamics 365 Customer Insights	Schedule technicians for service appointments.	Solution

Answer:

Solutions	Answer Area	
	Business requirement	Solution
Dynamics 365 Field Service	Send articles to technicians to allow technicians to help customers resolve issues.	Dynamics 365 Customer Insights
Dynamics 365 Customer Voice	Track work progress and inspections at customer sites.	Dynamics 365 Field Service
Dynamics 365 Customer Insights	Schedule technicians for service appointments.	Dynamics 365 Field Service

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Box 1: Dynamics 365 Customer Insights

Dynamics 365 Customer Insights is a part of Microsoft's customer data platform (CDP) that helps deliver personalized customer experiences. The platform's capabilities provide insights into who your customers are and how they engage with your platform. Unify customer data across multiple sources to get a single view of customers.

Box 2: Dynamics 365 Field Service Dynamics 365 Field Service helps to:

- \_ Organize and track resolution of customer issues
- \_ Keep customers updated with the status of their service call and when it's resolved

Note: The Dynamics 365 Field Service business application helps organizations deliver onsite service to customer locations. The application combines workflow automation, scheduling algorithms, and mobility to set up mobile workers for success when they're onsite with customers fixing issues.

The Field Service application enables you to: Improve first-time fix rate

Complete more service calls per technician per week

Manage follow-up work and take advantage of upsell and cross sell opportunities Reduce travel time, mileage, and vehicle wear and tear

Organize and track resolution of customer issues Communicate an accurate arrival time to customers

Provide accurate account and equipment history to the field technician

Keep customers updated with the status of their service call and when it's resolved Schedule onsite visits when it's convenient for the customer

Avoid equipment downtime through preventative maintenance

Box 3: Dynamics 365 Field Service

Dynamics 365 Field Service: Schedule onsite visits when it's convenient for the customer.

**NEW QUESTION 52**

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>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>

- A. Mastered
- B. Not Mastered

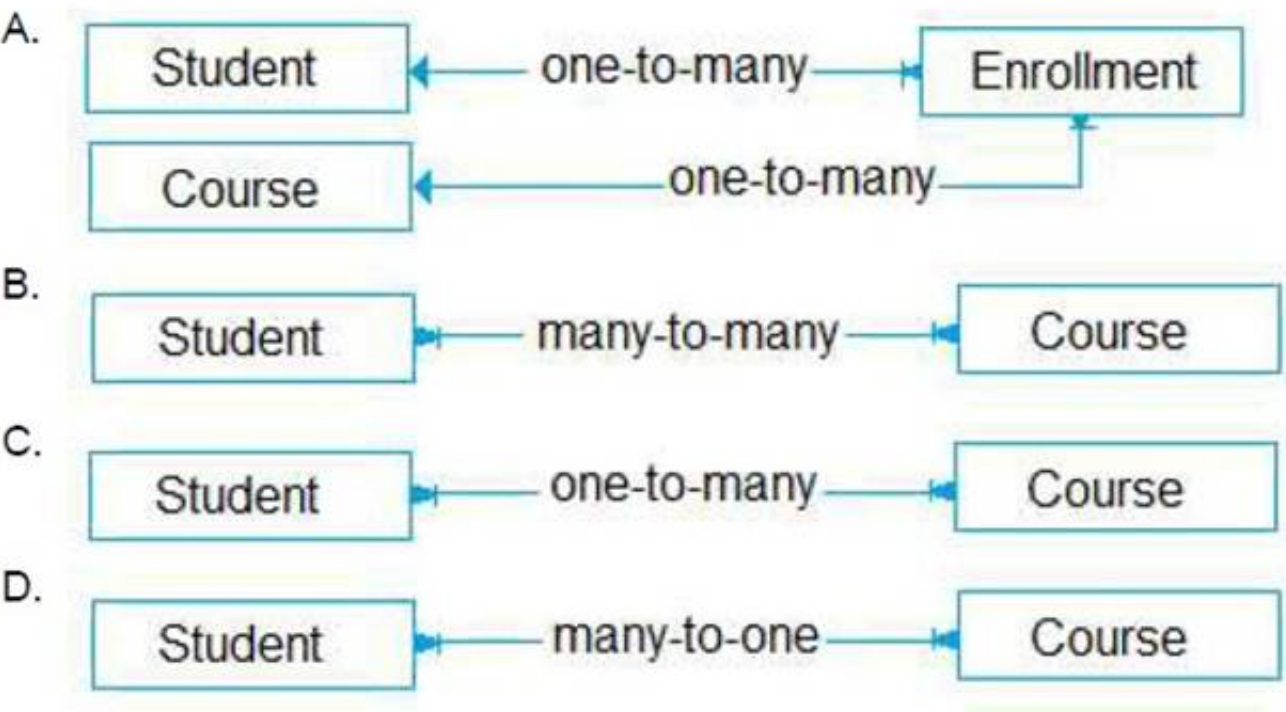
Answer: A

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 55

- (Topic 4)  
You are designing the data model for a school. The school wants to track students' enrollments in courses. The system must meet the following requirements: Track the courses in which each student is enrolled. Track the students that are enrolled in each course. Track dates when each student enrolled in each course and the person who approved the enrollment. Allow users to create a report that details which students are enrolled in which courses. You need to recommend a data model that will fit the school's requirements.  
Which logical model should you recommend?



- A. Option A
- B. Option B
- C. Option C



D. Option D

Answer: A

Explanation:

Need a relationship table.

N:N (Many-to-Many): A table relationship that depends on a special Relationship table, sometimes called an Intersect table, so that many rows of one table can be related to many rows of another table.

When viewing rows of either table in a N:N relationship you can see a list of any rows of the other table that are related to it. Reference:

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

NEW QUESTION 59

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 60

- (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 65

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								
	<table border="1"><thead><tr><th>Scenario</th><th>Solution</th></tr></thead><tbody><tr><td>Show the app in Microsoft Outlook.</td><td><input type="text" value="Solution"/></td></tr><tr><td>Use Universal Resource Scheduling.</td><td><input type="text" value="Solution"/></td></tr><tr><td>Take notes on a mobile phone and record GPS coordinates automatically.</td><td><input type="text" value="Solution"/></td></tr></tbody></table>	Scenario	Solution	Show the app in Microsoft Outlook.	<input type="text" value="Solution"/>	Use Universal Resource Scheduling.	<input type="text" value="Solution"/>	Take notes on a mobile phone and record GPS coordinates automatically.	<input type="text" value="Solution"/>
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Answer:

Solutions	Answer Area								
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Scenario	Solution								
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Use Universal Resource Scheduling.	<input type="text" value="Dynamics 365 Customer Service"/>								
Take notes on a mobile phone and record GPS coordinates automatically.	<input type="text" value="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 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 76

- (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 79

- (Topic 4)

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

The solution has the following requirements:

- ? Ensure that users follow a predefined sales process regardless of the device that employees use to access the app.
- ? Respond to sales events by using organization-defined best practices.

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

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



**Answer:** B

**Explanation:**

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

Reference:

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

**NEW QUESTION 80**

HOTSPOT - (Topic 4)

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

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

You need to recommend the team types to use.

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

NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Box 1: Owner team

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

Box 2: Access team

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

Box 3: Owner team

**NEW QUESTION 83**

- (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 85

HOTSPOT - (Topic 4)

A company plans to create a Microsoft 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.

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 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

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.

Solution

Business process flow	▼
Plug-in	
Client script	
Business rule	
Business process flow	

Business rule	▼
Client script	
Business rule	
Classic workflow	
Business process flow	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Requirement

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.

Solution

Business process flow	▼
Plug-in	
Client script	
Business rule	
Business process flow	

Business rule	▼
Client script	
Business rule	
Classic workflow	
Business process flow	

NEW QUESTION 95

- (Topic 4)

A company has a list of contacts in a Microsoft Excel file. The company wants to load the contact information into a Power Platform solution.

You need to recommend a data-loading solution. What should you recommend?

- A. Use the Excel Template feature.
- B. Add to an existing list of contacts in a static worksheet.
- C. Use the import from Excel feature.

Answer: A

Explanation:

Import data that's stored somewhere else into your model-driven app using the import feature in Power Apps. Every table has required columns that must exist in your input file. It's recommended that

you download an Excel template, add your data, and then import the file to your app. The template saves time and effort. Don't add or modify columns in the template to avoid issues during the import. Note: Step 1: Download an Excel template To avoid mapping issue, it's recommended that you use an Excel template that you can download from your app. Once the template is downloaded add your data and then import the file back to your app. Remember don't add or modify columns in the template to avoid issues during the import process. Step 2: Import your data Use the template that you downloaded in the previous step (modified with your data) and import the file to your app.

Reference:  
<https://docs.microsoft.com/en-us/powerapps/user/import-data>

NEW QUESTION 100

HOTSPOT - (Topic 4)

You are designing a solution to continually import data from several data sources into Microsoft Dataverse. The solution must meet the following requirements:

- Include integrated error handling for records that fail to import successfully into Dataverse.
- Augment data with AI and machine learning models. You need to select a component for each requirement

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

Augment data with AI and machine learning models.

Include integrated error handling in place for records that fail to import.

Component

Analytical dataflow	▼
Power Apps dataflow	
Logic Apps	
Analytical dataflow	
Azure Data Factory	

Power Apps dataflow	▼
Power Apps dataflow	
Logic Apps	
Analytical dataflow	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Requirement

Augment data with AI and machine learning models.

Include integrated error handling in place for records that fail to import.

Component

Analytical dataflow

Power Apps dataflow

Logic Apps

Analytical dataflow

Azure Data Factory

Power Apps dataflow

Power Apps dataflow

Logic Apps

Analytical dataflow

NEW QUESTION 102

- (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 105

DRAG DROP - (Topic 4)

A company plans to integrate a model-driven app with external data sources. The company has the following requirements:

- Consume data in its data warehouse from Microsoft Dataverse.
- Use a plug-in to retrieve information from an external service.

You need to recommend a Microsoft Azure component for each requirement.

Which Azure components should you recommend? To answer, drag the appropriate Azure components to the correct requirements. Each Azure 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.

Azure Event Hub

Azure Service Bus

Azure Data Factory

Azure Synapse Link

Requirement

Consume data in a data warehouse.

Consume data from an external source.

Azure component

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Azure Event Hub

Azure Service Bus

Azure Data Factory

Azure Synapse Link

Requirement

Consume data in a data warehouse.

Consume data from an external source.

Azure component

Azure Data Factory

Azure Service Bus

**NEW QUESTION 110**

HOTSPOT - (Topic 4)

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

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

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario

Mimic a user using an app.

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

Confirmation that an app can manage expected peak loads.

Test type

Acceptance testing

UI testing

Acceptance testing

Performance testing

Load testing

Acceptance testing

Migration testing

Acceptance testing

Performance testing

UI testing

Performance testing

Unit testing

Acceptance testing

Performance testing

Integration testing

Answer:

Answer Area

Scenario

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.

Test type

Acceptance testing

UI testing

Acceptance testing

Performance testing

Load testing

Acceptance testing

Migration testing

Acceptance testing

Performance testing

UI testing

Performance testing

Unit testing

Acceptance testing

Performance testing

Integration testing

- A. Mastered  
B. Not Mastered

Answer: A

**NEW QUESTION 111**

- (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 113**

HOTSPOT - (Topic 4)

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

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

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

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

NOTE: Each correct selection is worth one point.



Answer Area

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

Answer:

Answer Area

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

- A. Mastered
- B. Not Mastered

Answer: A

NEW QUESTION 114

- (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 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 120

HOTSPOT - (Topic 4)

You are designing a Microsoft Power Platform solution for a company. Which components should you recommend? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Box 1: Business rule

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

Box 2: Power Automate flow

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

NEW QUESTION 125

- (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 pans of the logic can be solved by using Power Apps Component Framework (PCF) contro
- 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 optimize
- 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 128

DRAG DROP - (Topic 4)

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

- Retail employees must use the application on a company- prowled 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

Answer Area

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

Answer:



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

- A. Mastered  
 B. Not Mastered

**Answer: A**

#### NEW QUESTION 129

- (Topic 4)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company plans to automate the expense approval process.

Users currently enter data into an on-premises SQL Server database. You need to allow users to submit expenses from mobile devices.

Solution: Create a canvas app for expense data entry. Create a desktop flow. Create a cloud flow for approval and trigger the desktop flow to add data to the SQL Server database.

Does the solution meet the goal?

- A. Yes  
 B. No

**Answer: B**

#### NEW QUESTION 130

- (Topic 4)

You are designing a Microsoft Power Platform solution.

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

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

NOTE: Each correct selection is worth one point.

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

**Answer: BDE**

#### Explanation:

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

Examples of common non-functional requirement types include:

? Availability

? Compliance/regulatory

? Data retention/residency

? Performance (response time, and so on)

? Privacy

? Recovery time

? Security

? Scalability

Reference:

<https://docs.microsoft.com/en-us/learn/modules/work-with-requirements/4-non-functional- requirements>

#### NEW QUESTION 134

- (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 138

- (Topic 4)

A company has a custom web-based solution that is hosted on Azure. You design a Power Platform solution to provide the company additional capabilities.

You need to integrate the Power Platform solution with the web-based solution.

What should you recommend?

- A. Connection reference
- B. Custom connector
- C. Desktop flow
- D. Data gateway

**Answer: B**

**Explanation:**

A custom connector in Power Platform is a wrapper around a REST API that allows Power Automate or Power Apps to communicate with that REST API. Connectors created in Power Automate are available in Power Apps. Likewise, connectors created in Power Apps are available in Power Automate.

Reference:

<https://docs.microsoft.com/en-us/learn/modules/create-custom-connector-power-platform/1-introduction>

**NEW QUESTION 140**

- (Topic 4)

You are designing a Power Platform solution.

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

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

NOTE: Each correct selection is worth one point.

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

**Answer: AC**

**Explanation:**

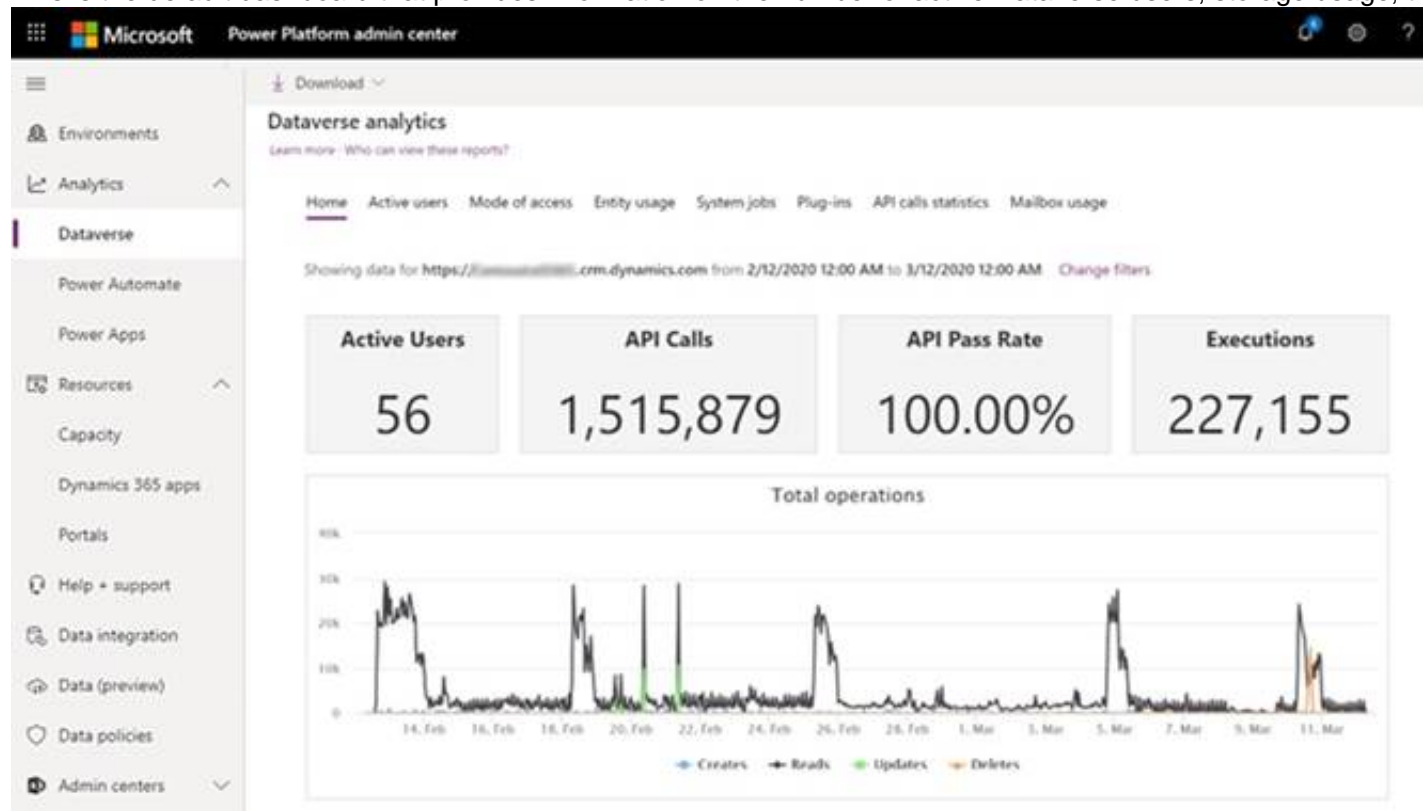
A: When users exceed their limits, administrators can see this in the admin center (see below). You can do either one of the following:

? Adjust the app or flow to use fewer API requests

? Purchase the Power Apps and Power Automate capacity add-on for your organization.

C: Home (default) Dashboard.

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



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

Reference:

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

**NEW QUESTION 141**

- (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 pat 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 144**

DRAG DROP - (Topic 4)

A client plans to implement Microsoft Power Platform solutions.

The client identifies the following requirements for handling opportunities:

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

You need to recommend tools to meet the client requirements.

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

NOTE: Each correct selection is worth one point.

Tools

Business Rule

Business process flow

Workflows

Answer Area

Requirement	Tool
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.	

- A. Mastered  
B. Not Mastered

**Answer: A**

**Explanation:**

Tools

Business Rule

Business process flow

Workflows

Answer Area

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

**NEW QUESTION 149**

- (Topic 4)

A company uses a third-party cloud-based app to make real-time business decisions. The app has a RESTful API.

You must design a Microsoft Power Platform solution that interacts with the third-party app. Changes made in the Microsoft Power Platform solution must be reflected in the cloud app.

You need to recommend technologies to integrate the Microsoft Power Platform solution with the cloud app.

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

NOTE: Each correct selection is worth one point.

- A. Scheduled Power Automate cloud flow with a custom connector to the cloud app  
B. Power Virtual Agents  
C. Custom plug-on registered with Microsoft Dataverse  
D. Model-driven app

**Answer: AC**

**Explanation:**

A: To enable Logic Apps, Power Automate, or Power Apps to communicate with the REST or SOAP API, use a custom connector, which is a wrapper around a REST API (Logic Apps also supports SOAP APIs).

C: Custom APIs are a powerful way to connect to any existing API, hosted anywhere, from PowerApps. You do not need a PowerApps Enterprise subscription to register or use a Custom API.

Custom APIs are RESTful endpoints that you can connect to and use from PowerApps. All you'll need is a Swagger definition file for your endpoint.

Reference:

<https://docs.microsoft.com/en-us/power-platform/guidance/architecture/real-world-examples/custom-connector-canvas>

<https://powerapps.microsoft.com/hr-hr/blog/register-and-use-custom-apis-in-powerapps/>

**NEW QUESTION 153**

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